

Live Express for Managed Service Providers and Channels

Version 1.0

live**express.**

acaudiocodes

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Related Documentation

Document Name
Live Cloud for Teams Release Notes
AudioCodes Live Cloud for Teams - Channel Resellers User's Manual
AudioCodes Live Cloud for Teams End-Customers User's Manual

Document Name
AudioCodes Live Cloud for Teams Service Providers User's Manual

Document Revision Record

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Table of Contents

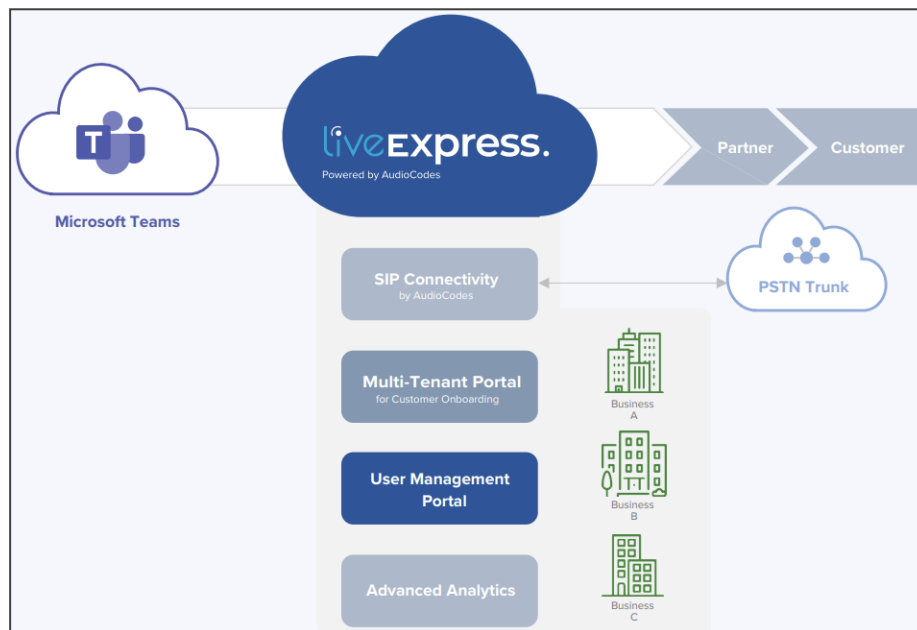
1	Introduction	1
	Target Audience	1
	Value Proposition	2
	About Microsoft Teams Phone System	3
	Key Capabilities	3
	Highlights	3
	Live Express Plans	4
2	Getting Started	5
	Logging in for the First Time	5
	Getting Acquainted	8
3	Onboarding a New Customer	13
	Performing Authentication	15
	Monitoring Pending Requests	19
	Sending a Reminder	21
	Revoking a Request	22
	Adding a Customer	22
	Provisioning DNS	25
	Configuring DNS	25
	Freeing up a License	26
	Verifying the DNS Name	28
	Uploading the Telephony Numbers	29
	Onboarding using Default SIP Trunk	30
	Completing the Deployment	30
4	Managing Customer Tenant	32
	Completing Customer DID Management & User Settings	32
	Defining a DID Number Range	33
	Adding a Number to User Manually & Assigning Enterprise Voice	34
	Checking Queued Changes	36
	Managing Templates	37
	Managing PSTN Usage	46
	Managing Voice Routing Policy	48
	Managing Dial Plans & Normalization Rules	52
	Configuring a Reserved Number Range	55
	Viewing Audit History and Performing Rollback	56
	Making a Test Call	57
	Managing Call Reports	59
	Managing Alarms	60
	Viewing Call Statistics	61
	Configuring Microsoft 365 Settings	63
	Managing DID Assignment	64

Adding a Site Location	65
Editing Prefixes at the SBC Level	66
Deleting Customers	67

1 Introduction

AudioCodes Live Express is an SaaS solution enabling partners to seamlessly and efficiently and with minimal setup time provide their business customers PSTN connectivity to the Microsoft Teams Phone System via Direct Routing.

The solution's intuitive user portal and powerful automation capabilities enable partners to swiftly onboard new customers, connecting customer SIP trunks to Microsoft Teams and providing control of dial plans and management of advanced call policies. Partners enjoy a simplified customer onboarding process designed to accelerate Microsoft Teams voice adoption (see the value proposition in [About Microsoft Teams Phone System](#) on page 3).



Hosted by AudioCodes in Azure, this multi-partner solution instantly expands partners' cloud communication offerings, creating an opportunity to accelerate their business with Microsoft Teams.

Target Audience

Although this is a *User's Manual*, the term 'user' here covers *multiple customer tiers* whose names can be synonymous. The major tiers of 'customer' managed by Live Express are:

- Service Providers (SPs)
- Channels [Managed Service Providers (MSPs) | Resellers | Small SPs]
- Small-Medium Businesses | Small-Medium Enterprises (SMBs | SMEs)



- This *User's Manual* targets Channels or MSPs.
- See also the *Live Express User's Manual for End Users (SMBs or SMEs)*

Value Proposition

AudioCodes' Live Express is a quick Time-to-Service solution that:

- Facilitates Microsoft Teams' high-quality voice and video collaboration on a per-user-per-month subscription basis while reducing TCO.
- Removes CapEx spending: Enables partners to offer their customers the productivity benefits of Microsoft Teams voice calling without having to make high investments in infrastructure, employ scripting experts or build a large support framework; partners can offer Live Express while reducing their investment in infrastructure, technical skills and support efforts.
- Enables partners to quickly turn themselves into Direct Routing as-a-service providers for Microsoft Teams.
- Gives partners the opportunity to leverage the market for Microsoft Teams Phone Systems, allowing customers to make and receive calls with voice, video and collaborations directly from Microsoft Teams.
- Enables partners to offer their customers a complete solution since it's augmented with device as-a-service (DaaS) and additional SaaS solutions.
- Eliminates the need to invest in Microsoft PowerShell knowledge or other tech specialists as Live Express's *self-service multi-tenant portal* provides an automatic tool for quick and easy DID (MACD) management.
- Complements partners' offerings
- Offers service quality, reliability and geo-redundancy which is why it's continuously selected as the preferred choice for voice deployments, especially with Microsoft Teams; the service is available from AudioCodes' service locations in North America, Europe, Asia Pacific, Africa, India, and Australia.
- Leverages Microsoft Teams' growth and expands partners' market reach
- Allow quick onboarding
- Enables partners to stay relevant in today's market trends while enjoying Microsoft Teams growth.
- AudioCodes' service team empowers partners to easily enhance their service portfolio.

About Microsoft Teams Phone System



Microsoft Teams has trailblazed its way to become an essential platform for businesses and organizations to easily collaborate and communicate while working from anywhere in the world. AudioCodes Live Express merges Microsoft Teams and traditional communication, creating a fully operating phone system.

While the global unified communications (UC) and collaboration market size continues to grow, the adoption of cloud services among end-users is expected to have a massive impact on the market's growth in the coming years. As analysts begin to weigh in on this rising trend, it is expected that UCaaS demand will continue to grow as companies increase their dependency on virtual communication platforms, specifically Microsoft. In fact, Omdia ranked Microsoft Teams as the leading UCaaS platform, with an average score of 85% across Net Promoter Score (NPS), product experience and vendor experience in their annual report, Collaborative Meeting Services, 2021. A shift in the market is predicted by Omdia, with unified communications and collaborations to be a key business trend in 2022.

Microsoft Teams has grown tremendously in recent years, with over 270 million monthly users reported in January 2022. Microsoft Teams has made the impossible notion of cross-team communication and collaboration, possible. More and more businesses strongly rely on Microsoft Teams to deliver voice, video, and online collaborations for their workforce. **Microsoft Teams' success has driven organizations to look for cost-effective and practical solutions to completely migrate their legacy PBX/UC solution to Microsoft by connecting their Teams platform to the Public Switched Telephone Network (PSTN), thus enjoying the enhanced capabilities of Teams and regular business calls with one platform.**

Key Capabilities

Key capabilities of AudioCodes' Live Express are:

- Direct Routing enables partners to connect their customers to the Microsoft Teams Phone System without having to deploy or manage their session border controller (SBC).
- Its multi-tenant portal allows partners to accelerate their onboarding process to Microsoft Teams Phone System, making it quick and seamless; simplifying user management, the full-management portal enables moves, adds, changes and deletes by customers.
- Reporting and monitoring tools provide partners with the ability to oversee and ensure quality of experience (QoE) via self-service monitoring.
- Global Solution: Available in all regions based on AudioCodes services global presence.
- Planning and deployment; operational services
- PBX -Teams Integration (Users registrations)

Highlights

■ PSTN Connectivity

Rapidly connect customers to Microsoft Teams through Direct Routing

■ Quick Time-to-Service

Onboard customers in less than 1 hour via a multi-tenant management portal

■ Ease of Use

Multi-tier portal for user management for the customer

■ Optimize Cost

Pay-per-user-per-month model eliminates CapEx spending

■ Simple and Easy

Onboard and manage customers without investing in a dedicated infrastructure and Microsoft PowerShell experts

Live Express Plans

Partners can choose from two AudioCodes Live Express plans:

■ Hosted Essentials+**■ Hosted Pro**

Hosted Essentials+

Direct Routing for PSTN connectivity using
AudioCodes cloud SBCs

Partner self-service portal to connect customer SIP
trunks to Microsoft Teams

Onboarding and management automation, software
updates and dedicated monitoring

Resiliency and data recovery via Microsoft's
cloud policy

Hosted Pro

Enjoy all the benefits of Hosted Essentials+, with the addition of:

Lifecycle management and an advanced portal that
controls user calling policies, as well as automation
management tools to help streamline business processes

Proactive monitoring, management & Quality of
Experience (QoE) reporting for all users

Support for legacy PBX and other existing
voice solutions*

* Secured SIP access from the Internet is required



2 Getting Started

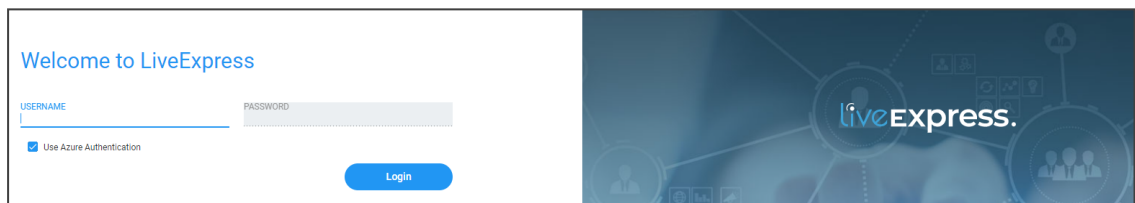
Getting started with Live Express involves logging in and getting acquainted with the management interface.

Logging in for the First Time

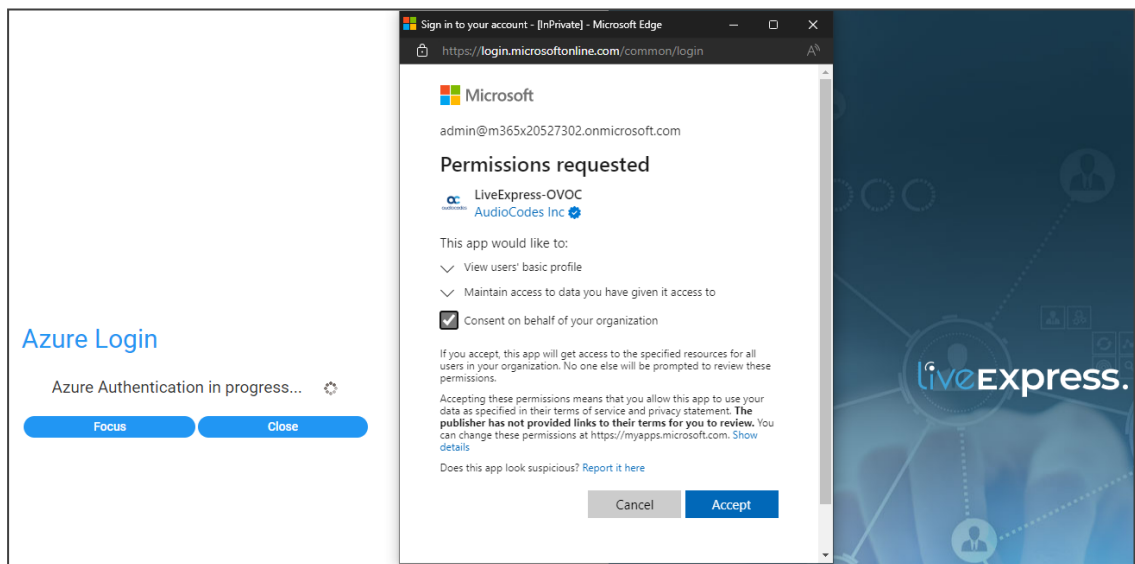
Logging in to AudioCodes Live Express is a prerequisite to using the interface to onboard new customers. The instructions here show how to log in for the first time to Live Express as a channel.

➤ **To log in for the first time to Live Express as a channel:**

1. Point your browser to the server IP address **https://<IP Address>** or click the link obtained from AudioCodes, e.g., **https://www.liveexpress.io/web-ui-ovoc/login**. When logging in *for the first time*, perform channel consent.



2. Check the **Consent on behalf of your organization** option.

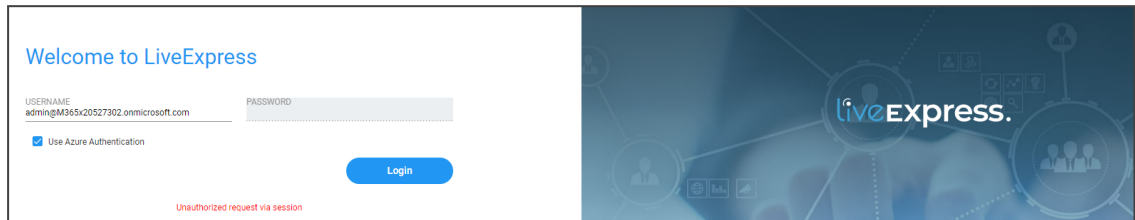


3. Click **Accept**.

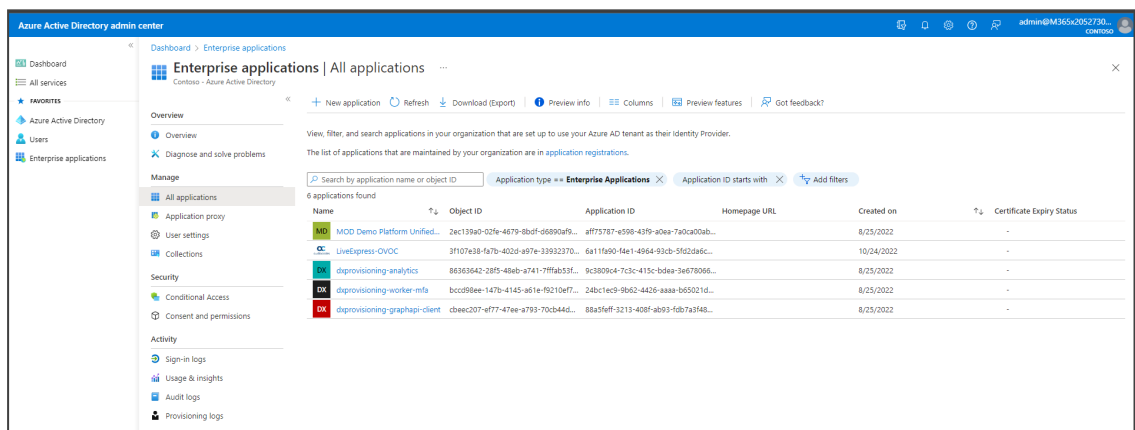
➤ To assign an Administrator role if you get an error indication:



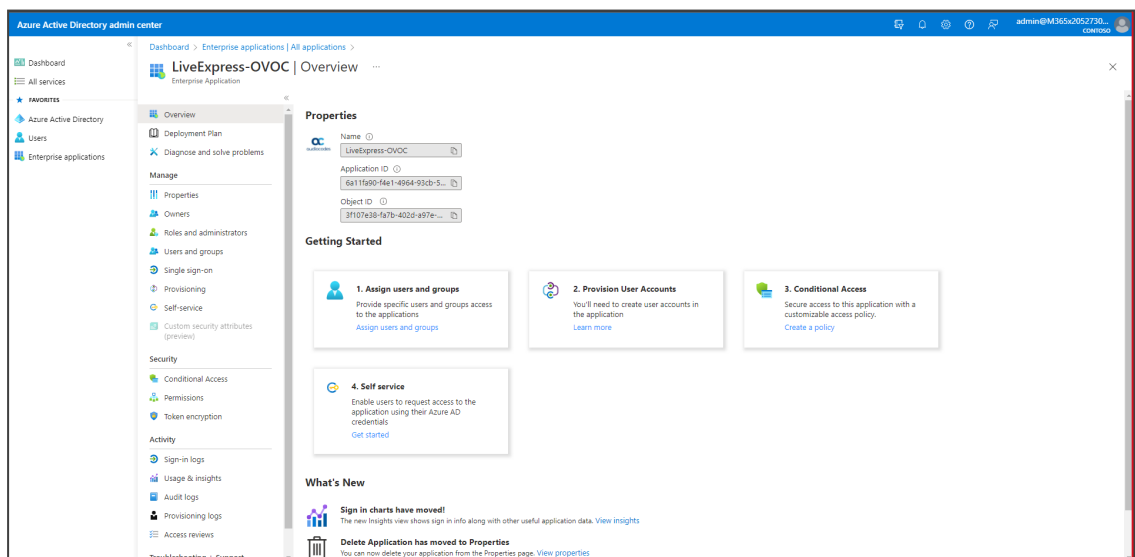
Before entering your username in the login page, you need to set an Administrator role for Enterprise app. If you don't, the login attempt will fail as shown in the next figure.



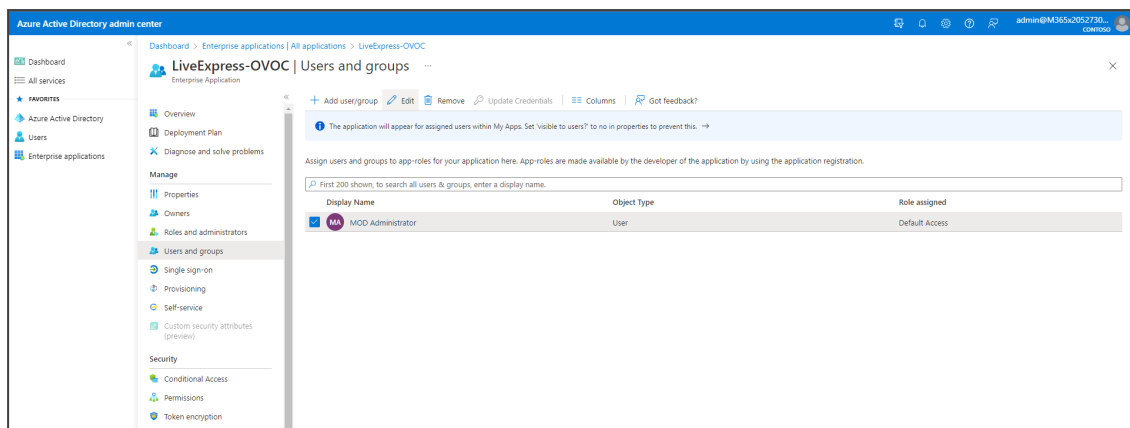
1. Keep the **Use Azure Authentication** option checked and then in the Azure Active Directory admin center shown in the next figure, set an Administrator role for the Enterprise application.



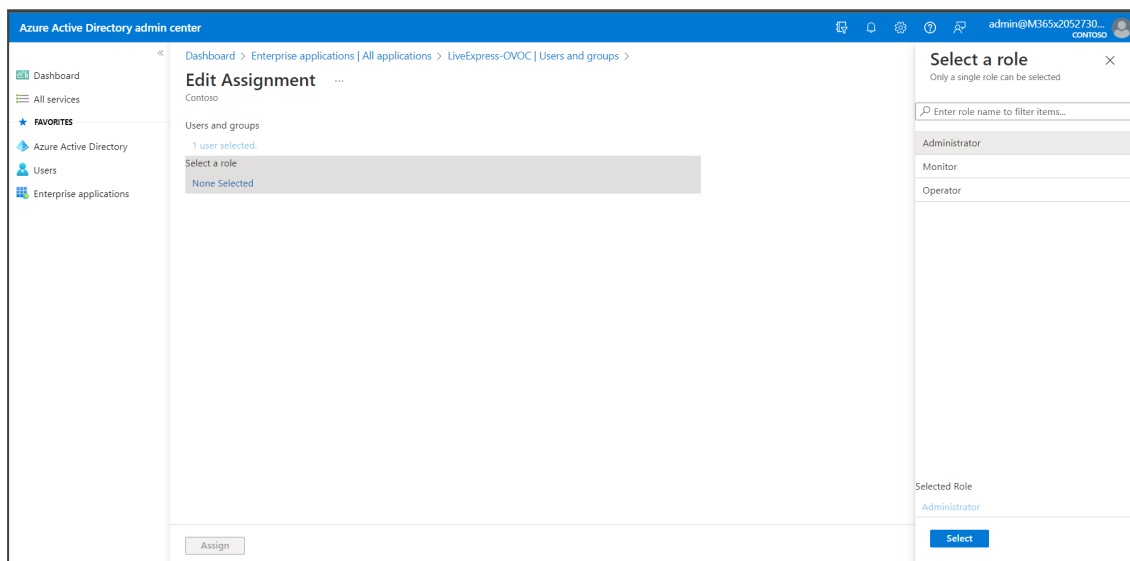
2. Click the **LiveExpress-OVOC** link.



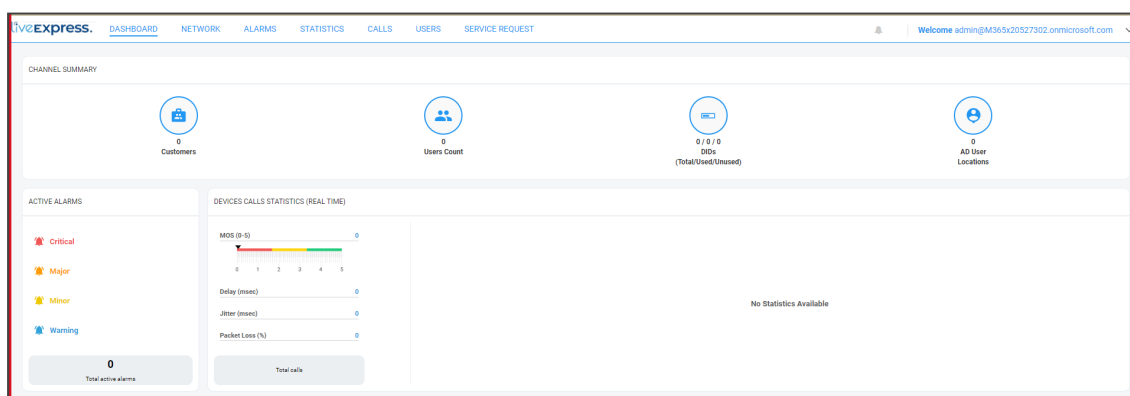
3. Go to **Users**.



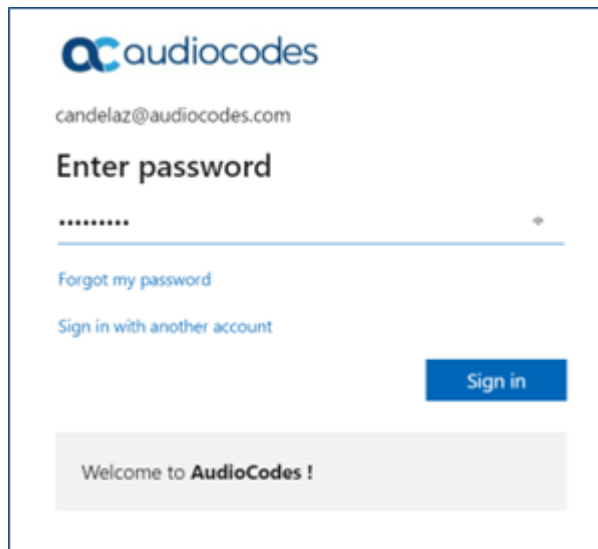
4. Click the **Edit** tab.



5. Under 'Edit Assignment', click **None Selected** under 'Select a role' and then select the role **Administrator**; the channel's Dashboard opens when this is the first login:



6. Follow the authentication process:



7. Enter your Windows password and click **Sign in**.



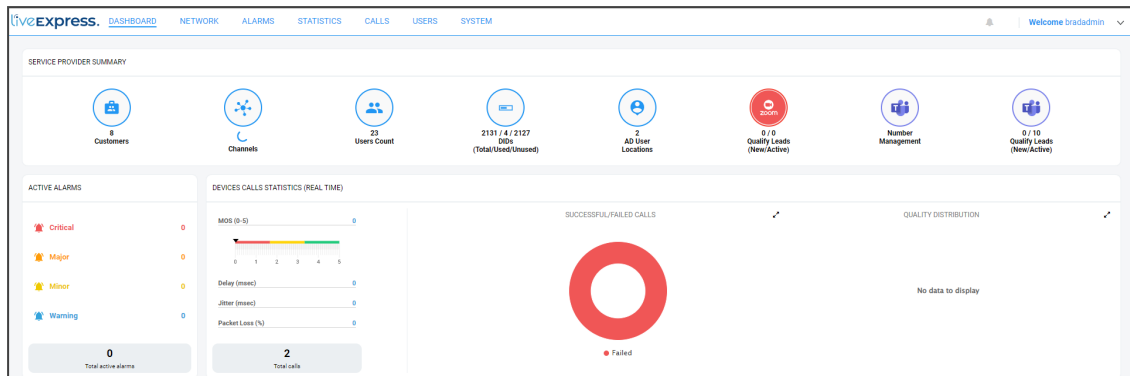
8. Approve the sign-in; the GUI opens displaying the Dashboard by default (see [Getting Acquainted](#) below).

Getting Acquainted

After logging in to Live Express, the Dashboard opens by default. This page gives the user the ability to:



- access customer management pages and apps
- determine the status of Active Alarms at a glance
- access the Active Alarms page filtered by severity
- determine overall devices calls statistics at a glance
- access calls statistics per calls filter







■ access QoE statistics per calls filter





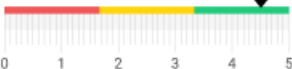


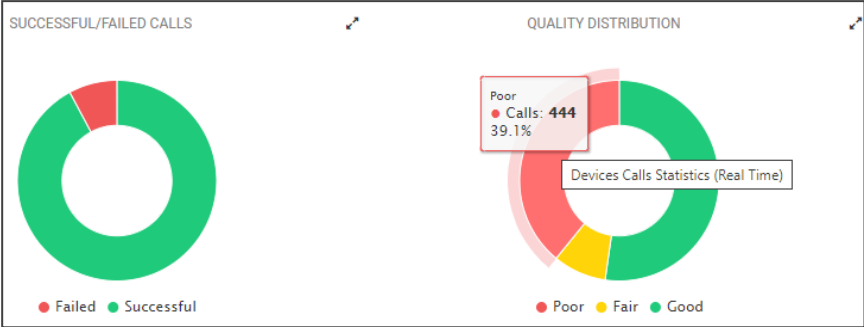

It may be helpful to get familiar with the Dashboard before performing management actions. Use the following table as reference:

Table 2-1: Dashboard

Icon	Description
	<p>Click to directly access Live Express' Customers page in which higher-tier users can perform (the Customer Action of) Direct Routing and/or delete a configured customer.</p> <p>The Customer Summary pane in the page shows (when no customer is selected):</p> <ul style="list-style-type: none"> ■ overall customer status ■ overall Active Alarms status ■ total streams ■ maximum concurrent streams ■ successful / failed streams ■ QoE distribution <p>When a customer is selected, the Customer Details pane shows: Name, Status, Deploy Status, Full Name, Live Cloud Connectivity, License Type, Azure Tenant ID, Is Enabled, Total Number of DIDs, Used DIDs and Unused DIDs.</p> <p>Also displayed are a management status indication and a QoE status indication, as well as the Active Alarms status of that individual customer.</p>
	<p>Click to directly access Live Express' Channels page in which higher-tier users can add, edit and/or delete a channel. The Channel Details pane displays a selected channel's Name, Description, Tenant, Azure Tenant ID and Number of Customers.</p>

Icon	Description
 23 Users Count	Click to directly access Live Express' User Details page in which higher-tier users can show a detailed Summary of a selected tenant (e.g., Service Provider) and/or Edit Direct Routing Customer.
 2131 / 4 / 2127 DIDs (Total/Used/Unused)	Displays the total number of Direct Inward Dialing (DID) numbers available in the block as well as the number of used / unused DIDs in the block.
 2 AD User Locations	Click to directly access Live Express' AD User Locations page in which higher-tier users can manage AD user locations.
 0 / 0 Quality Leads (New/Active)	Displays the number of new / active quality Zoom leads.
 Number Management	<p>Click to directly access the Number Management page in which users can do the following:</p> <div> <div>Export CSV</div> <div>Import Numbers</div> </div> <div> <div>✂ Release Numbers</div> <div>📄 Export to CSV</div> <div>📍 Change Emergency Location</div> <div>🔄 Update Number Capabilities</div> </div>
 0 / 10 Quality Leads (New/Active)	Displays the number of new / active quality Teams leads.
Active Alarms	Indicates (1) the overall number of active alarms and (2) the number of active Critical, Major, Minor and Warning severity-level alarms.

Icon	Description
	<div data-bbox="539 264 1007 804"> <p>ACTIVE ALARMS</p> <div> <div> Critical 120416</div> <div> Major 16</div> <div> Minor 0</div> <div> Warning 0</div> <div>120,432 Total active alarms</div> </div> </div> <ul style="list-style-type: none"> ■ Clicking the overall number of active alarms opens the Active Alarms page. ■ Clicking the row of a severity level opens the Active Alarms page filtered by that severity level, so users can directly access only alarms whose severity level is (for example) critical; the Alarms page opens displaying only critical severity-level alarms. In the Alarms page, users can select any critical severity-level alarm to view its details.
Devices Calls Statistics (Real Time)	<ul style="list-style-type: none"> ■ Indicates (1) the total number of calls, in real time and (2) the average MOS, Jitter, Delay and Packet Loss (%) scores: <div data-bbox="539 1265 959 1798"> <p>DEVICES CALLS STATISTICS (REAL TIME)</p> <div> <div>MOS 4.5</div> <div>  </div> <div>Delay (ms) 1744.5</div> <div>Jitter (ms) 674.6</div> <div>Packet Loss (%) 0.6</div> <div>1,136 Total calls</div> </div> </div> <ul style="list-style-type: none"> ✓ Click 'Total calls' to access the Statistics-Aggregated QoE page, displaying QoE statistics on all calls. ■ Below left: Successful / Failed Calls

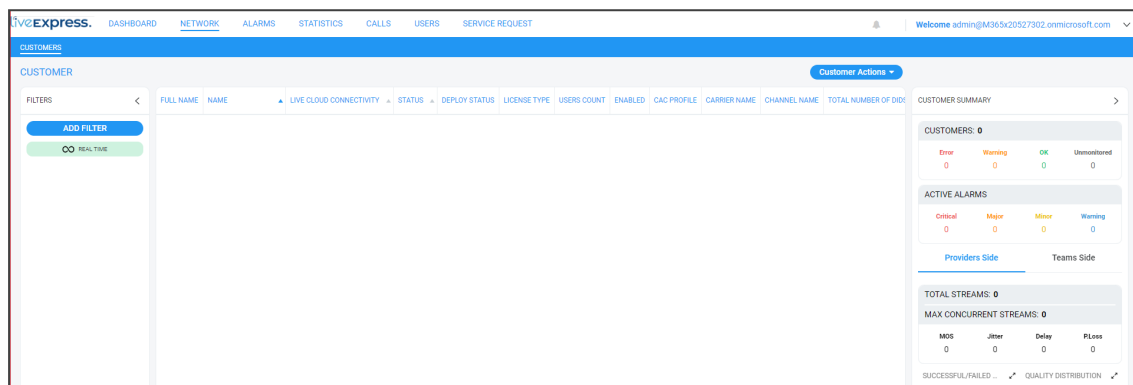
Icon	Description
	<p data-bbox="528 271 1174 300">■ Below right: Quality Distribution (Good, Fair, Poor)</p> <div data-bbox="528 322 1396 647">  </div> <ul data-bbox="576 680 1390 1106" style="list-style-type: none"> ✓ Position your mouse above a pie segment to view QoE details. ✓ [Above left] Click a pie segment to directly access those calls whose performance status is FAILED or SUCCESSFUL; the Calls List page opens displaying only those calls. In that page, you can select any call and show its details in the Call Details page. ✓ [Above right] Click a pie segment to directly access those calls whose quality is assessed to be Poor, Fair or Good; the Calls List page opens displaying only calls of that quality. In that page, you can select any call and show its details in the Call Details dynamic tab that opens.
<p data-bbox="312 1151 464 1180">Notifications</p> 	<p data-bbox="536 1151 1396 1458">Notifications can be configured to pop up in the uppermost right corner when a task is performed or when an alarm is received. The bell icon indicates the number of notifications that have not yet been viewed; the color indicates highest alarm severity level. Clicking the bell opens the notifications list. In the list, operators can delete a notification, delete all notifications or click a notification to open the Tasks page or Alarms History page. The display time can be changed. The feature can be switched off.</p>

3 Onboarding a New Customer

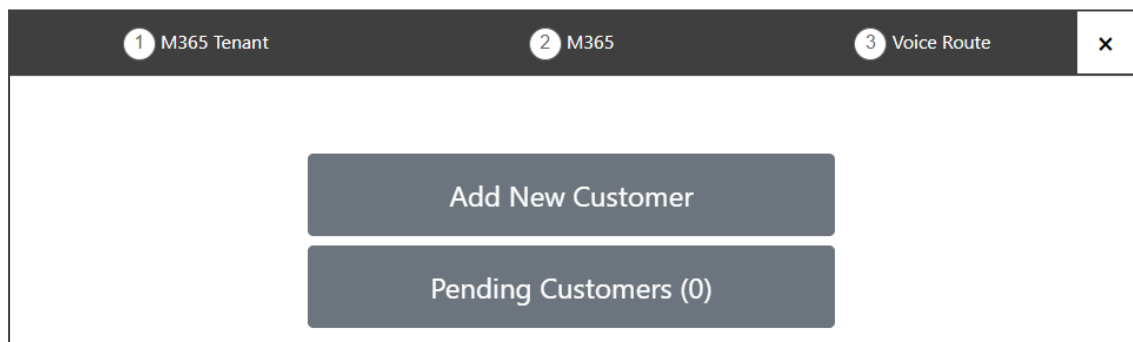
Live Express enables partners to offer Direct Routing as a Service for Microsoft Teams. The instructions here show how to onboard a new customer.

➤ **To onboard a new customer:**

1. In the Live Express portal, open the Customers page (**Network > Customers**).



2. From the **Customer Actions** drop-down, select the option **Add Customer**; the onboarding wizard shown next opens.



3. Click **Add New Customer**.

1 M365 Tenant 2 M365 3 Voice Route X

Full Customer Name

Customer One

Short Customer Name

Customer1

License Type

☐ Hosted Essential ☐ Hosted Essentials+ ☒ Hosted Pro

500

M365 Authentication

☒ Send link to customer IT administrator for authentication:
☐ Use M365admin account with known password

ITAdmin@Customer1.com

Back Next

4. In the 'Full Customer Name' field, enter the full name of the end customer.
5. In the 'Short Customer Name' field, enter a short name for the end customer.
6. Under 'License Type', select **Hosted Pro** (as shown in the preceding figure) or **Hosted Essentials+**.
7. Select the number of licensed users; a maximum of 500 users can be configured per end customer.
8. Under 'M365 Authentication', select **Send link to customer IT administrator for authentication**.
9. Enter the email address of the Teams Tenant administrator at the end customer.
10. Click **Next**.

1 M365 Tenant 2 M365 3 Voice Route X

- An email will be sent to this administrator address. The email shall contain a customized url to a landing page hosted by UMP. On this landing page, the customer administrator enters the M365 account to be used for background processing and a device token (example: DCRWDLX8) will be generated based out of this account that should be authenticated against <https://microsoft.com/devicelogin>

Close

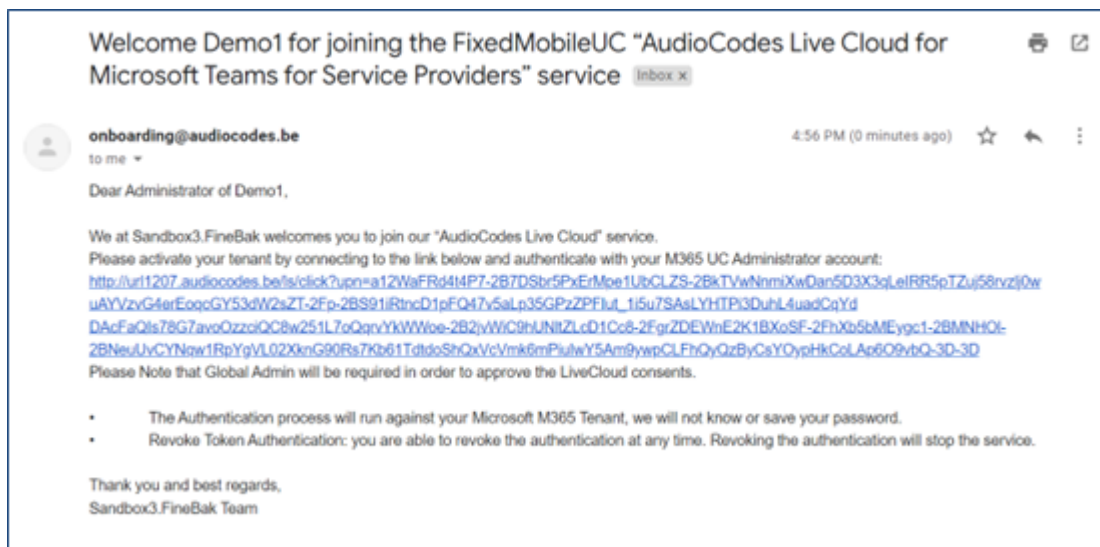
11. Guide them how to authenticate as shown in [Performing Authentication](#) on the next page.
12. Select the **Operator** role.

Performing Authentication

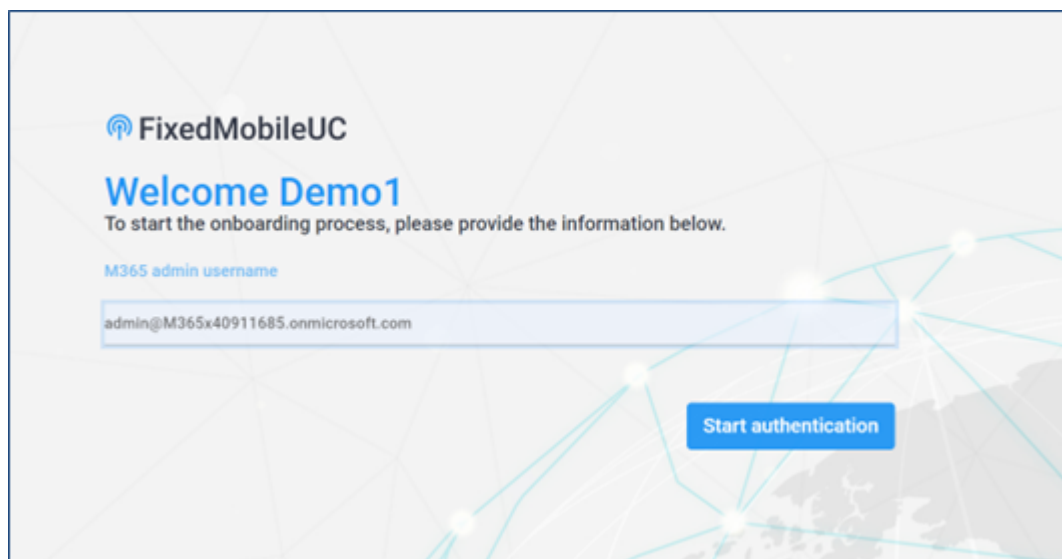
An email is sent to the M365 customer inviting them to perform authentication.

➤ **To perform authentication:**

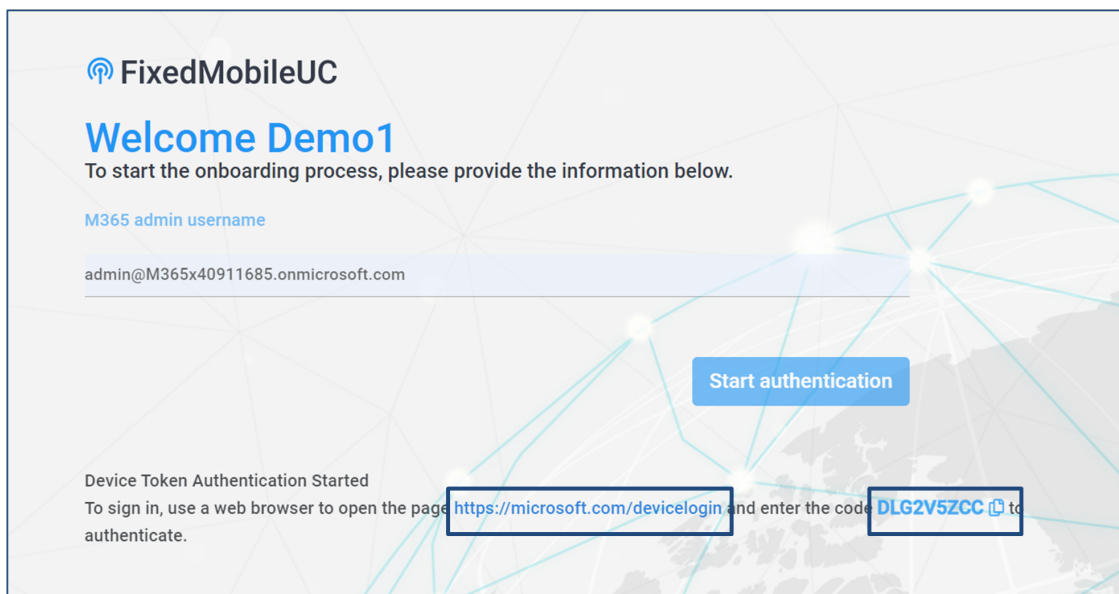
1. View the invitation:



2. Click the link.



3. Enter the 'M365 admin username' and push the Tab key.
4. Click the **Start Authentication** button.
5. The service account that is approving the consent should have the roles:
 - Skype for Business Admin
 - Teams Admin
 - Application Administrator



FixedMobileUC

Welcome Demo1

To start the onboarding process, please provide the information below.

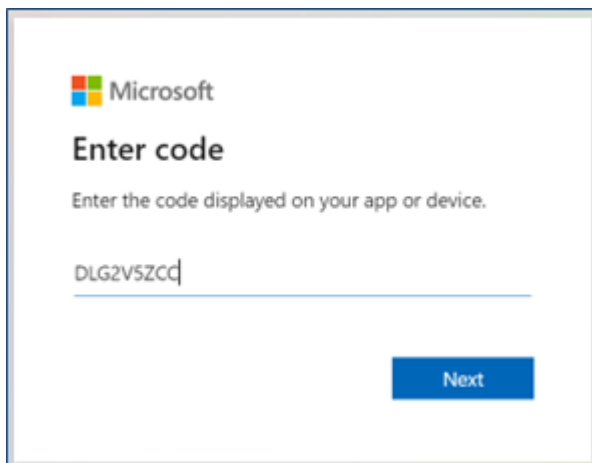
M365 admin username

admin@M365x40911685.onmicrosoft.com

Start authentication

Device Token Authentication Started
To sign in, use a web browser to open the page <https://microsoft.com/devicelogin> and enter the code **DLG2V5ZCC** to authenticate.

6. Copy the code and then click the link as shown in the preceding screen.



Microsoft

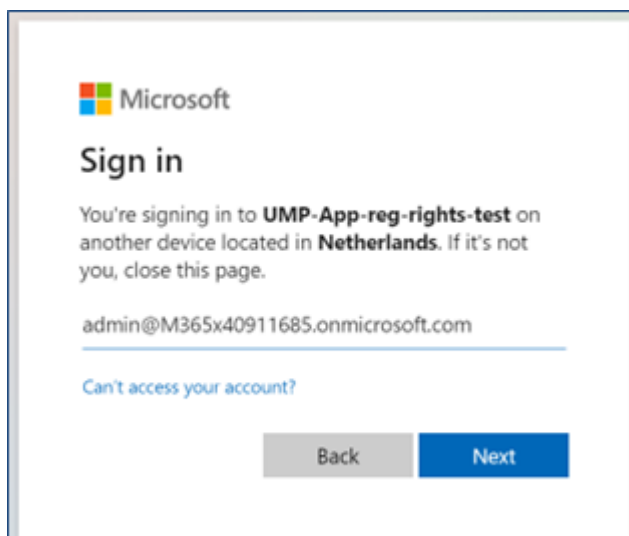
Enter code

Enter the code displayed on your app or device.

DLG2V5ZCC

Next

7. Paste the code and click **Next**.



Microsoft

Sign in

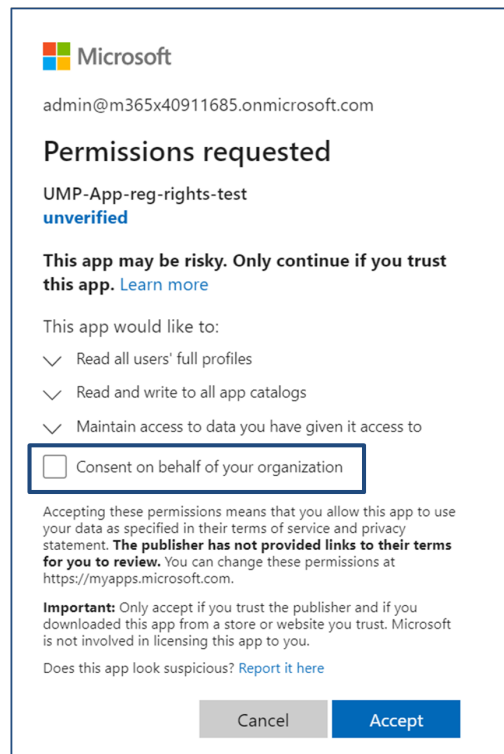
You're signing in to **UMP-App-reg-rights-test** on another device located in **Netherlands**. If it's not you, close this page.

admin@M365x40911685.onmicrosoft.com

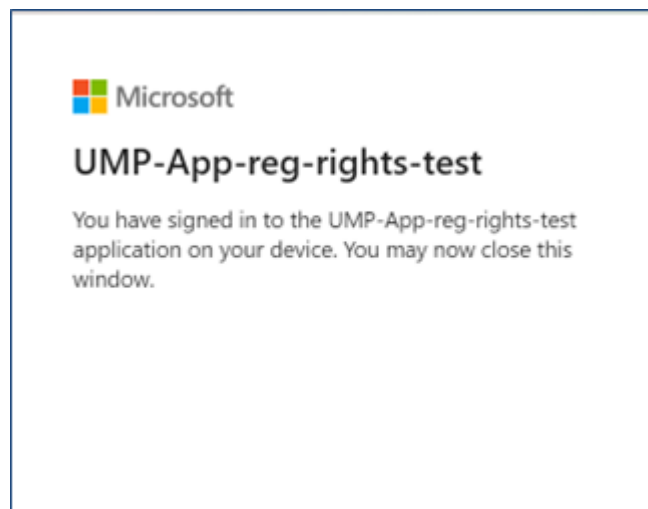
Can't access your account?

Back Next

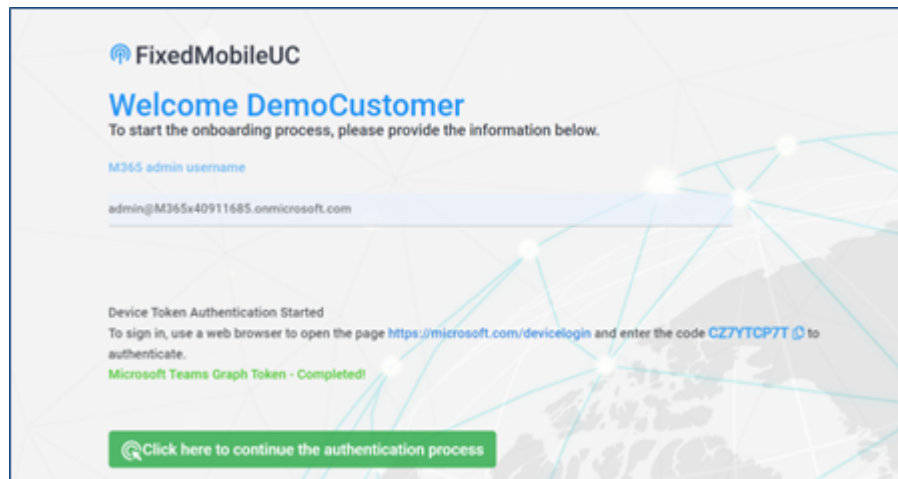
8. Sign in with the M365 Customer.



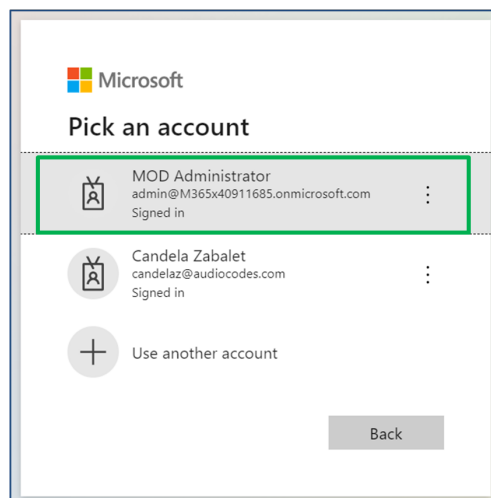
9. Select the **Consent on behalf of your organization** option.



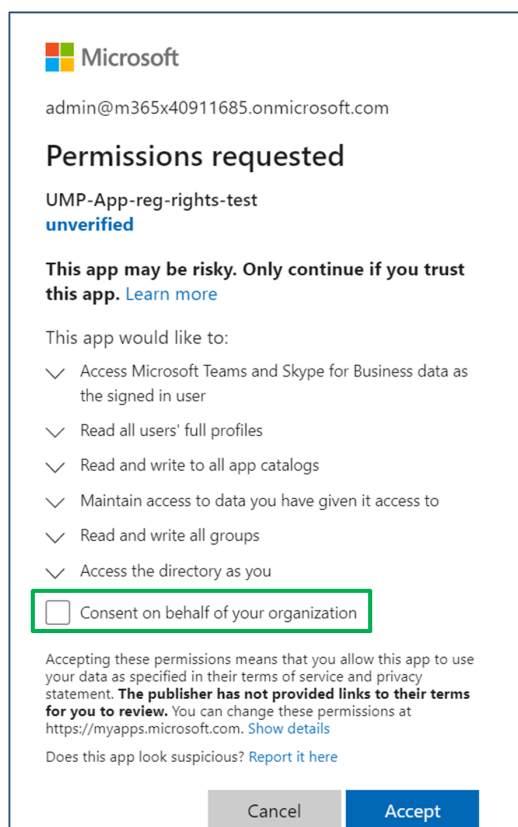
10. Close the tab.



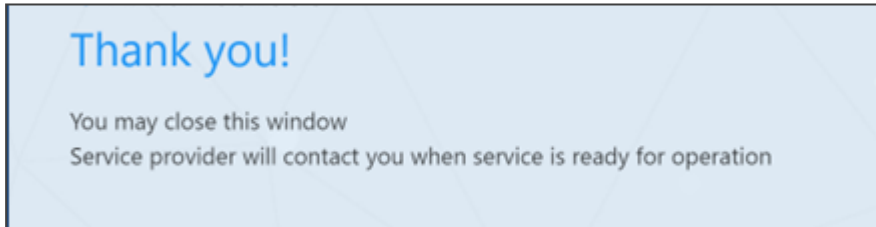
11. Click the button **Click here to continue the authentication process**.



12. Log in again but this time with M365 Admin.



13. Check the **Consent on behalf of your organization** option to give the required permission for Teams PowerShell and Azure AD, and then click **Accept**.



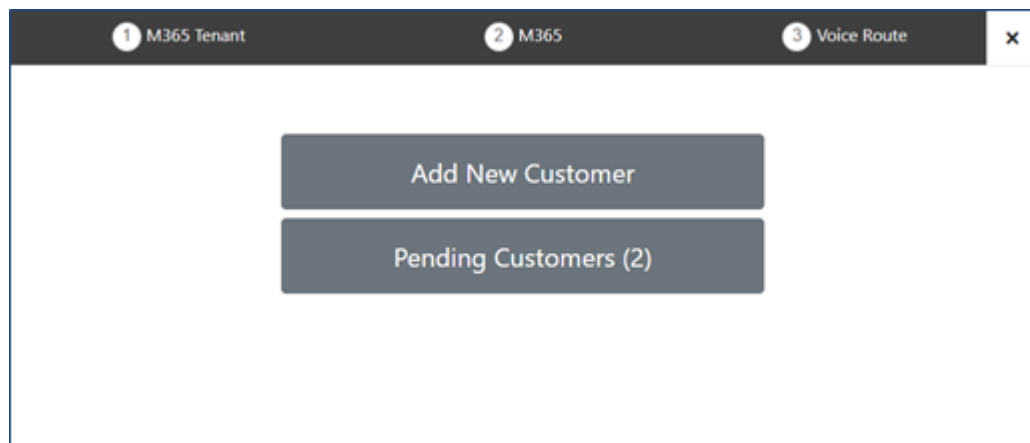
14. Close the tab.

Monitoring Pending Requests

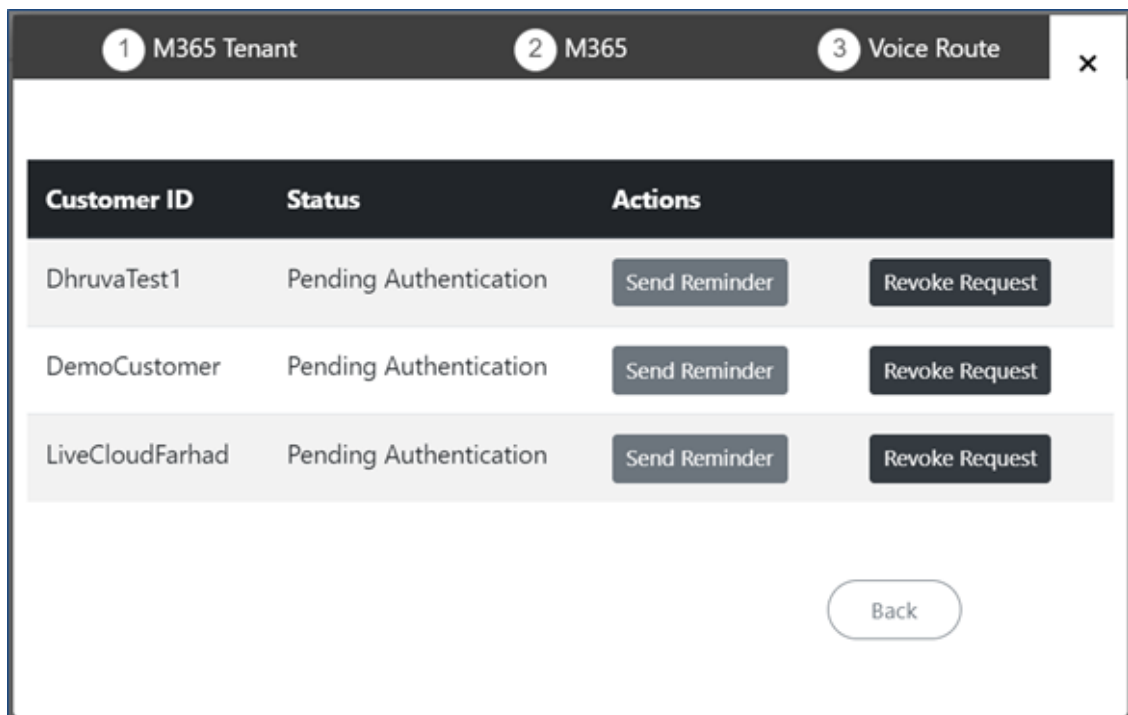
You can monitor the status of pending requests.

➤ **To monitor the status of pending requests:**

1. Click the **Pending Customers** button.



2. View the list of pending authentication requests that is then displayed.



3. View number of pending customers indication.

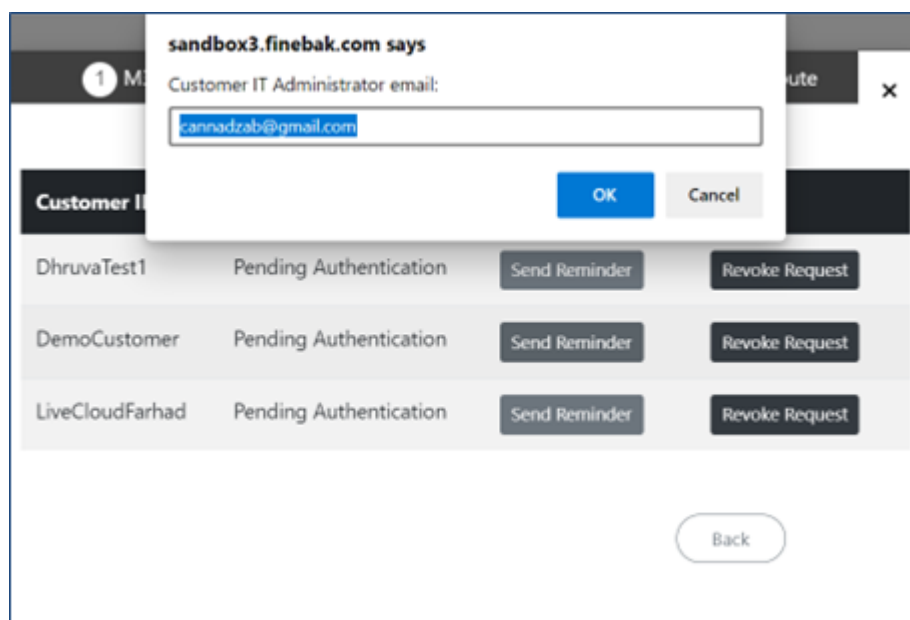


4. Perform one of the following actions:

- Send Reminder
- Revoke Request
- Add Customer

Sending a Reminder

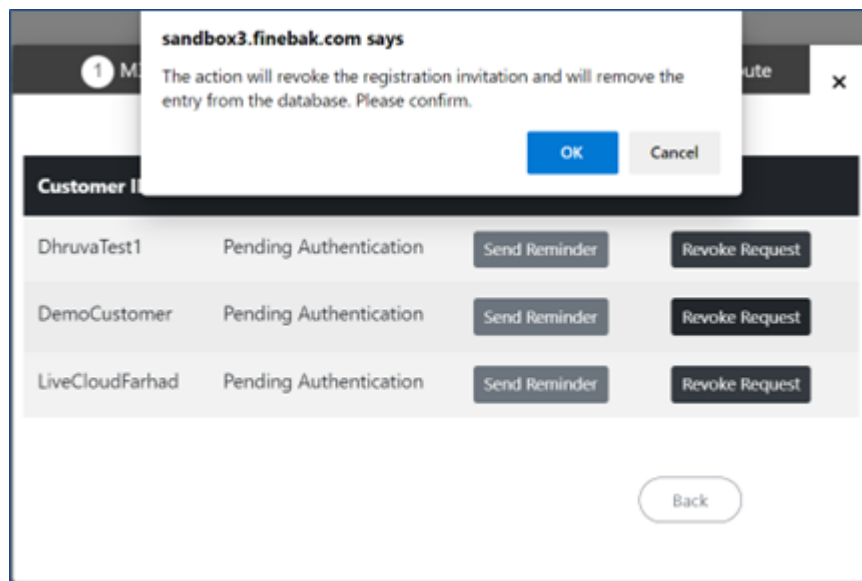
A reminder can be sent to the customer IT Administrator to approve the request, by clicking the **Send Reminder** button.



- The window pops up with the email sent in the original request.
- The admin can change the email address.
- This option will only appear if the invitation wasn't accepted.

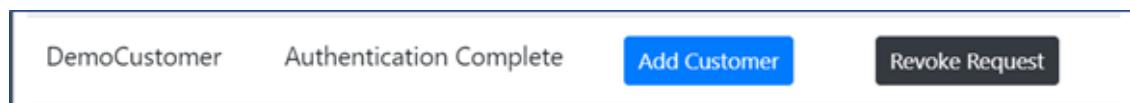
Revoking a Request

The request sent to the customer IT Administrator can be revoked by clicking the **Revoke Request** button adjacent to the request.



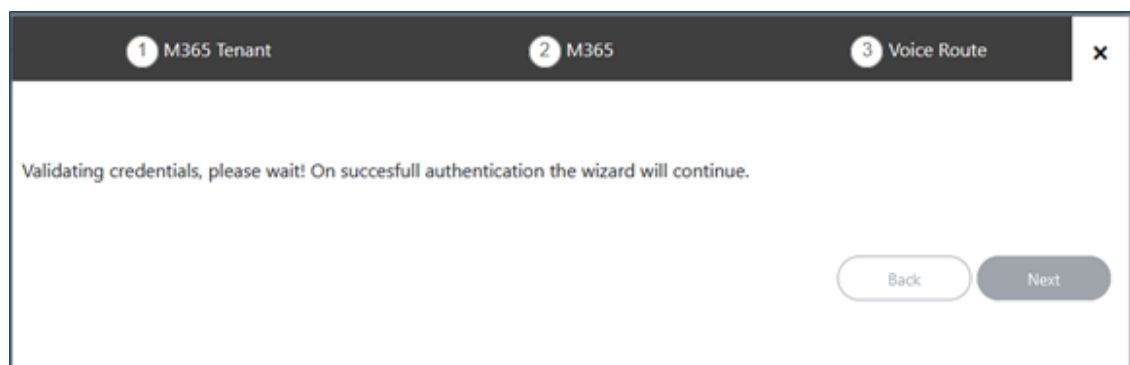
Adding a Customer

If authentication is successfully completed, you'll view the following:



➤ To add a customer:

1. Click the **Add Customer** button shown in the previous figure.



2. Once you have established a secure connection to Microsoft 365, click **Next**.

The screenshot shows a configuration window with a dark header bar containing three steps: 1 M365 Tenant, 2 M365, and 3 Voice Route. A close button (X) is on the right. The main content area has the following sections:

- Full Customer Name**: A text input field containing "DemoCustomer".
- Short Customer Name**: A text input field containing "DemoCustomer".
- License Type**: Three radio buttons: "Hosted Essential", "Hosted Essentials+", and "Hosted Pro" (which is selected). To the right is a numeric input field containing "50".
- M365 Authentication**: Two radio buttons: "Send link to customer IT administrator for authentication:" and "Use M365admin account with known password" (which is selected). Below these are two text input fields: the first contains "admin@M365x40911685.c" and the second is labeled "M365 Password" with a toggle icon.

At the bottom right are "Back" and "Next" buttons.

3. Make sure the **Hosted Pro** option is selected and then click **Next**.

The screenshot shows the same configuration window, but now step 1 M365 Tenant is highlighted with a green circle. The content area has the following sections:

- Customer**: A label with the value "DemoCustomer".
- Override Admin Domain:**: A text input field containing "M365x40911685.onmicrosoft.com".
- Tenant ID:**: A text input field containing "f6338b8b-28c6-41eb-b6ab-979717350900".
- Provide CDR and QOE Integration with Microsoft Teams**: A checkbox that is currently unchecked.

At the bottom right are "Back" and "Next" buttons.

4. Select Provide CDR and QOE Integration with Microsoft Teams for CDR and QoE integration.

☒ **Provide CDR and QOE Integration with Microsoft Teams**

Application ID (Client ID)

Application Password (Client Secret)

- Get QoE data from Teams to Live Cloud Dashboard and calls
- Create app registration on customer tenant with Graph API permission
- Enter app registration details

5. Validate and click **Next**.

1 M365 Tenant 2 M365 3 Voice Route

☐ **Configure M365 default routing**

By selecting this check box, the wizard will create default routing in the customer M365 tenant, based on the derived trunk model for service providers and optionally configure the service provider DNS automatically if selected.

6. Select the option **Configure M365 default routing**.

1 M365 Tenant 2 M365 3 Voice Route

☒ **Configure M365 default routing**

Click [Here](#) to Provision M365 Domain and DNS Automatically

Online PSTN Gateway

M365 Onboarding Script

M365 Cleanup Script

Provisioning DNS

For every new customer, click **here** as shown in the previous figure in order to create a PSTN Gateway and point it to the SBC (this is performed automatically).

This step can be done only if there is one free license of E5/E3 with a phone system.

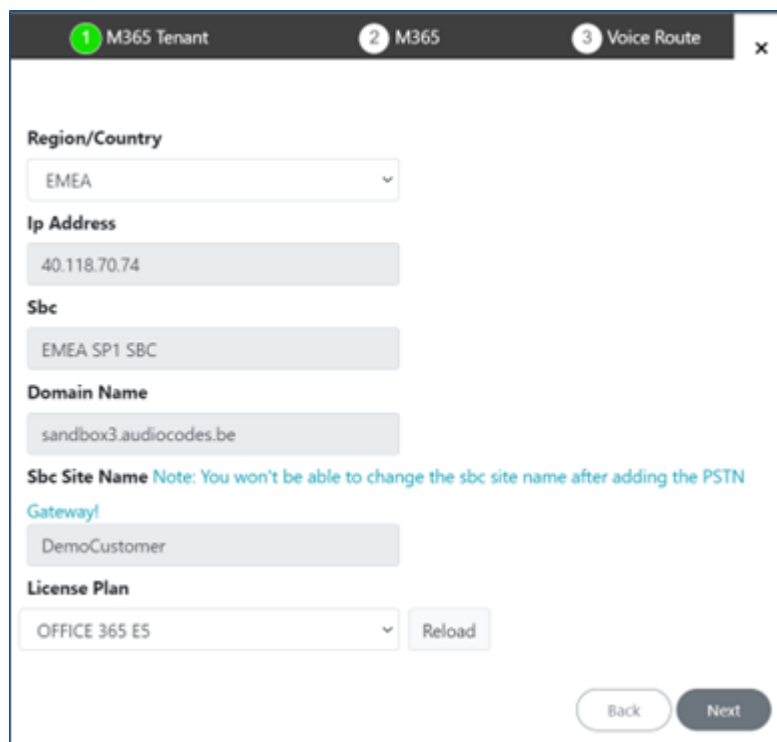
For the full options, see [here](#).

Configuring DNS

A Domain Name Server (DNS) must be configured for the browser to go to in order to get the correct IP address associated with a domain.

➤ To configure DNS:

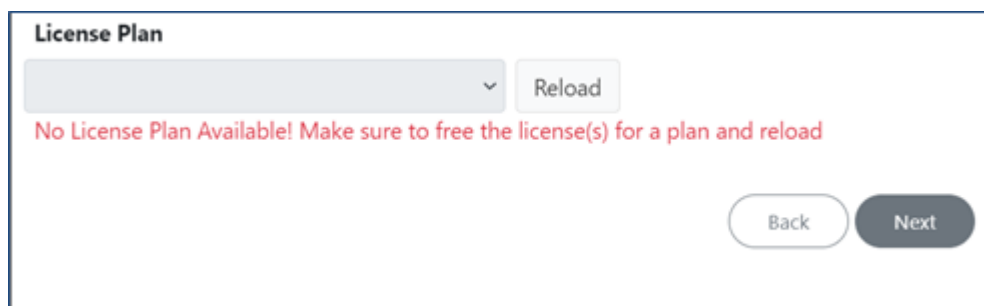
1. Open the DNS screen.



The screenshot shows a configuration window titled 'M365 Tenant' with a close button (X). The window contains several fields and a 'Reload' button:

- Region/Country:** A dropdown menu showing 'EMEA'.
- Ip Address:** A text field containing '40.118.70.74'.
- Sbc:** A text field containing 'EMEA SP1 SBC'.
- Domain Name:** A text field containing 'sandbox3.audiocodes.be'.
- Sbc Site Name:** A text field containing 'DemoCustomer'. A note next to it says: 'Note: You won't be able to change the sbc site name after adding the PSTN Gateway!'
- License Plan:** A dropdown menu showing 'OFFICE 365 E5'.
- Buttons:** A 'Reload' button next to the License Plan dropdown, and 'Back' and 'Next' buttons at the bottom right.

2. Choose the location of the SBC (by default, choose the USA).
3. The derived trunk FQDN is automatically defined.
4. The voice route will point the FQDN will be created.
5. In the 'SBC Site Name' field, enter the customer's *short* name.
6. If an error is received, you'll be prompted as shown in the figure below.

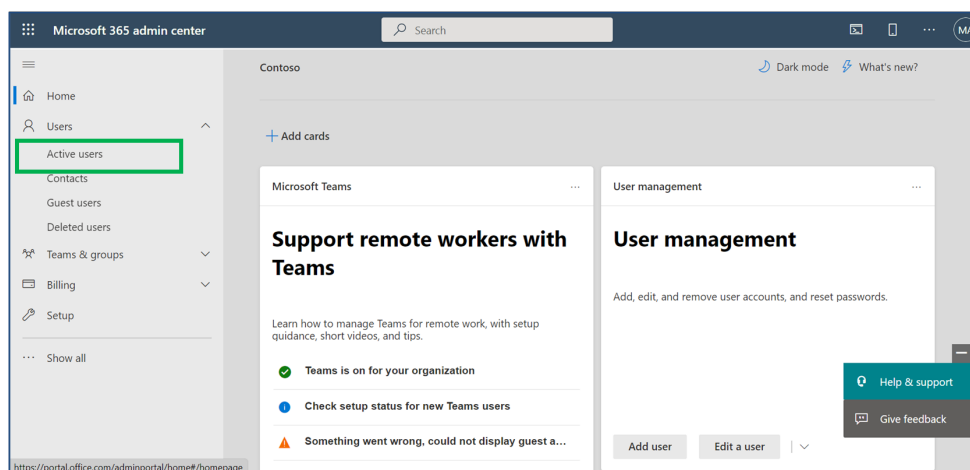


7. If there is no license freed up for a phone system (like E5, E3+phone system) in the end customer M365 tenant, ask the customer to free up one license.

Freeing up a License

➤ To free up a license:

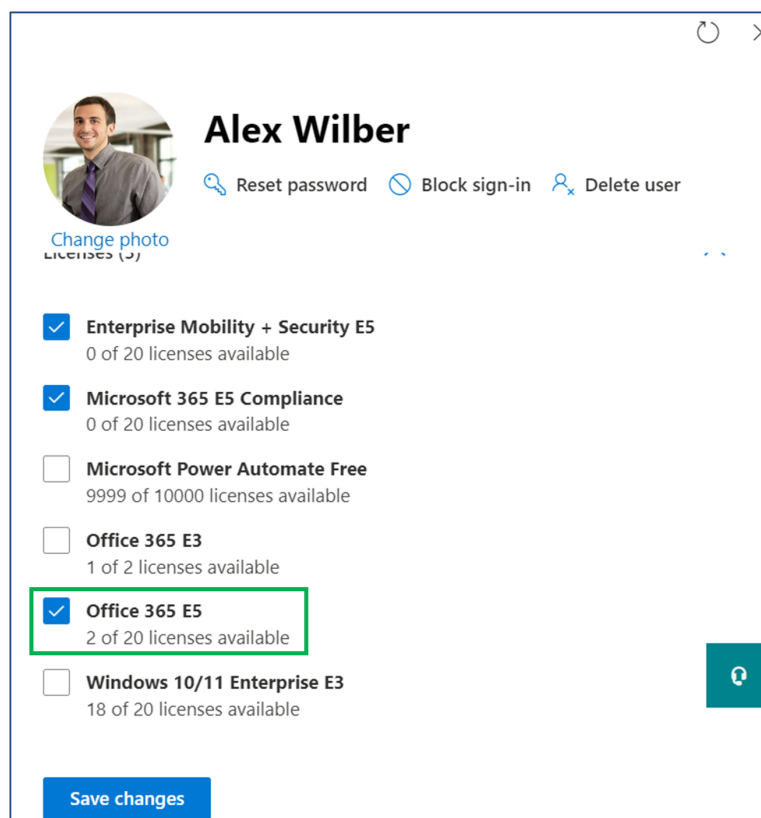
1. Enter Microsoft 365 Admin Center: <https://portal.office.com/>



2. In the menu on the left side of the page, go to **Active Users** as shown in the previous figure.

Add a user User templates Add multiple users Multi-factor authentication Filter <input type="text" value="Search active users list"/>			
<input type="checkbox"/> Display name ↑		Username	Licenses
<input type="checkbox"/> Adele Vance	...	AdeleV@M365x40911685.OnMicrosoft.com	Microsoft 365 E5 Compliance, Enterprise Mobility + S
<input type="checkbox"/> Alex Wilber	...	AlexW@M365x40911685.OnMicrosoft.com	Office 365 E5, Microsoft 365 E5 Compliance, Enterpr
<input type="checkbox"/> Allan Deyoung	...	AllanD@M365x40911685.OnMicrosoft.com	Microsoft 365 E5 Compliance, Enterprise Mobility + S
<input type="checkbox"/> Automate Bot	...	AutomateB@M365x40911685.OnMicrosoft.com	Unlicensed
<input type="checkbox"/> Bianca Pisani	...	BiancaP@M365x40911685.OnMicrosoft.com	Unlicensed
<input type="checkbox"/> Brian Johnson (TAILSPIN)	...	BrianJ@M365x40911685.OnMicrosoft.com	Unlicensed
<input type="checkbox"/> Cameron White	...	CameronW@M365x40911685.OnMicrosoft.com	Unlicensed
<input type="checkbox"/> Christie Cline	...	ChristieC@M365x40911685.OnMicrosoft.com	Microsoft 365 E5 Compliance, Enterprise Mobility + S

3. Select one of the users with the E5 license, and go to **Licenses and apps**.



Alex Wilber

[Reset password](#) [Block sign-in](#) [Delete user](#)

[Change photo](#)

☒ **Enterprise Mobility + Security E5**
0 of 20 licenses available

☒ **Microsoft 365 E5 Compliance**
0 of 20 licenses available

☐ **Microsoft Power Automate Free**
9999 of 10000 licenses available

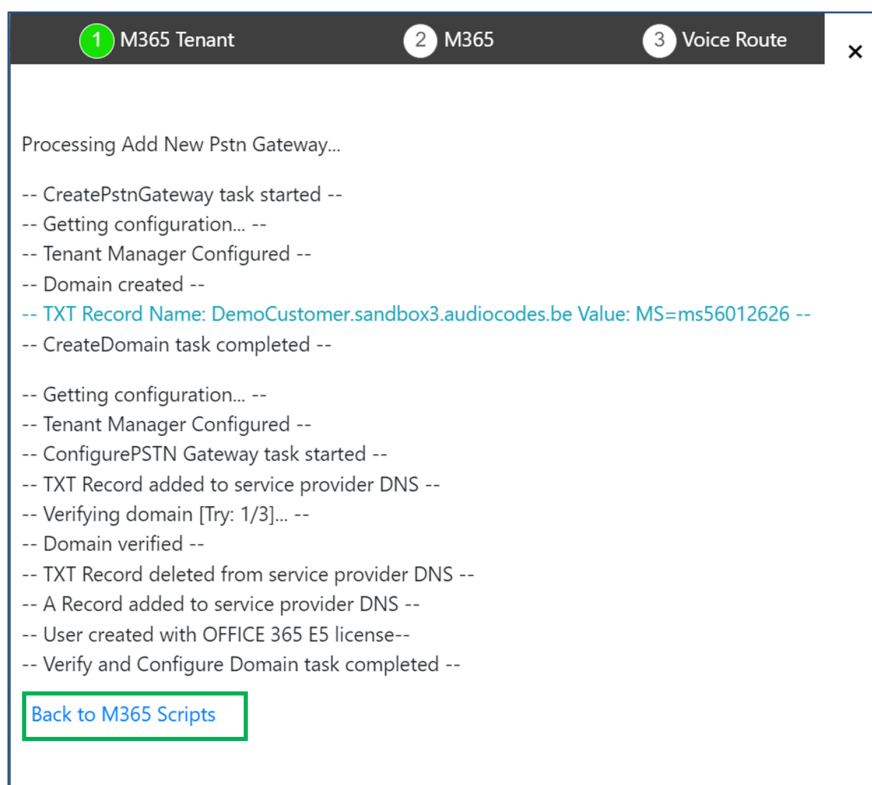
☐ **Office 365 E3**
1 of 2 licenses available

☒ **Office 365 E5**
2 of 20 licenses available

☐ **Windows 10/11 Enterprise E3**
18 of 20 licenses available

[Save changes](#)

4. Clear the **Office 365 E5** license option; it will be removed from the user and you'll get an available license.
5. Click **Next**.



Processing Add New Pstn Gateway...

```
-- CreatePstnGateway task started --
-- Getting configuration... --
-- Tenant Manager Configured --
-- Domain created --
-- TXT Record Name: DemoCustomer.sandbox3.audiocodes.be Value: MS=ms56012626 --
-- CreateDomain task completed --

-- Getting configuration... --
-- Tenant Manager Configured --
-- ConfigurePSTN Gateway task started --
-- TXT Record added to service provider DNS --
-- Verifying domain [Try: 1/3]... --
-- Domain verified --
-- TXT Record deleted from service provider DNS --
-- A Record added to service provider DNS --
-- User created with OFFICE 365 E5 license--
-- Verify and Configure Domain task completed --
```

[Back to M365 Scripts](#)

6. Once you see the message **Verify and configure Domain task completed**, click the button **Back to M365 Scripts**.

The screenshot shows a wizard window with three steps: 1 M365 Tenant (active), 2 M365, and 3 Voice Route. The 'Configure M365 default routing' checkbox is checked. Below it, a link says 'Click [Here] to Provision M365 Domain and DNS Automatically'. The 'Online PSTN Gateway' dropdown is set to 'roydemonew.sandbox3.audiocodes.be'. The 'M365 Onboarding Script' and 'M365 Cleanup Script' dropdowns are both set to 'Default Script'. At the bottom right are 'Back' and 'Next' buttons.

Verifying the DNS Name

The DNS name must be verified as shown in the instructions here.

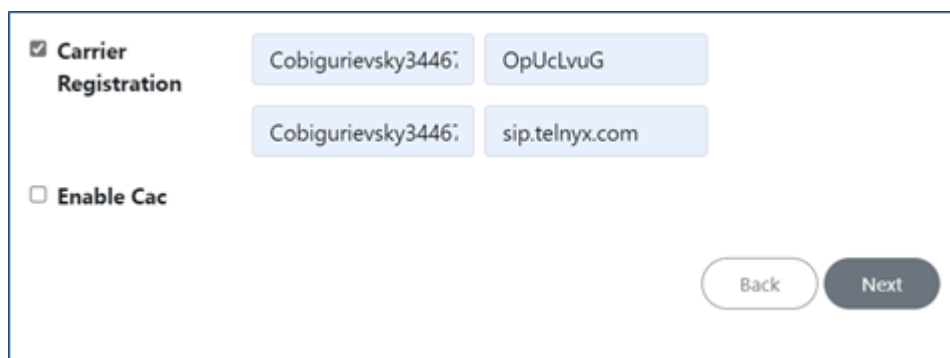
➤ To verify the DNS Name:

1. After a new online PSTN Gateway is created as shown previously, click **Next**.

The screenshot shows the same wizard window, now on step 2 M365. The 'Customer' is 'DemoCustomer'. The 'Configure SBC' checkbox is checked. The 'Sbc Site Name' is 'DemoCustomer'. The 'Online PSTN Gateway' is 'DemoCustomer.sandbox3.audiocodes.be'. The 'Sbc Configuration' has three radio buttons: 'Sip Trunk' (selected), 'IP PBX', and 'BYOC'. The 'Region' is 'EMEA SP1 SBC'. The 'Carrier' dropdown is set to 'Telnyx'. There are checkboxes for 'Carrier Registration' and 'Enable Cac', both of which are unchecked. At the bottom right are 'Back' and 'Next' buttons.

2. Adjacent to the parameter 'SBC Configuration', select the **SIP Trunk** option.

3. Select the carrier from the 'Carrier' drop-down.
4. Select the **Carrier Registration** option.



The screenshot shows a form titled 'Carrier Registration'. It has a checkbox labeled 'Carrier Registration' which is checked. Below it, there are two input fields: 'Cobigurievsky3446;' and 'OpUclVuG'. Below those, there are two more input fields: 'Cobigurievsky3446;' and 'sip.telnyx.com'. At the bottom left, there is a checkbox labeled 'Enable Cac' which is unchecked. At the bottom right, there are two buttons: 'Back' and 'Next'.

5. Use this as reference:
 - User name – use the SIP Connection user name
 - Password – Use the SIP Connection password
 - Main Line – use the User name
 - Domain
6. Click **Next**.

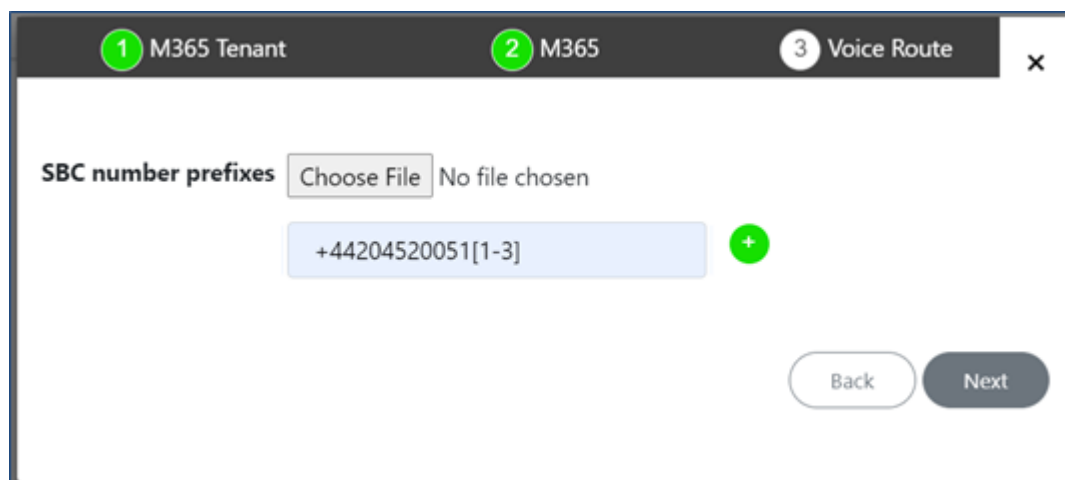
Uploading the Telephony Numbers

Phone numbers can be uploaded in two ways:

- Adding a prefix manually
- Updating from the CSV file

➤ To add a prefix manually:

1. Open this screen.



The screenshot shows a screen with a dark header bar containing three tabs: '1 M365 Tenant', '2 M365', and '3 Voice Route'. The '1 M365 Tenant' tab is active. Below the header, there is a section titled 'SBC number prefixes'. It contains a 'Choose File' button and the text 'No file chosen'. Below that, there is a text input field containing '+44204520051[1-3]' and a green '+' button. At the bottom right, there are two buttons: 'Back' and 'Next'.

2. Click +
3. Click **Next** and then continue [here](#).

Onboarding using Default SIP Trunk

The default SIP trunk can be used to onboard customers.

➤ **To onboard customers using the default SIP trunk:**

1. Open this screen.

1 M365 Tenant 2 M365 3 Voice Route

SBC Onboarding Script: Bandwidth (Voxbone)

SBC Cleanup Script: Bandwidth (Voxbone)

Customer Variables

Back Submit

2. From the 'SBC Onboarding Script' drop-down, select the applicable option; the 'SBC Cleanup Script' is automatically selected.
3. Click **Submit**.

Completing the Deployment

The screen shown in the figure below indicates that the onboarding is complete and that the customer is created.

1 M365 Tenant 2 M365 3 Voice Route

Processing Add New ...

-- CreateCustomer task started --

Skipping SBC CheckIpGroupProgramming.

Starting SBC Programming.

Sbc is programmed

Site location information saved.

Customer saved and queued for installation.

-- CreateCustomer task completed --

Close

- Click **Close**; you're redirected back to the LiveExpress Portal.

DASHBOARD NETWORK ALARMS STATISTICS CALLS USERS SYSTEM SERVICE REQUEST										
Welcome candelaz@audiocodes.com										
CUSTOMERS CHANNELS										
CUSTOMER										
Customer Actions										
<div> <div>FILTERS</div> <div>ADD FILTER</div> <div>REAL TIME</div> </div>										
FULL NAME	NAME	LIVE CLOUD CONNECTIVITY	STATUS	DEPLOY STATUS	LICENSE TYPE	USERS COUNT	ENABLED	CAC PROFILE	CARRIER NAME	
Aus Test Customer1	AUTest1	Teams: Direct Routing			Pro	0			Mvoice	
Benelux JF demo tenant	BeneluxJFDemo	Teams: Direct Routing			Pro	0			Telnyx	
Callabs	Callabs	Teams: Direct Routing			Pro	1			Telnyx	
Candela software LTD	Candela	Teams: Direct Routing			Pro	0			Telnyx	
Central Bank of Nigeria	cbnigeria	Teams: Direct Routing			Pro	49		5 sessions	INQ Digital	
Cliente1	Cliente1	Teams: Direct Routing			Pro	1			LatamSIP	
Colt Demo Customer	coltdemo	Teams: Direct Routing			EssentialPlus	4			Telnyx	
Corahub	corahub	Teams: Direct Routing			Pro	8			Dial Mobile	
CustomerTh1	CustomerTh1	Teams: Direct Routing			Pro	0			SIPTrunk	
DDell_Cust_L1	DDellCust1	Teams: Direct Routing			Pro	1			Telnyx	
Training Demo	Demo	Teams: Direct Routing			Pro	19		20 sessions	Telnyx	
Demo0987	Demo0987	Teams: Direct Routing			Pro	0		5 sessions	SIPTrunk	
DemoCustomer	DemoCustomer	Teams: Direct Routing			Pro	0			Telnyx	
Demoignite test	Demoignite test	Teams: Direct Routing			Pro	0			Telnyx	
Demo2 MTeams Custo...	DemoIveee	Teams: Direct Routing			Pro	0		5 sessions	Telnyx	
EasySIPTrunk	EasySIP	Teams: Direct Routing			Pro	0			SIPTrunk	

- View in the LiveExpress Portal 'Customer' page the newly onboarded customer.

4 Managing Customer Tenant



Day 2 operations such as assigning a phone number to Teams users are available only for Hosted Pro.

Customer DID management and user settings are completed from the Customers screen shown here.

The screenshot shows the 'CUSTOMERS' screen with a table of customer data. The 'Customer Actions' dropdown menu is open, highlighting the 'EDIT CUSTOMER' option. The table lists various customers, including 'Aus Test Customer1', 'Benelux JF demo tenant', 'Callabs', 'Candela software LTD', 'Central Bank of Nigeria', 'Cliente1', 'Colt Demo Customer', 'Corahub', 'CustomerTh1', 'DDell_Cust_1', 'Training Demo', 'Demo0987', 'DemoCustomer', 'DemoigniteTest', 'Demo2 MSTEams Custo...', and 'EasySIPTrunk'.

- Select the created customer as shown in the figure, and then click the **Customer Actions** drop-down and select **Edit Customer**.

Completing Customer DID Management & User Settings

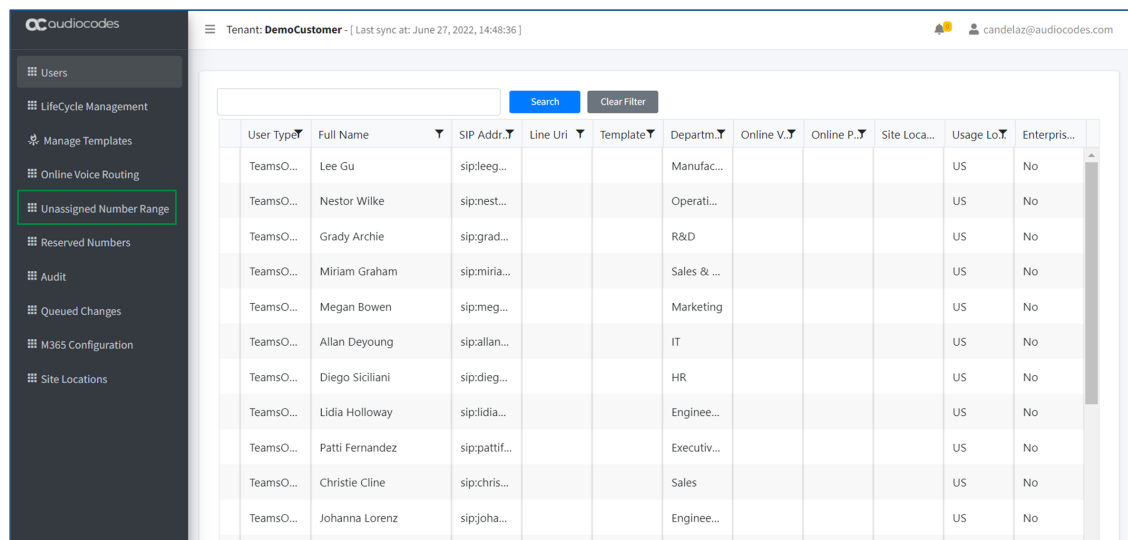
Customer DID management and user settings are completed from the Customers screen shown here.

This screenshot is identical to the one above, showing the 'CUSTOMERS' screen with the 'Customer Actions' dropdown menu open and the 'DemoCustomer' row highlighted.

- Select the created customer as shown in the figure, and then click the **Customer Actions** drop-down and select **Edit Customer**.

Defining a DID Number Range

A DID number range can be defined in the screen shown in the figure below.

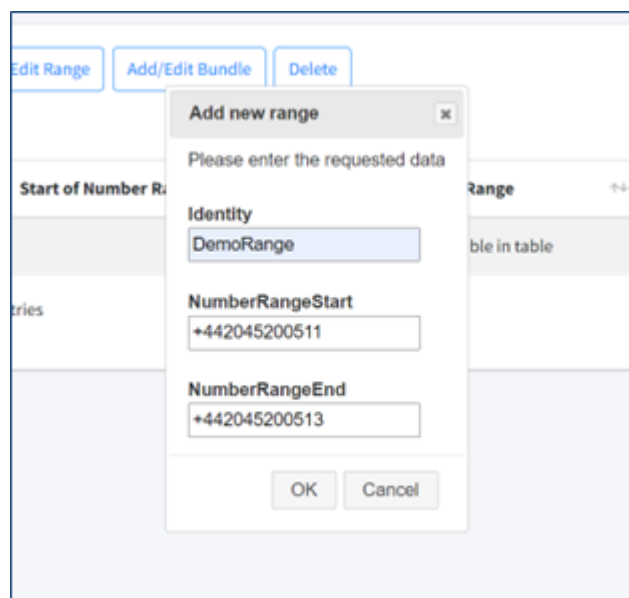


Tenant: DemoCustomer - [Last sync at: June 27, 2022, 14:48:36]

User Type	Full Name	SIP Addr.	Line Uri	Template	Departm.	Online V.	Online P.	Site Loca...	Usage Lo...	Enterpris...
TeamsO...	Lee Gu	sip:leeg...			Manufac...				US	No
TeamsO...	Nestor Wilke	sip:nest...			Operati...				US	No
TeamsO...	Grady Archie	sip:grad...			R&D				US	No
TeamsO...	Miriam Graham	sip:miria...			Sales & ...				US	No
TeamsO...	Megan Bowen	sip:meg...			Marketing				US	No
TeamsO...	Allan Deyoung	sip:allan...			IT				US	No
TeamsO...	Diego Siciliani	sip:dieg...			HR				US	No
TeamsO...	Lidia Holloway	sip:lidia...			Enginee...				US	No
TeamsO...	Patti Fernandez	sip:pattif...			Executiv...				US	No
TeamsO...	Christie Cline	sip:chris...			Sales				US	No
TeamsO...	Johanna Lorenz	sip:joha...			Enginee...				US	No

➤ To define a DID number range:

1. In the screen shown in the preceding figure, go to **Unassigned Number Range**.
2. Click **Add/Edit Range**.



Add new range

Please enter the requested data

Identity
DemoRange

NumberRangeStart
+442045200511

NumberRangeEnd
+442045200513

OK Cancel

3. Define a new range and name it.
4. Add the numbers in E164 format.



If the numbers are consecutive, instead of defining them one by one you can optionally define a range and bundle them.

5. Click **OK**; the defined range appears in the list as shown in the next figure.

The screenshot shows the Audiocodes interface for a tenant named 'DemoCustomer'. The left sidebar lists various management options, with 'Unassigned Number Range' selected. The main panel displays a table of unassigned number ranges. The table has columns: Identity, Start of Number Range, End of Number Range, Available Numbers, and Used in. A single entry, 'DemoRange', is shown with a start range of '+442045200511' and an end range of '+442045200513', with 3 available numbers. The entry is highlighted with a green border. Above the table are buttons for 'Reload All', 'Add/Edit Range', 'Add/Edit Bundle', and 'Delete'. Below the table, it says 'Showing 1 to 1 of 1 entries' and includes 'Previous', '1', and 'Next' navigation links.

Identity	Start of Number Range	End of Number Range	Available Numbers	Used in
DemoRange	+442045200511	+442045200513	3	

Adding a Number to User Manually & Assigning Enterprise Voice

A number can be manually added to a user and enterprise voice can be assigned from the screen shown in the figure below.

The screenshot shows the Audiocodes interface for a tenant named 'DemoCustomer'. The left sidebar lists various management options, with 'Users' selected and highlighted with a green box. The main panel displays a table of unassigned number ranges, identical to the previous screenshot. The table has columns: Identity, Start of Number Range, End of Number Range, Available Numbers, and Used in. A single entry, 'DemoRange', is shown with a start range of '+442045200511' and an end range of '+442045200513', with 3 available numbers. The entry is highlighted with a green border. Above the table are buttons for 'Reload All', 'Add/Edit Range', 'Add/Edit Bundle', and 'Delete'. Below the table, it says 'Showing 1 to 1 of 1 entries' and includes 'Previous', '1', and 'Next' navigation links.

Identity	Start of Number Range	End of Number Range	Available Numbers	Used in
DemoRange	+442045200511	+442045200513	3	

➤ **To manually add a number to a user and assign enterprise voice:**

1. Go to **Users**.

CCloudiCodes

Tenant: DemoCustomer - [Last sync at: June 27, 2022, 14:48:36]

Search Clear Filter

User Type	Full Name	SIP Addr	Line Uri	Template	Departm	Online V	Online P	Site Loca	Usage Lo	Enterpris
TeamsO...	Patti Fernandez	sip:pattif...			Executiv...				US	No
TeamsO...	Christie Cline	sip:chris...			Sales				US	No
TeamsO...	Johanna Lorenz	sip:joa...			Enginee...				US	No
TeamsO...	Debra Berger	sip:debr...			Executiv...				US	No
TeamsO...	Pradeep Gupta	sip:prad...			Finance				US	No
TeamsO...	Isalah Langer	sip:isala...			Sales				US	No
TeamsO...	Irvin Sayers	sip:irvins...			R&D				US	No
TeamsO...	Alex Wilber	sip:alex...			Marketing				US	No
TeamsO...	Lynne Robbins	sip:lynn...			Retail				US	No
TeamsO...	Joni Sherman	sip:joni...			Legal				US	No
TeamsO...	Ump-Activation-User	sip:ump...							BE	No

2. Highlight a user.

M365 Configuration

Site Locations

TeamsO...	Isalah Langer	sip:isala...			Sales				US	No
TeamsO...	Irvin Sayers	sip:irvins...			R&D				US	No
TeamsO...	Alex Wilber	sip:alex...			Marketing				US	No
TeamsO...	Lynne Robbins	sip:lynn...			Retail				US	No
TeamsO...	Joni Sherman	sip:joni...			Legal				US	No
TeamsO...	Ump-Activation-User	sip:ump...							BE	No

Edit
Assign Phone Number
Grant Admin

3. Right-click and select **Edit**.

4. Manually add a number to the user.

Edit sip:alexw@m365x40911685.onmicrosoft.com

General Pending changes Audit

Display name Alex Wilber

First name Alex

Last name Wilber

SIP address sip:alexw@m365x40911685.onmic

Manager Grant Admin

Interpreted user type PureOnlineTeamsOnlyUser

Dirsync enabled ☐

Last sync timestamp

Location City San Diego Company

Policies Department Marketing Office 131/1104

Telephony Postal code 92121 State or Province CA

Teams Street address 9256 Towne Center Dr, Suite 400 Usage location US

Update Cancel

5. Go to 'Telephony'.

The screenshot shows a configuration form with a sidebar on the left containing 'Location', 'Policies', 'Telephony', and 'Teams'. The main area has the following fields:

- Location:** 'Enterprisevoice Enabled' checkbox is checked and highlighted with a green box.
- Policies:** 'Tms.SBA.Policy' dropdown.
- Telephony:** 'Select Numberrange' dropdown set to 'select number range'.
- Teams:** 'Online Voicerouting Policy' dropdown set to 'Unrestricted' and highlighted with a green box.
- Tenant Dialplan:** dropdown.
- Line URI:** text input.
- Available nr(s):** dropdown set to 'select number'.
- Buttons:** 'Update' (blue) and 'Cancel' (grey).

6. Select the **Enterprise Voice Enabled** option as shown in the preceding figure.
7. From the 'Online Voice Routing Policy' drop-down, select **Unrestricted** as shown in the preceding figure.
8. Assign the DID:

This screenshot shows the 'Available nr(s)' dropdown menu open, displaying a list of phone numbers. A green arrow points to the dropdown. The fields are the same as in the previous figure, but 'Select Numberrange' is now set to 'DemoRange'.

Available nr(s) options:

- select number
- select number
- tel:+442045200511
- tel:+442045200512
- tel:+442045200513

9. From the 'Select Number Range' drop-down, select the range as shown in the preceding figure.
10. From the 'Available nr(s)' drop-down, select one of the numbers as shown in the preceding figure.
11. Click **Update**.

TeamsOnly	Alex Wilber	sip:alexw...	tel:+442045200511		Marketing	Unrestrict...		US
-----------	-------------	--------------	-------------------	--	-----------	---------------	--	----

Checking Queued Changes

Queued changes can be checked using the screen shown in the figure below.

Tenant: DemoCustomer - [Last sync at: June 27, 2022, 15:34:54]

Queued commands: unknown
Executing commands: unknown

Drag a column header and drop it here to group by that column

Id...	Sip Address	Cmd ...	Queued Change	Execu...	Execution...	When Created	When Updated
2	sip:alexw@m365x40911685.onmicrosoft.com	Office 365	Grant-CsOnlineVoiceroutingPolicy - Identity 'sip:alexw@m365x40911685.onmicrosoft.com' - PolicyName 'Unrestricted';	New	-	27 Jun 2022 16:26:02	-
1	sip:alexw@m365x40911685.onmicrosoft.com	Office 365	Set-CsPhoneNumberAssignment - Identity 'sip:alexw@m365x40911685.onmicrosoft.com' - EnterpriseVoiceEnabled \$true	New	-	27 Jun 2022 16:26:02	-

➤ To check queued changes:

1. Go to **Queued Changes** as shown in the preceding figure.
2. Determine new changes from the **New** indication.
3. **OK** indicates the execution is complete, as shown here:

Id...	Sip Address	Cmd ...	Queued Change	Execu...	Execution...	When Created	When Updated
1	sip:alexw@m365x40911685.onmicrosoft.com	Office 365	Set-CsPhoneNumberAssignment - Identity 'sip:alexw@m365x40911685.onmicrosoft.com' - PhoneNumberType 'DirectRouting' - PhoneNumber '+442045200511'	OK	-	28 Jun 2022 10:37:04	-

Managing Templates

Templates can be managed from the screen shown in the figure below.

Tenant: DemoCustomer - [Last sync at: June 29, 2022, 15:57:16]

Search Clear Filter

User Type	Full Name	SIP Addr.	Line Uri	Template	Departm.	Online V.	Online P.	Site Loca.	Usage Lo.	Enterpris...
TeamsO...	Lee Gu	sip:leeg...			Manufac...				US	No
TeamsO...	Nestor Wilke	sip:nest...			Operati...				US	No
TeamsO...	Grady Archie	sip:grad...			R&D				US	No
TeamsO...	Miriam Graham	sip:miria...			Sales & ...				US	No
TeamsO...	Megan Bowen	sip:meg...			Marketing				US	No
TeamsO...	Diego Siciliani	sip:dieg...			HR				US	No
TeamsO...	Lidia Holloway	sip:lidia...			Enginee...				US	No
TeamsO...	Patti Fernandez	sip:pattif...			Executiv...				US	No
TeamsO...	Christie Cline	sip:chris...			Sales				US	No
TeamsO...	Johanna Lorenz	sip:joha...			Enginee...				US	No
TeamsO...	Debra Berger	sip:debr...			Executiv...				US	No

The instructions following show how to:

- [Create a template on page 1 above](#) above
- [To assign a number from File:](#) on page 40
- [To assign a number from Phone:](#) on page 41
- [To assign a number from Number Range:](#) on page 42
- [To submit all changes:](#) on page 42
- [To reload an existing template:](#) on page 43
- [To delete an existing template:](#) on page 43
- [To bind Templates to Security Groups:](#) on page 44

➤ **To create a template:**

1. Go to **Manage Templates** as shown in the preceding figure.

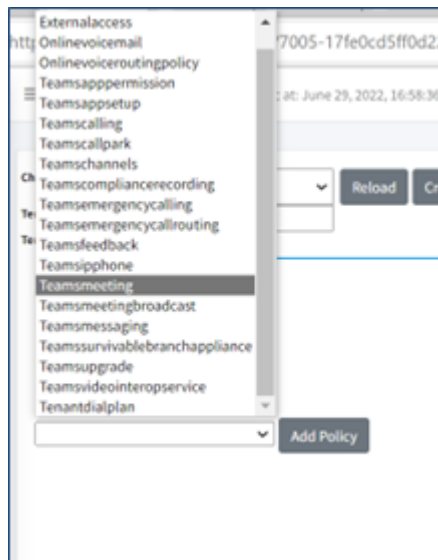
The screenshot shows the 'Manage Templates' interface for a tenant named 'DemoCustomer'. At the top, there's a header with the tenant name and a last sync timestamp. Below this, there's a section for choosing a template, with a dropdown menu set to 'New Template' and buttons for 'Reload', 'Create', 'Clone as', 'Delete', and 'Submit All Changes'. The 'Template Name' field is empty, and the 'Template Id' is '-1'. A modal dialog box titled 'Enter new data' is open, prompting the user to enter the requested data. The 'Template Name' field in the dialog is highlighted with a green border and contains the text 'TemplateDemo'. There are 'OK' and 'Cancel' buttons at the bottom of the dialog. To the right of the dialog, there's a section for 'Enable Enterprise Voice' with radio buttons for 'Do Not Configure', 'Enable', and 'Disable'.

2. Click **Create**.
3. In the 'Template Name' field, enter the name of your template and click **OK**.

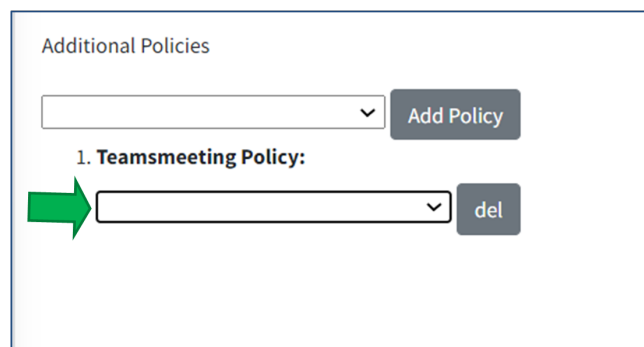
The screenshot shows the 'Manage Templates' interface after creating a new template. The 'Choose a template' dropdown now shows 'TemplateDemo'. The 'Template Name' field also contains 'TemplateDemo', and the 'Template Id' is now '2'. The 'Create' button is still visible. The 'Registrar Pool' dropdown is set to 'Office365'. The 'Enable Enterprise Voice' section remains the same with radio buttons for 'Do Not Configure', 'Enable', and 'Disable'.



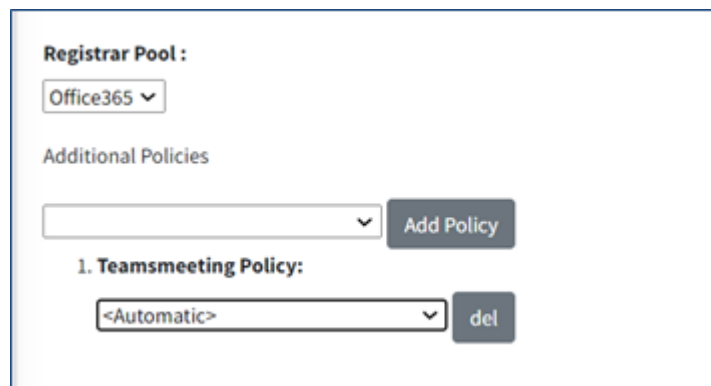
A random Template ID will be assigned to the Template.



4. Select the required Teams Policies from the policies list and click **Add Policy**.



5. Select the Policy Value for the selected policies.



6. For the **Enable Enterprise Voice** options, select the option **Enable** to enable the Phone System in Microsoft 365 voice services, as shown here:

The screenshot shows the Audiocodes Live Express interface. On the left is a sidebar with navigation links: Users, LifeCycle Management, Manage Templates (highlighted), Online Voice Routing, Unassigned Number Range, Reserved Numbers, Audit, Queued Changes, M365 Configuration, and Site Locations. The main content area is for 'Tenant: DemoCustomer'. It includes a 'Choose a template' dropdown set to 'TemplateDemo', with buttons for 'Reload', 'Create', 'Clone as', 'Delete', and 'Submit All Changes'. Below this, there's a 'Registrar Pool' dropdown set to 'Office365' and an 'Additional Policies' section with an 'Add Policy' button. On the right, there are radio buttons for 'Enable Enterprise Voice' (Do Not Configure, Enable, Disable) and a checkbox for 'Clear Line URI'. The 'Assign Number from' dropdown is open, showing options: 'Phone', 'Home', 'Mobile', 'NumberRange', 'iPhone', and 'File'. A green arrow points to the 'File' option.

7. In the 'Assign Number from' drop-down, assign the source of the numbers from under 'Select Number Source'.

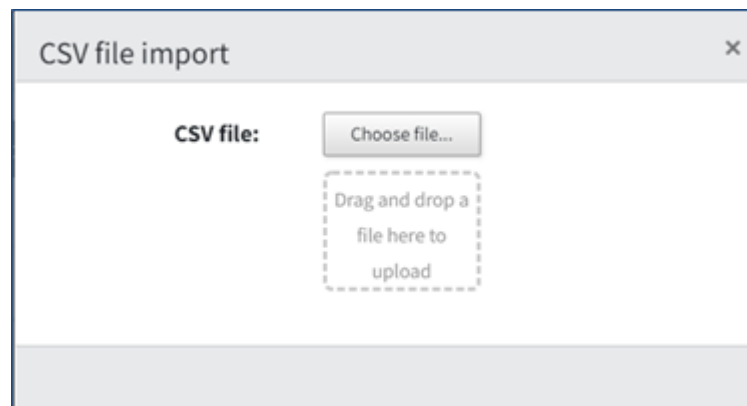
This screenshot shows a close-up of the 'Submit All Changes' and 'Import File' buttons. The 'Submit All Changes' button is highlighted with a green box. Below the buttons, the 'Assign Number from' dropdown is set to 'File'. The text 'Submit policy changes, then proceed to "Import File"' is visible at the bottom.

8. If you select the **File** option, you need to first click **Submit All Changes**; the **Import File** button will then unlock.

➤ **To assign a number from File:**

This screenshot shows the 'Import CSV' tab in the Audiocodes Live Express interface. The 'Import CSV' tab is highlighted with a green box. The table below is empty, showing 'No data available in table'. The table has columns for 'Sip address', 'Number', and 'Error'. The status bar at the bottom indicates 'Showing 0 to 0 of 0 entries' and has 'Previous' and 'Next' buttons.

1. Click the **Import CSV** tab.

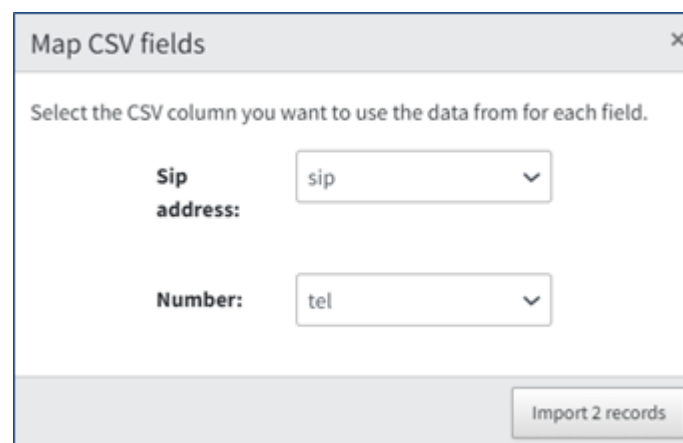


CSV file import

CSV file:

Drag and drop a file here to upload

2. Choose a file or drag-and-drop one.



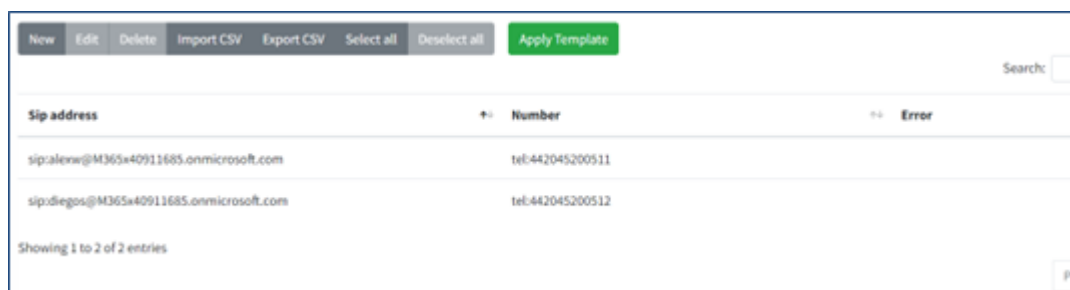
Map CSV fields

Select the CSV column you want to use the data from for each field.

Sip address:

Number:

3. Select the column for each field and click **Import 2 records**.



Sip address	Number	Error
sip:alexw@M365x40911685.onmicrosoft.com	tel:442045200511	
sip:diegos@M365x40911685.onmicrosoft.com	tel:442045200512	

Showing 1 to 2 of 2 entries

4. Click **Apply template**; the numbers are now assigned to the users.

➤ **To assign a number from Phone:**



According to the Azure Active Directory phone value, the Azure Active Directory value is enforced the URI value.

Enable Enterprise Voice: ☐ Do Not Configure
☒ Enable
☐ Disable

Clear Line URI: ☐

Assign Number from : Phone

NumberRange :

NumberRange details :

Use Extensions :

Number Of Digits :

➤ To assign a number from Number Range:



Only assign during the automatic creation of the user and unlike policies (or Phone) is not enforced / changed during the lifecycle scheduled policy replication.

Enable Enterprise Voice: ☐ Do Not Configure
☒ Enable
☐ Disable

Clear Line URI: ☐

Assign Number from : NumberRange

NumberRange : -- Select NumberRange --

NumberRange details : -- Select NumberRange --

Use Extensions : DemoRange

Number Of Digits :

- Select a range from the 'Number Range' drop-down.

Assign Number from : NumberRange

NumberRange : DemoRange

NumberRange details : From: +442045200511 to +442045200513

➤ To submit all changes:

- When you finish the Template configuration, click **Submit All Changes**.

Choose a template :

Template Name :

Template Id : 2

Registrar Pool :

Additional Policies

1. Teamsmeeting Policy:

Enable Enterprise Voice: ☐ Do Not Configure ☒ Enable ☐ Disable

Clear Line URI: ☐

Assign Number from :

NumberRange :

NumberRange details : From: +442045200511 to +442045200513

Use Extensions : ☐

Number Of Digits :

➤ **To reload an existing template:**

1. Click

➤ **To clone an existing template:**

1. Click

Enter new data

Please enter the requested data

Template Name

2. Enter the new template name and click **OK**; your new template will have the same characteristics as the original.

➤ **To delete an existing template:**

1. Click

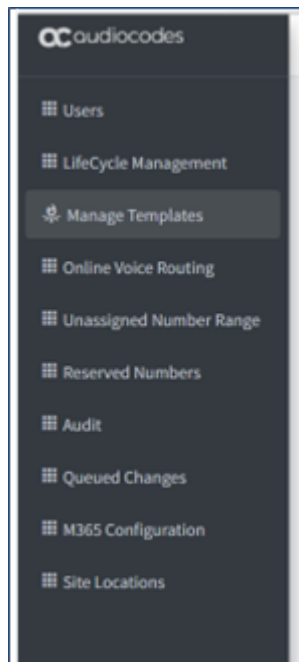
Delete confirmation

Delete template

Permanently delete template templateClone? You can't undo this.

2. Click **Yes**; the template will then be deleted.

➤ To bind Templates to Security Groups:



1. Go to Lifecycle Management.

Showing 1 to 1 of 1 entries
Templates are processed by priority, the lowest rank index has the highest priority.

Rank	Replication Template	Security Group	Error
1	TemplateDemoCande	All Company	

Previous 1 Next

2. View displayed a list of the assignments of templates to security groups.

Tenant: abc123 - [Last sync at: June 30, 2022, 14:47:06]

addelaz@audiocodes.com

Add

Show 10 entries

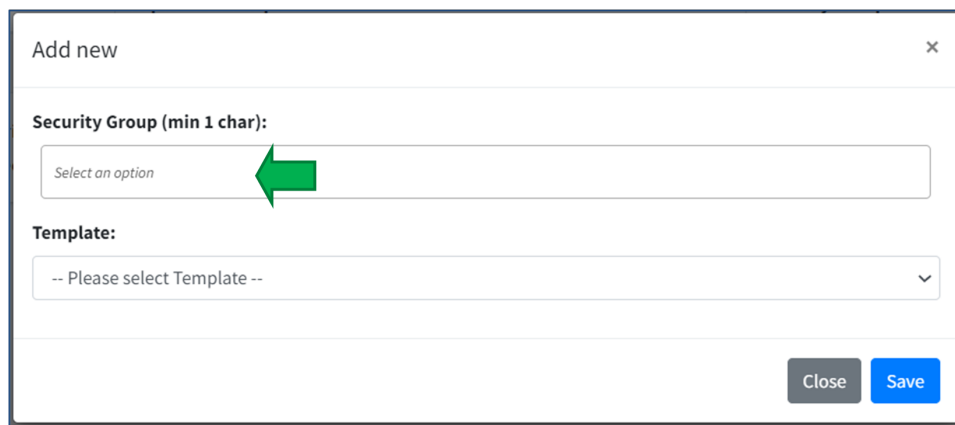
Search:

Rank	Replication Template	Security Group	Error
No data available in table			

Showing 0 to 0 of 0 entries
Templates are processed by priority, the lowest rank index has the highest priority.

Previous Next

3. Click Add.



Add new

Security Group (min 1 char):

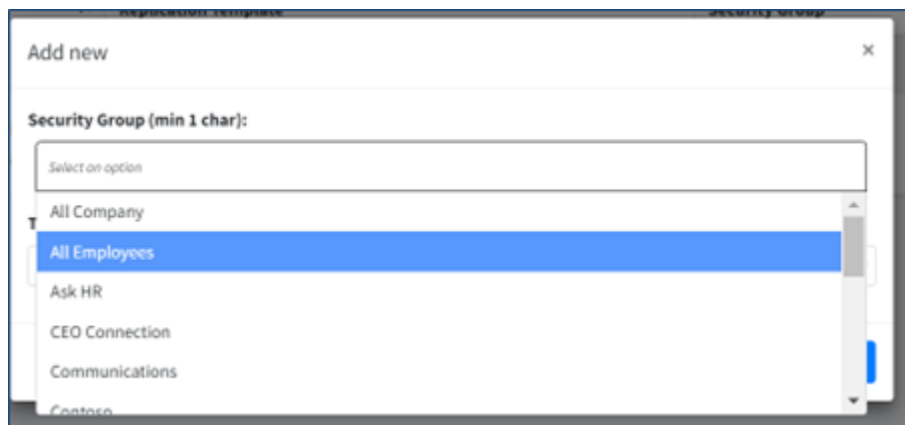
Select an option

Template:

-- Please select Template --

Close Save

4. Click the 'Security Group' drop-down.



Add new

Security Group (min 1 char):

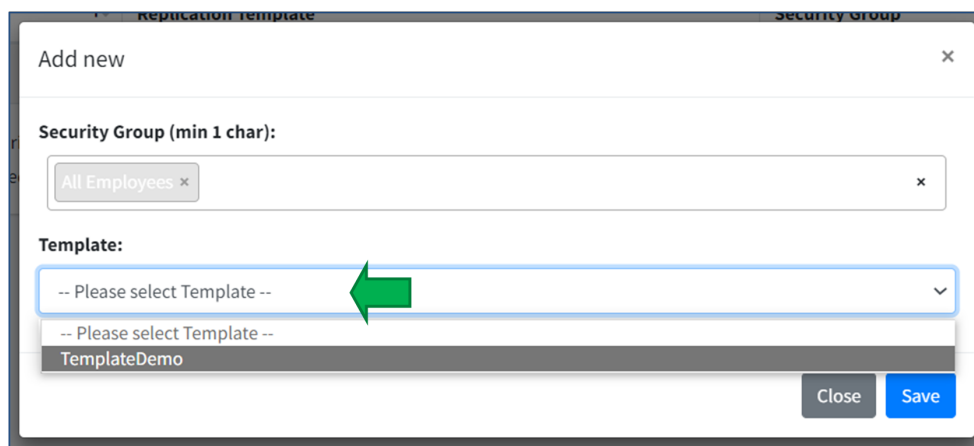
Select an option

- All Company
- All Employees
- Ask HR
- CEO Connection
- Communications
- Content

Template:

-- Please select Template --

5. Select one or more Security Groups.



Add new

Security Group (min 1 char):

All Employees x

Template:

-- Please select Template --

-- Please select Template --

TemplateDemo

Close Save

6. Select your template from the 'Template' drop-down and then click **Save**.
7. If multiple Security Groups are selected, the template will only be assigned to group members that belong to all security groups.

[Add](#)

Show 10 entries Search:

Rank	Replication Template	Security Group	Error
1	TemplateDemo	All Employees	

Showing 1 to 1 of 1 entries
Templates are processed by priority, the lowest rank index has the highest priority.

Previous **1** Next

Managing PSTN Usage

PSTN usage can be managed from the page shown in the figure below.

The screenshot shows the Audiocodes management console interface. The top navigation bar includes tabs for Dial Plans, Normalization Rule Templates, PSTN Gateways, **PSTN Usage**, Voice Routes, and Voice Routing Policies. The left sidebar contains a list of management options, with **Online Voice Routing** highlighted. Under 'Online Voice Routing', the 'Manage Pstn Usage' option is selected and highlighted with a green box. The main content area displays a table with columns: Identity, Routes, Policies, and Last Replication. The table contains one row with the value 'Unrestricted' under the 'Identity' column.

➤ To manage PSTN usage:

1. Go to **Online Voice Routing** as shown in the page in the preceding figure.
2. Go to **PSTN Usage**.
3. Click **Manage PSTN Usage**.

Manage PSTN Usage

Identity:

Usage List:

➔

4. Click **New Usage**.

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Type new usage name:

 **OK** **Cancel**


5. Enter the name of the usage and click **OK**.

Manage PSTN Usage

Identity:

Usage List:

New Usage **Delete Usage**

 **Update PSTN Usage**

6. Click **Update PSTN Usage**.


Dial Plans Normalization Rule Templates PSTN Gateways PSTN Usage Voice Routes Voice Routing Policies			
Manage Pstn Usage Cancel Changes			
Identity	Routes	Policies	Last Replication
Unrestricted	Unrestricted	Unrestricted	
testUsage			

7. Verify the new usage is displayed in the list.

Manage PSTN Usage

Identity:

Usage List:

New Usage **Delete Usage** 

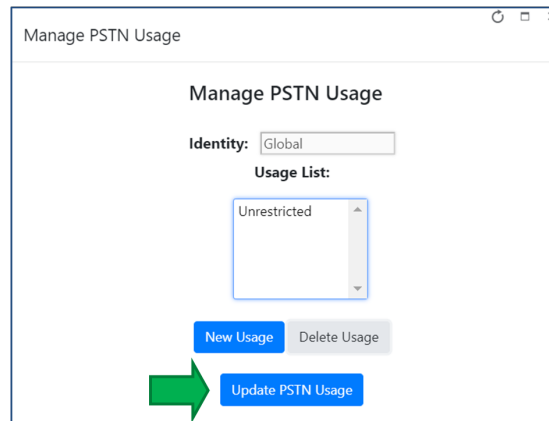
Update PSTN Usage

➤ **To delete a usage:**

1. From the Usage List, select the usage you want to delete and click **Delete Usage**.



2. Click **OK**; the selected usage is deleted from the list.



3. Click **Update PSTN Usage**.

Dial Plans	Normalization Rule Templates	PSTN Gateways	PSTN Usage	Voice Routes	Voice Routing Policies
Manage Pstn Usage	Cancel Changes				
Identity	Routes	Policies	Last Replication		
Unrestricted	Unrestricted	Unrestricted			

Managing Voice Routing Policy

Voice Routing Policy can be managed from the screen shown in the figure below.

Dial Plans	Normalization Rule Templates	PSTN Gateways	PSTN Usage	Voice Routes	Voice Routing Policies
Add New Voice Routing Policy					
DateChange...	Identity	Description	PSTN Usage		
	Global				
	Unrestricted		Unrestricted		

Management actions are:

- Add a voice routing policy
- Edit a policy
- Delete a policy
- Apply a policy to a group of users

➤ **To add a Voice Routing Policy:**

1. Click the button **Add New Voice Routing Policy** shown in the preceding figure.
2. Enter the Identity, Description and PSTN usage.

3. Click **Save Voice Routing Policy**.

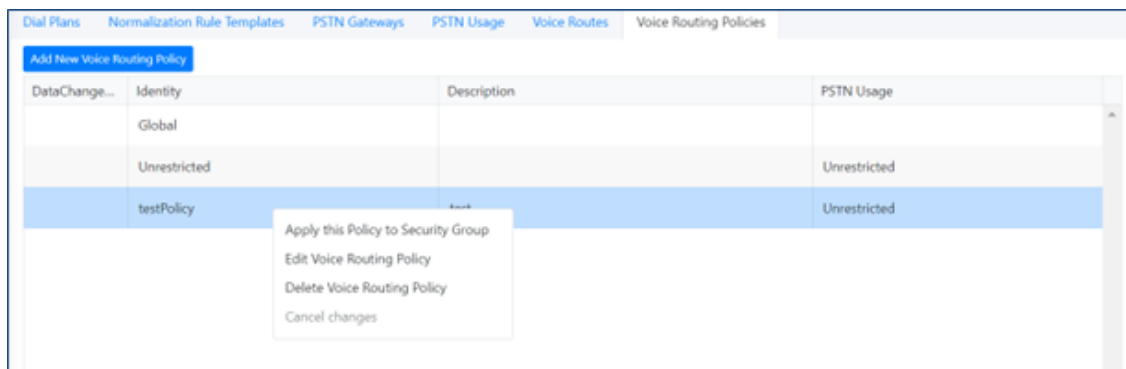
Dial Plans	Normalization Rule Templates	PSTN Gateways	PSTN Usage	Voice Routes	Voice Routing Policies
Add New Voice Routing Policy					
DataChange...	Identity	Description	PSTN Usage		
	Global				
	Unrestricted		Unrestricted		
New	testPolicy	test	Unrestricted		

4. View the new voice route displayed in the list.

Dial Plans	Normalization Rule Templates	PSTN Gateways	PSTN Usage	Voice Routes	Voice Routing Policies
Add New Voice Routing Policy					
DataChange...	Identity	Description	PSTN Usage		
	Global				
	Unrestricted		Unrestricted		
	testPolicy	test	Unrestricted		

➤ **To edit a policy:**

1. Select a Voice Routing Policy.



X

2. Right-click the selection and select **Edit Voice Routing Policy**.

The dialog box titled "Edit Voice Routing Policy" contains the following fields:

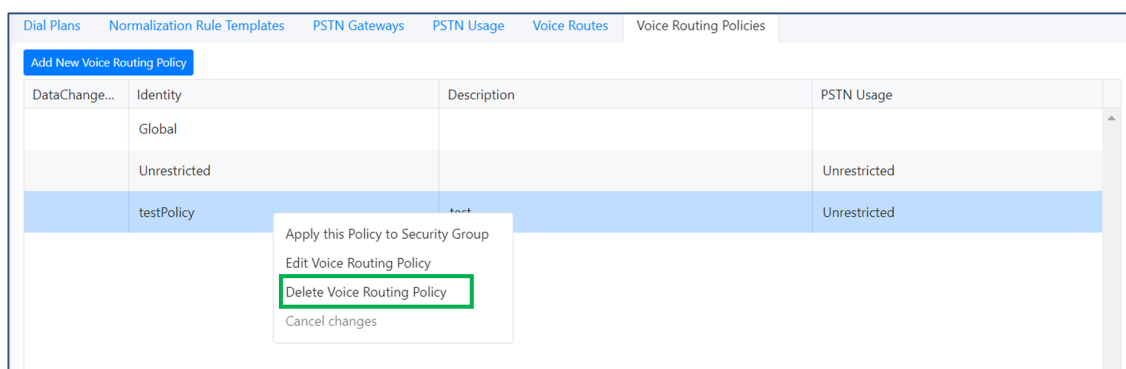
- Identity:** testPolicy
- Description:** test
- Pstn usage:** Unrestricted x

At the bottom is a blue button labeled "Update Voice Routing Policy".

3. Perform all necessary changes and then click **Update Voice Routing Policy**.

➤ **To delete a policy:**

1. Right-click the policy to delete.



2. Select **Delete Voice Routing Policy**.

The dialog box displays the following text:

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Are you sure you want to delete the Voice Routing Policy?

At the bottom are two buttons: "OK" (blue) and "Cancel" (gray).

- Click **OK**; the policy will be displayed in the list with a 'Delete' indication in the first column until the changes are completed.

Dial Plans	Normalization Rule Templates	PSTN Gateways	PSTN Usage	Voice Routes	Voice Routing Policies
Add New Voice Routing Policy					
DataChange...	Identity	Description	PSTN Usage		
	Global				
	Unrestricted		Unrestricted		
Delete	testPolicy	test	Unrestricted		

➤ **To apply a Voice Routing Policy to a Group of Users:**

- Go to **Voice Routes**.

Dial Plans

Normalization Rule Templates

PSTN Gateways

PSTN Usage

Voice Routes

Voice Routing Policies

Add New Voice Route

Data...	Identity	Pri...	Pattern	Name	Description	PSTN Gateway List	PSTN Usage		
	LocalRoute	0	^\+1[0-9]{10})\$	LocalRoute				▼ ▲	
	Unrestricted	1	.*	Unrestricted		abc123.sandbox3.au diocodes.be	Unrestricted	▼ ▲	

- Select **Add New Voice Route**.

Add new Voice Route

Identity:

Name:

Description:

Number Pattern:

Gateway

Usage

Save

- Enter the Identity, Name, Description and Number Pattern, and then select a Gateway and a Usage.

Add new Voice Route

Add new Voice Route

Identity: testRoute

Name: testRoute

Description: test

Number: .*

Pattern: .*

Gateway: M365x40911685.onmicrosoft.com ✕

Usage: Unrestricted ✕

Save

- Click **Save** to create the Voice Route; the Voice Route you created is displayed in the list.

Data...	Identity	Pri...	Pattern	Name	Description	PSTN Gateway List	PSTN Usage	
New	testRoute		.*	testRoute	test	M365x40911685.on microsoft.com	Unrestricted	✔ ▲
	LocalRoute	0	^\+1[0-9]{10}\$	LocalRoute				✔ ▲
	Unrestricted	1	.*	Unrestricted		abc123.sandbox3.au diocodes.be	Unrestricted	✔ ▲



Voice Routing decisions are made top-down so the table should be prioritized using the green arrow buttons or by dragging and dropping in order to make sure a proper route is chosen if multiple routes to the same destination exist.

Managing Dial Plans & Normalization Rules

Dial Plans and Normalization Rules can be managed from the page shown in the figure below.

Dial Plans

Normalization Rule Templates

PSTN Gateways

PSTN Usage

Voice Routes

Voice Routing Policies

Add New Normalization Rule

Name	Description	Pattern	Translation	IsInternalExtension
------	-------------	---------	-------------	---------------------

0

No items to display

Management actions are:

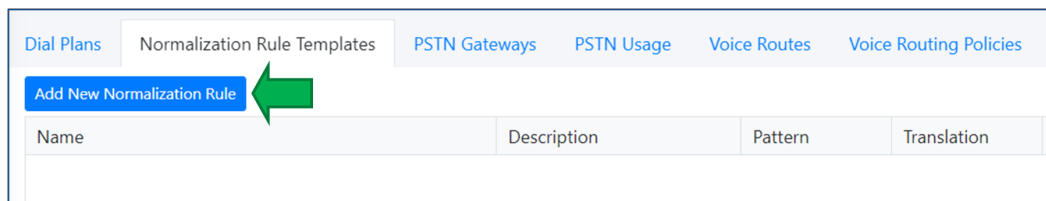
- Manage Dial Plans & Normalization Rules
- Add a new normalization rule
- Add Normalization Rules to a New Dial Plan

➤ **To manage Dial Plans & Normalization Rules:**

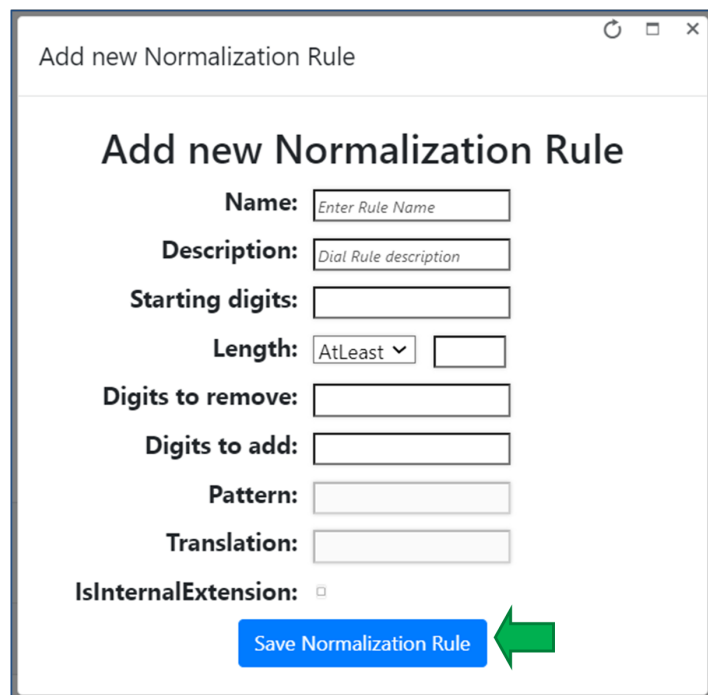
1. Go to the **Normalization Rule Templates** screen shown in the preceding figure.

➤ **To add a new normalization rule:**

1. Click the **Add New Normalization Rule** button.



The screenshot shows a navigation bar with tabs: Dial Plans, Normalization Rule Templates (selected), PSTN Gateways, PSTN Usage, Voice Routes, and Voice Routing Policies. Below the tabs is a table with columns: Name, Description, Pattern, and Translation. A blue button labeled 'Add New Normalization Rule' is positioned above the table, with a green arrow pointing to it.



The screenshot shows a window titled 'Add new Normalization Rule'. Inside, there are several input fields: Name (placeholder: Enter Rule Name), Description (placeholder: Dial Rule description), Starting digits, Length (dropdown menu set to 'AtLeast' and a text input), Digits to remove, Digits to add, Pattern, and Translation. At the bottom, there is a checkbox for 'IsInternalExtension' and a blue button labeled 'Save Normalization Rule' with a green arrow pointing to it.



This screen assists in the building of the required regular Pattern and Translation expressions.

2. Complete the required fields; Pattern and Translation are automatically completed based on what you entered in the other fields.
3. Click **Save Normalization Rule**.

Edit Normalization Rule Template

Name:

Description:

Pattern:

Translation:

IsInternalExtension: ☐

Update Normalization Rule Template

- Click **Update Normalization Rule Template**.

Name	Description	Pattern	Translation	IsInternalExtension
testRule	test	^0(\d{7}\d+))\$	+972\$1	false

- View the new Normalization Rule displayed in the list.



If multiple rules exist, they can be ordered using the green arrow buttons or by dragging-and-dropping, placing one rule above or below the next.

➤ **To add Normalization Rules to a New Dial Plan:**

- Go to **Dial Plans** and click **Add New Plan**.

DataChange...	Identity	Simple Name	Description	External Prefix	Last Replication
	Global	DefaultTenantDialPlan			

- Complete the fields and select a rule from the drop-down.

Add new Dial Plan

Identity: Simple name:

Description: External Access Prefix:

Normalization Rules

Select a Rule:

Name	Pattern	Translation	IsIn...
testRule	$^0\d{7\d+})\$$	+972\$1	false

3. Click **Save**.

Add new Dial Plan

Identity: Simple name:

Description: External Access Prefix:

Normalization Rules

Select a Rule:

Name	Pattern	Translation	IsIn...
testRule	$^0\d{7\d+})\$$	+972\$1	false

Save

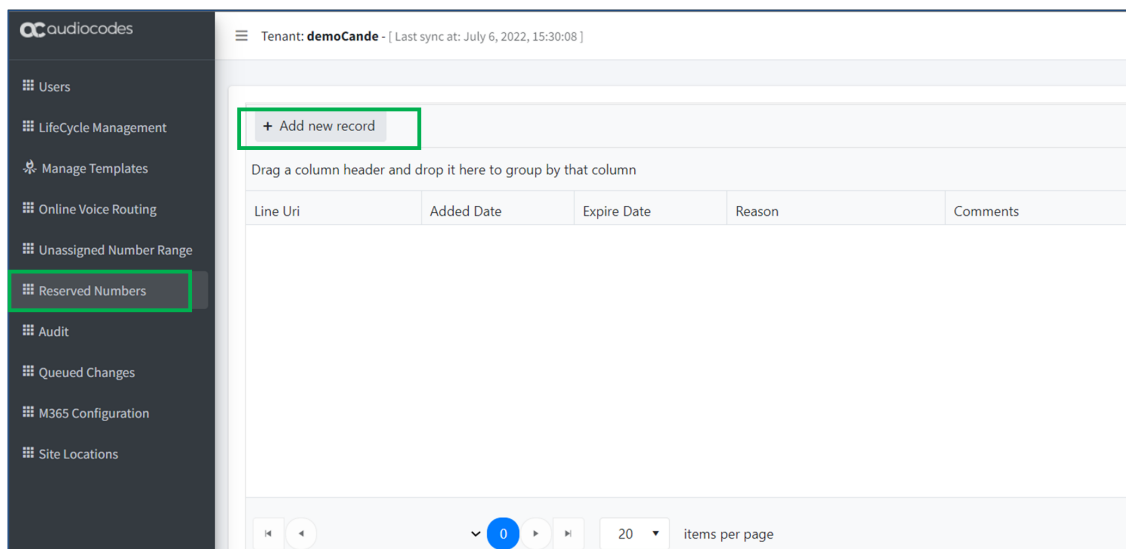
4. View the new plan displayed in the list.

	Identity	Simple Name	Description	External Prefix	Last Replication
DataChange...	Global	DefaultTenantDialPlan			
New	testPlan	test	test		

1 - 2 of 2 items

Configuring a Reserved Number Range

A reserved number range can be configured from the screen shown in the figure here.



➤ **To configure a reserved number range:**

1. Go to **Reserved Numbers** as shown in the page in the preceding figure.
2. Click **Add new record**.

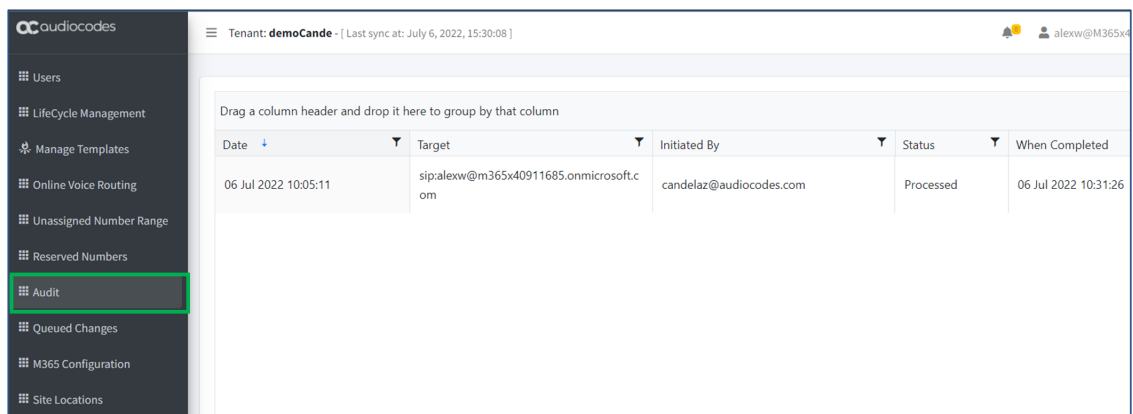
Line Uri	Added Date	Expire Date	Reason	Comments		
+442045200513	07/06/2022	7/6/2022	test	test	Update	Cancel Delete

3. Complete the required fields and then click **Update**.

Line Uri	Added Date	Expire Date	Reason	Comments		
+442045200513	07/06/2022	07/06/2022	test	test	Edit	Delete

Viewing Audit History and Performing Rollback

Audit History can be viewed and Rollback can be performed from the screen shown in the figure here.



➤ **To view the audit history and perform rollback:**

1. Go to **Audit** as shown in the preceding figure; the Audit History is displayed.
2. Right-click an entry and then click **Rollback**.

Date	Target	Initiated By	Status	When Completed
06 Jul 2022 10:05:11	sip:alexw@m365x40911685.onmicrosoft.com	candelaz@audiocodes.com	Processed	06 Jul 2022 10:31:26

3. Choose the fields to roll back and click **Update**.

Choose the fields to rollback

Field Name	Old Value	New Value	<input type="checkbox"/>
OnPremLineURI	tel:+num:442045200511		<input type="checkbox"/>

Making a Test Call

A test call can be made to verify that setup was performed correctly.

1. Log in: Enter **Teams.Microsoft.com**

The first screenshot shows the Microsoft 'Sign in' page. The email address 'alexw@m365x40911685.onmicrosoft.com' is entered in the field. Below the field are links for 'No account? Create one!' and 'Can't access your account?'. At the bottom are 'Back' and 'Next' buttons.

The second screenshot shows the 'Enter password' page. The email address is shown at the top. A password field with a visibility toggle is present. Below it is a 'Forgot my password' link and a 'Sign in' button.

2. Sign in with one of the M365 Users to whom you allocated a number.

The screenshot shows the 'Calls' app interface. It has tabs for 'Calls', 'Phone', and 'Contacts'. Below the tabs is a search bar 'Type a name or number'. A numeric keypad is displayed with numbers 1-9, *, and 0. Below the keypad is a 'Call' button. At the bottom, a text box contains the text 'Work number: +1 618-221-6952'.

3. See if the number was allocated and call.

The screenshot shows the 'Calls List' page in the Live Express GUI. The page has a navigation bar with tabs: DASHBOARD, NETWORK, ALARMS, STATISTICS, CALLS, USERS, SYSTEM, and SERVICE REQUEST. The 'CALLS' tab is selected. Below the navigation bar is a sub-header with 'CALLS LIST', 'QOE THRESHOLDS', and 'QOE STATUS & ALARMS'. The 'CALLS LIST' section has a 'FILTERS' sidebar and a table of call records. The table has columns: SOURCE, STATUS, QUALITY, MEDIA TYPE, CALLER, CALLEE, CORRELATION ID, START TIME, END TIME, DURATION, CALL TYPE, DEVICE, PROVIDER SIDE, and TERMINATION REASON. Three rows of call data are visible, with the first row highlighted.

SOURCE	STATUS	QUALITY	MEDIA TYPE	CALLER	CALLEE	CORRELATION ID	START TIME	END TIME	DURATION	CALL TYPE	DEVICE	PROVIDER SIDE	TERMINATION REASON
+17323570967	✓	●	↓	+17323570967@...	+16182216952@40.118.70.74		12-Jul-22 14:44:14	12-Jul-22 14:44:24		SBC	EMEA SP1 SBC	demoCande	Normal Call Clear
8008.100070834.10081	✓	●	↓	+380676145063@76.111.183.57	+380676145063@76.111.183.57		12-Jul-22 12:59:45	12-Jul-22 12:59:57	00:01:12	SBC	EMEA SP1 SBC	sparene	Normal Call Clear
0676145063	✓	●	↓	0676145063@76.111.183.57	Anna Udovytika (Spare)	+380443...	12-Jul-22 12:18:31	12-Jul-22 12:18:58		SBC	EMEA SP1 SBC	sparene	Normal Call Clear

4. In the Live Express GUI, open the Calls List page (**Calls > Calls List**) and verify if the call was created.

DASHBOARD

NETWORK

ALARMS

STATISTICS

CALLS

USERS

SYSTEM

SERVICE REQUEST

CALLS LIST

QOS THRESHOLDS

QOS STATUS & ALARMS

CALLS LIST

Show

Save

▼ FILTERS

<

ADD FILTER

REAL TIME

SOURCE	STATUS	QUALITY	MEDIA TYPE	CALLER	CALLEE	CORRELATION ID	START TIME	END TIME	DURATION	CALL TYPE	DEVICE	PROVIDER SIDE	TERMINATION REASON
				+17323570967@... Anna Udoviytska (Web)	+16182216952@0.118.70.74 Anna Udoviytska (Desk)		12-Jul-22 14:44:14	12-Jul-22 14:44:24		SBC	EMEA SP1 SBC	demoCande	Normal Call Clear
				0676145063 0676145063@78.111... Anna Udoviytska (Desk)	+380443... +380676145063@78.111.183.67		12-Jul-22 12:18:31	12-Jul-22 12:18:58	0000.438	SBC	EMEA SP1 SBC	spaneu	Normal Call Clear

Managing Call Reports

Call reports can be managed from the Live Express GUI page shown in the figure here.

DASHBOARD

NETWORK

ALARMS

STATISTICS

CALLS

USERS

SYSTEM

SERVICE REQUEST

CALLS LIST

QOC THRESHOLDS

QOC STATUS & ALARMS

CALLS LIST

Show

Save

Refresh

▼ FILTERS

ADD FILTER

∞ REAL TIME

SOURCE	STATUS	QUALITY	MEDIA TYPE	CALLER	CALLER	CALLEE	CORRELATION ID	START TIME	END TIME	DURATION	CALL TYPE	DEVICE	PROVIDER
					Nelán Naidoo	+27100060049@s...	+27634141853@196.50.236.46	08-Jul-22 09:28:12	08-Jul-22 09:29:37	01m 10s	SBC	EMEA SP1 SBC	zastomp
					Nelán Naidoo	+27100060049@s...	+27634141853@196.50.236.46	08-Jul-22 09:27:10	08-Jul-22 09:27:30		SBC	EMEA SP1 SBC	zastomp
					Nieketa Bergman	+27100060036...	+27113123379@196.50.236.46	08-Jul-22 09:25:27	08-Jul-22 09:27:15	01m 43s	SBC	EMEA SP1 SBC	zastomp
					Nieketa Bergman	+27100060036...	+27118215128@196.50.236.46	08-Jul-22 08:44:48	08-Jul-22 08:46:37	01m 47s	SBC	EMEA SP1 SBC	zastomp
					Nelán Naidoo	+27100060049@s...	+27634141853@196.50.236.46	08-Jul-22 08:19:28	08-Jul-22 08:22:00	02m 18s	SBC	EMEA SP1 SBC	zastomp
					Saskia Boorman	+27100060056...	+27745846250@196.50.236.46	08-Jul-22 08:03:29	08-Jul-22 08:15:52	12m 15s	SBC	EMEA SP1 SBC	zastomp
					Christian Oragje	+23417005780...	07034076619@snapnetdemo.san...	08-Jul-22 08:03:33	08-Jul-22 08:03:48		SBC	EMEA SP1 SBC	Snapnetden
					Saskia Boorman	+27100060056...	+27113921553@196.50.236.46	08-Jul-22 08:01:18	08-Jul-22 08:01:22		SBC	EMEA SP1 SBC	zastomp
					Saskia Boorman	+27100060056...	+27745846250@196.50.236.46	08-Jul-22 08:00:42	08-Jul-22 08:01:07		SBC	EMEA SP1 SBC	zastomp
					Chuma Ukwagwu	+23417005770@...	08166424654@snapnetdemo.san...	08-Jul-22 07:26:50	08-Jul-22 07:27:25	29s	SBC	EMEA SP1 SBC	Snapnetden
					Chuma Ukwagwu	+23417005770@...	08166424654@snapnetdemo.san...	08-Jul-22 07:25:35	08-Jul-22 07:26:16	32s	SBC	EMEA SP1 SBC	Snapnetden

Item per page: 25

Displaying 11 Items

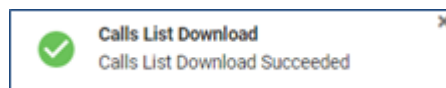
<><1>

➤ **To manage call reports:**

1. In the Calls List page (**Calls > Calls List**), view details of the calls made in the network over the past three hours (default), including quality metrics.
2. Download the Calls List by clicking **Save**.



This feature allows you to save up to one million calls to a zip file comprising 10 separate csv files, each including up to 100,000 calls.



A README file is also included in the save, with details of the Calls List filter settings, the number of exported entities, the time range and the tenant operator credentials.

➤ To view Call Details:

1. In the Calls List page, select a call.

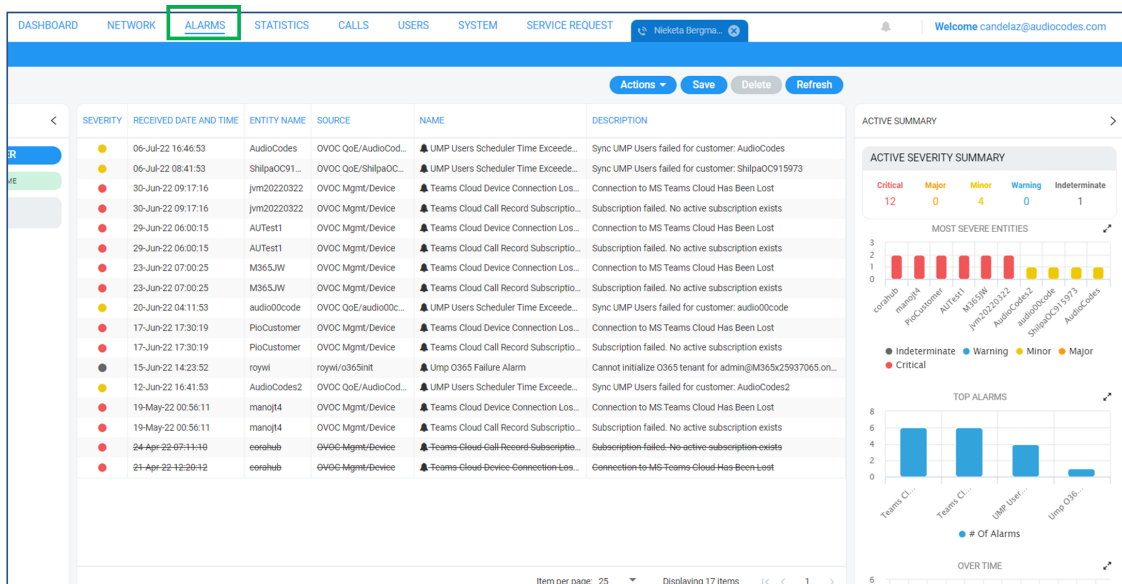
												Show	Save	Refresh
SOURCE	STATUS	QUALITY	MEDIA TYPE	CALLER	CALLEE	CORRELATION ID	START TIME	END TIME	DURATION	CALL TYPE	DEVICE	PROVIDER		
+	✓	●	↓	Nelani Naidoo +27100060049@s...	+27634141853@196.50.236.46		08-Jul-22 09:28:12	08-Jul-22 09:29:37	01m 10s	SBC	EMEA SP1 SBC	zastomp		
+	✓	●	↓	Nelani Naidoo +27100060049@s...	+27634141853@196.50.236.46		08-Jul-22 09:27:10	08-Jul-22 09:27:30		SBC	EMEA SP1 SBC	zastomp		
+	✓	●	↓	Nicketa Bergman +27100060036...	+27113123379@196.50.236.46		08-Jul-22 09:25:27	08-Jul-22 09:27:15	01m 43s	SBC	EMEA SP1 SBC	zastomp		
+	✓	●	↓	Nicketa Bergman +27100060036...	+27118215128@196.50.236.46		08-Jul-22 08:44:48	08-Jul-22 08:46:37	01m 47s	SBC	EMEA SP1 SBC	zastomp		
+	✓	●	↓	Nelani Naidoo +27100060049@s...	+27634141853@196.50.236.46		08-Jul-22 08:19:28	08-Jul-22 08:22:00	02m 18s	SBC	EMEA SP1 SBC	zastomp		
+	✓	●	↓	Saskia Bosman +27100060056...	+27745846250@196.50.236.46		08-Jul-22 08:03:29	08-Jul-22 08:15:52	12m 15s	SBC	EMEA SP1 SBC	zastomp		
+	✓	●	↓	Christian Oragui +23417005780...	07034076619@snapnetdemo.san...		08-Jul-22 08:03:33	08-Jul-22 08:03:48		SBC	EMEA SP1 SBC	Snapnetden		
+	✓	●	↓	Saskia Bosman +27100060056...	+27113921553@196.50.236.46		08-Jul-22 08:01:18	08-Jul-22 08:01:22		SBC	EMEA SP1 SBC	zastomp		
+	✓	●	↓	Saskia Bosman +27100060056...	+27745846250@196.50.236.46		08-Jul-22 08:00:42	08-Jul-22 08:01:07		SBC	EMEA SP1 SBC	zastomp		
+	✓	●	↓	Chuma Ukeagwu +23417005770@...	08166424654@snapnetdemo.san...		08-Jul-22 07:26:50	08-Jul-22 07:27:25	29s	SBC	EMEA SP1 SBC	Snapnetden		
+	✓	●	↓	Chuma Ukeagwu +23417005770@...	08166424654@snapnetdemo.san...		08-Jul-22 07:25:35	08-Jul-22 07:26:16	32s	SBC	EMEA SP1 SBC	Snapnetden		

2. Click Show.



Managing Alarms

Alarms are managed in the Live Express GUI's Active Alarms page shown in the figure here.



➤ **To manage alarms:**

1. In the Active Alarms page, view displayed all alarms for managed M365 Tenants as shown in the preceding figure.
2. Select an alarm and view its details in the page's right pane.

SEVERITY	RECEIVED DATE AND TIME	ENTITY NAME	SOURCE	NAME	DESCRIPTION
●	06-Jul-22 16:46:53	AudioCodes	OVOC QoE/AudioCod...	▲ UMP Users Scheduler Time Exceede...	Sync UMP Users failed for customer: AudioCodes
●	06-Jul-22 08:41:53	ShilpaOC91...	OVOC QoE/ShilpaOC...	▲ UMP Users Scheduler Time Exceede...	Sync UMP Users failed for customer: ShilpaOC915973
●	30-Jun-22 09:17:16	jym20220322	OVOC Mgmt/Device	▲ Teams Cloud Device Connection Los...	Connection to MS Teams Cloud Has Been Lost
●	30-Jun-22 09:17:16	jym20220322	OVOC Mgmt/Device	▲ Teams Cloud Call Record Subscriptio...	Subscription failed. No active subscription exists
●	29-Jun-22 06:00:15	AUTest1	OVOC Mgmt/Device	▲ Teams Cloud Device Connection Los...	Connection to MS Teams Cloud Has Been Lost
●	29-Jun-22 06:00:15	AUTest1	OVOC Mgmt/Device	▲ Teams Cloud Call Record Subscriptio...	Subscription failed. No active subscription exists
●	23-Jun-22 07:00:25	M365JW	OVOC Mgmt/Device	▲ Teams Cloud Device Connection Los...	Connection to MS Teams Cloud Has Been Lost
●	23-Jun-22 07:00:25	M365JW	OVOC Mgmt/Device	▲ Teams Cloud Call Record Subscriptio...	Subscription failed. No active subscription exists
●	20-Jun-22 04:11:53	audio00code	OVOC QoE/audio00c...	▲ UMP Users Scheduler Time Exceede...	Sync UMP Users failed for customer: audio00code
●	17-Jun-22 17:30:19	PioCustomer	OVOC Mgmt/Device	▲ Teams Cloud Device Connection Los...	Connection to MS Teams Cloud Has Been Lost
●	17-Jun-22 17:30:19	PioCustomer	OVOC Mgmt/Device	▲ Teams Cloud Call Record Subscriptio...	Subscription failed. No active subscription exists
●	15-Jun-22 14:23:52	roywl/o365int	roywl/o365int	▲ Ump O365 Failure Alarm	Cannot initialize O365 tenant for admin@M365x25937065.on...
●	12-Jun-22 16:41:53	AudioCodes2	OVOC QoE/AudioCod...	▲ UMP Users Scheduler Time Exceede...	Sync UMP Users failed for customer: AudioCodes2
●	19-May-22 00:56:11	manojt4	OVOC Mgmt/Device	▲ Teams Cloud Device Connection Los...	Connection to MS Teams Cloud Has Been Lost
●	19-May-22 00:56:11	manojt4	OVOC Mgmt/Device	▲ Teams Cloud Call Record Subscriptio...	Subscription failed. No active subscription exists
●	24-Apr-22 07:11:10	ceorahub	OVOC Mgmt/Device	▲ Teams Cloud Call Record Subscriptio...	Subscription failed. No active subscription exists
●	21-Apr-22 12:20:12	ceorahub	OVOC Mgmt/Device	▲ Teams Cloud Device Connection Los...	Connection to MS Teams Cloud Has Been Lost

ACTIVE DETAILS

Alarm Info Entity info SNMP Info

SEVERITY ● Critical

RECEIVED DATE AND TIME 30-Jun-22 09:17:16

SOURCE OVOC Mgmt/Device

NAME Teams Cloud Call Record Subscription Alarm

UNIQUE ID 2383

ALARM CATEGORY Communications Alarm

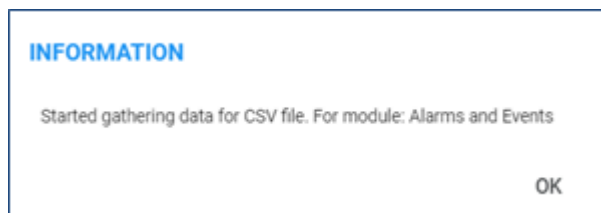
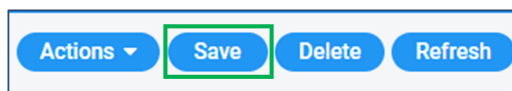
PROBABLE CAUSE Communications Subsystem Failure

DESCRIPTION Subscription failed. No active subscription exists

ADDITIONAL INFO 1 MS Cloud URL: https://graph.microsoft.com; MS Tenant: 71e21915-b45e-4462-8c72-e9f0134f00ad; MS Client: 89c1b034-693e-4762-8393-e2a95edc691f

STATUS New

3. Click the **Save** button.



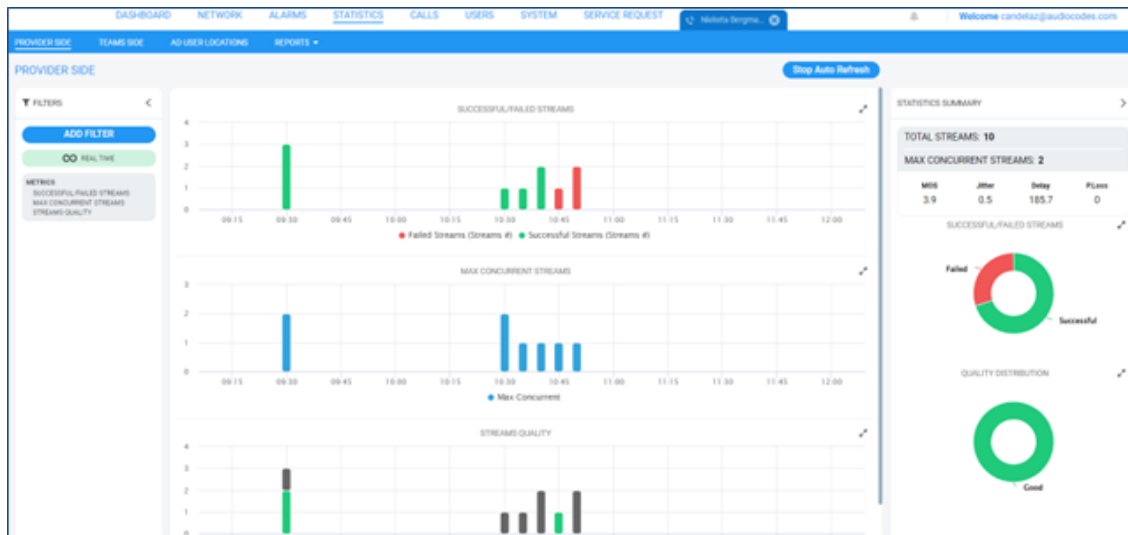
4. Click **OK**; a CSV file is generated which you can save to your PC.

Viewing Call Statistics

Provider side, Teams side and AD User Locations call statistics can be viewed and monitored in the Live Express GUI under the **Statistics** menu.

➤ **To view provider side call statistics:**

- Under the **Statistics** menu, click the **Provider Side** tab.



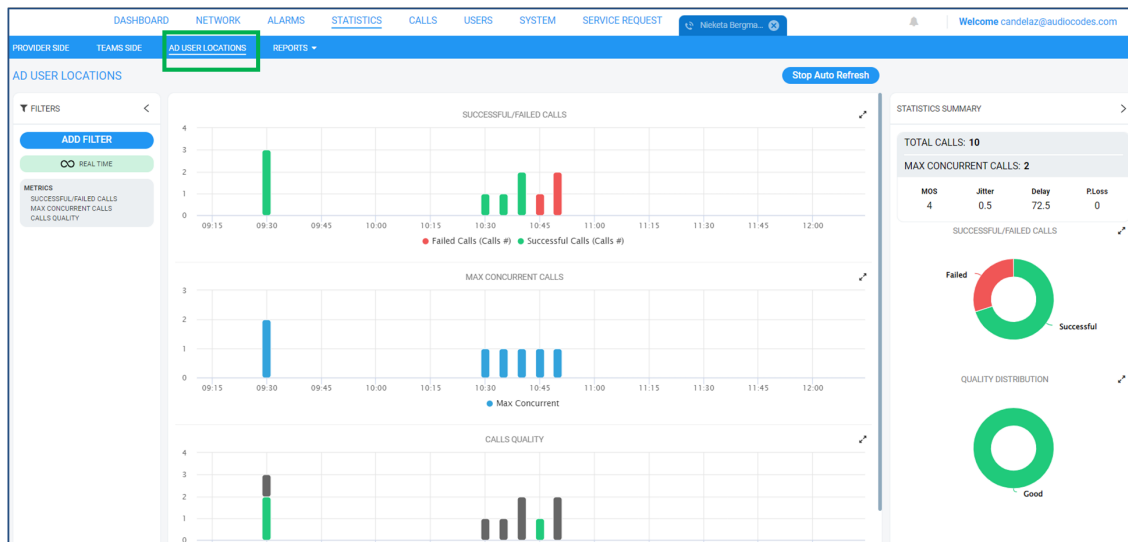
➤ To view Teams side statistics:

- Under the **Statistics** menu, click the **Teams Side** tab.



➤ To view AD User Locations statistics:

- Under the **Statistics** menu, click the **AD User Locations** tab.



Configuring Microsoft 365 Settings

The instructions here show how to configure Microsoft 365 settings, namely, to change the authentication method and to set Quality of Experience (QoE) for Teams calls.

➤ To configure Microsoft 365 settings:

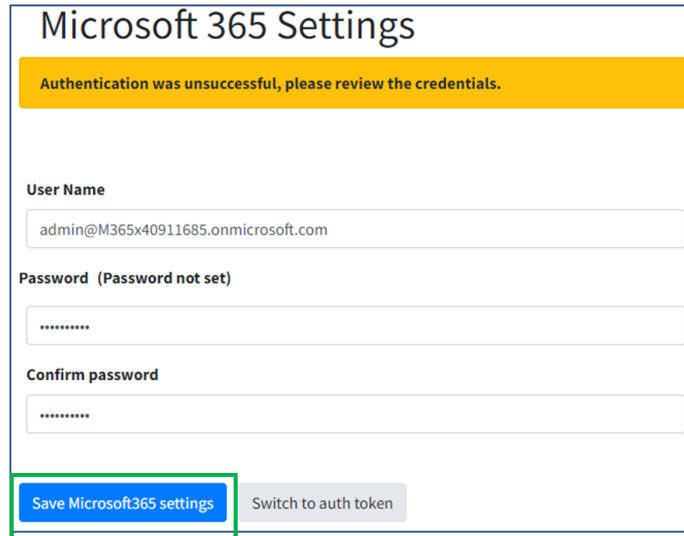
1. Go to **M365 Configuration**.

The screenshot shows the 'Microsoft 365 Settings' configuration page. The page has a green header bar with the text 'Authentication was successful.' Below the header, there is a 'User Name' field with the value 'admin@M365x40911685.onmicrosoft.com'. A message states: 'The customer is configured to use Authentication Token, password is not needed.' Below this message is a 'Validate Authentication' button. At the bottom, there are two buttons: 'Save Microsoft365 settings' and 'Switch to user/pwd'. The page also includes a section for 'QoE integration with Microsoft Teams' with fields for 'Azure Application Id' and 'Azure Application Password', and a 'Save QoE integration settings' button.

➤ To change the authentication method:

This is a zoomed-in view of the 'Microsoft 365 Settings' configuration page. It shows the 'User Name' field with the value 'admin@M365x40911685.onmicrosoft.com'. Below the field, a message states: 'The customer is configured to use Authentication Token, password is not needed.' Below this message is a 'Validate Authentication' button. At the bottom, there are two buttons: 'Save Microsoft365 settings' and 'Switch to user/pwd'.

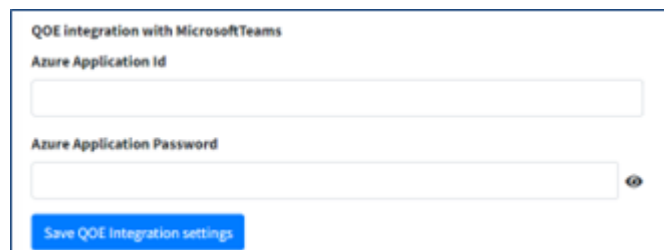
1. Click the **Switch to user/pwd** button.



2. Complete the username and password and then click the **Save Microsoft365** settings button.
3. Click **Switch to auth token** to go back to token-based authentication.

Switch to auth token

➤ **To set QoE for Teams calls:**



- Requires app registration on customer tenant.

Managing DID Assignment

DID assignment is managed from the screen shown in the figure here.

User Type	Full Name	SIP Address	Line Uri	Template	Department	Online Voice	Online PSTN	Site Location	Usage Locati	EnterpriseVo
TeamsOnly	Lee Gu	sipleeg@m...			Manufacturi...				US	Yes
TeamsOnly	Nestor Wilke	sipnestorw...			Operations				US	Yes
TeamsOnly	Grady Archie	sipgradya...			R&D				US	Yes
TeamsOnly	Miriam Graham	sipmiriamg...			Sales & Mar...				US	Yes
TeamsOnly	Megan Bowen	sipmeganb...			Marketing				US	Yes
TeamsOnly	Diego Siciliani				HR				US	Yes
TeamsOnly	Ump-Activation-User								BE	No
TeamsOnly	Lidia Holloway				Engineering				US	Yes
TeamsOnly	Patti Fernandez	sippattif@...			Executive M...				US	Yes
TeamsOnly	Christie Cline	sipchristiec...			Sales				US	Yes
TeamsOnly	Johanna Lorenz	sipjohanna...			Engineering				US	Yes
TeamsOnly	Debra Berger	sipdebrab...			Executive M...				US	Yes

➤ **To manage DID assignment:**

1. Go to **Users** as shown in the preceding figure.
2. Right-click a listed user to assign a phone number.

Assign phone to subscriber

Enter phone details without 'tel:+' (or leave empty)
to (un)assign to sip:diegos@m365x40911685.onmicrosoft.com:

Telephone Number
tel:+442045200513 ☒ EnterpriseVoiceEnabled

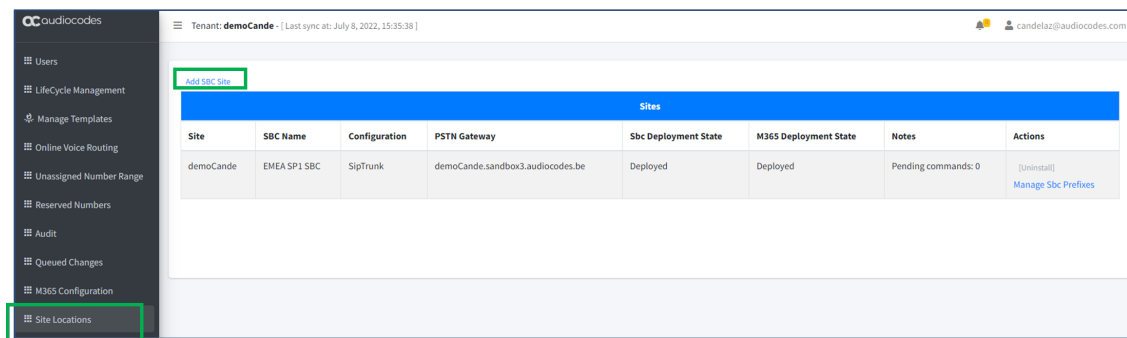
OnlineVoiceRouting Policy
Global

OK Cancel

3. Complete the 'Telephone Number' and select the 'OnlineVoiceRouting Policy' from the drop-down.
4. Click **OK**.

Adding a Site Location

Site locations can be added in the screen shown in the figure here.

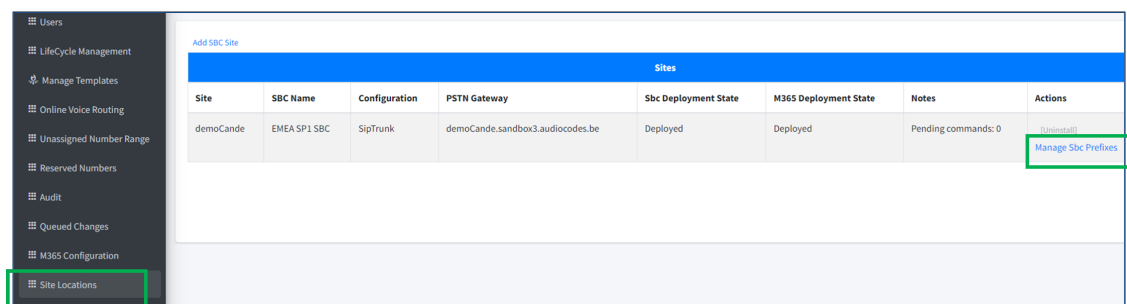


➤ **To add a site location:**

- In the Site Locations page click **Add SBC Site** as shown in the preceding figure.

Editing Prefixes at the SBC Level

Prefixes at the SBC level can be edited from the screen shown in the figure here.



➤ **To edit prefixes at the SBC level:**

1. Go to **Site Locations** as shown in the preceding figure and then click **Manage SBC Prefixes**.

The screenshot shows the 'SBC: 7 - Location: demoCande' configuration page. Under 'Add additional prefixes / number ranges', the 'Select Dial Plan' dropdown is set to 'CustDialPlan' and the 'Telephone Number Prefix' is '+44204520051[1-3]'. The 'Current prefixes' table shows one entry for 'CustDialPlan' with the same prefix and tag. The 'Save' button is highlighted in the bottom left corner.

2. Add the prefix manually: From the **Select Dial Plan** drop-down, select the relevant dial plan.
 - CustDialPlan: Default Dial Plan for Direct Routing customers.

- RegisteredUsers: Dialplan used for Direct Routing customers with an IP-PBX provider configured in the Onboarding wizard.
- In the 'Tag/PSTN Gateway' field, enter the Derived Trunk FQDN of the site device to which to load the dial plan (it's unnecessary to create a new PSTN gateway for a customer trunk).
 - Do one of the following:
 - Manually add telephone number prefixes and then click **Save**. The configured prefixes are displayed.
 - Browse to choose a prefix file to upload.
 - Click **Save**.

Deleting Customers

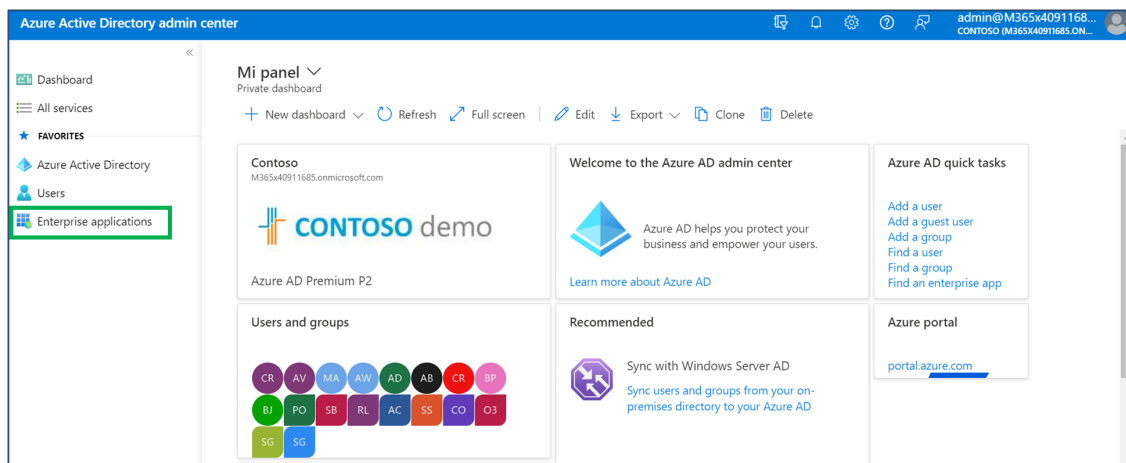
The instructions here show how to delete customers.

➤ To delete customers:

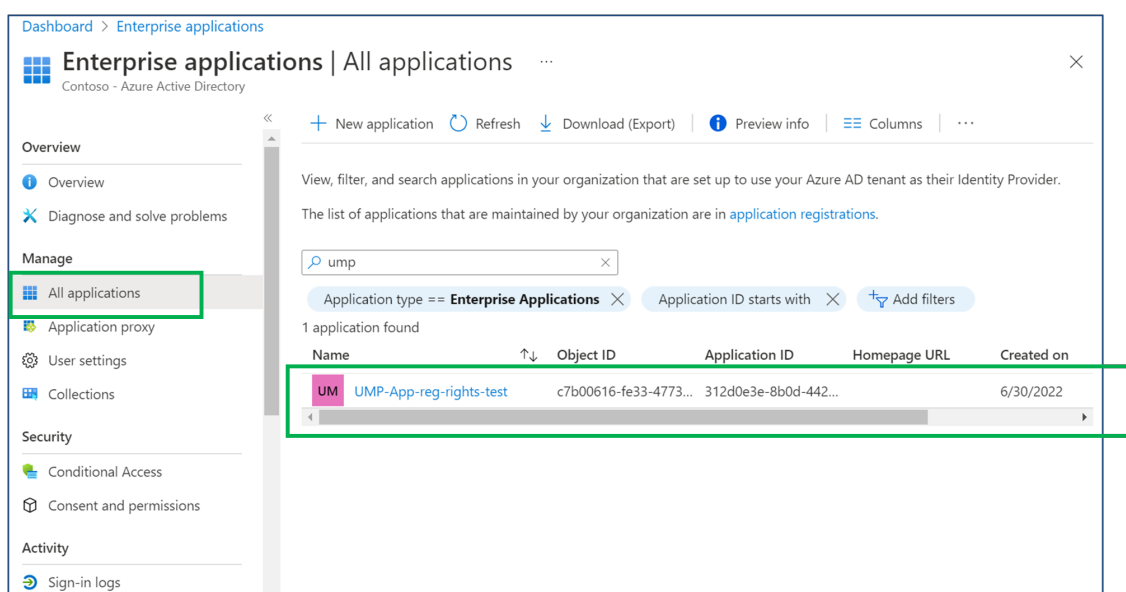
- In the Live Express portal GUI, select the listed customer and click the **Delete** button.

The screenshot shows the Live Express portal GUI. At the top, there are tabs for NETWORK, ALARMS, STATISTICS, CALLS, USERS, SYSTEM, and SERVICE REQUEST. A user is logged in as 'Welcome candelaz@audiocodes.com'. Below the tabs, there are two dropdown menus: 'Customer Actions' and 'Operator Connect Actions', and a 'Delete' button highlighted with a green box. The main area displays a table of customers with columns: FULL NAME, NAME, LIVE CLOUD CONNECTIVITY, STATUS, DEPLOY STATUS, LICENSE TYPE, USERS COUNT, ENABLED, CAC PROFILE, CARRIER NAME, and CHA. The 'demoCande' customer is selected. To the right of the table, there is a 'CUSTOMER DETAILS' panel showing details for 'demoCande', including NAME, STATUS (OK), DEPLOY STATUS (Deployed), FULL NAME (demoCande), LIVE CLOUD CONNECTIVITY (Teams: Direct Routing), LICENSE TYPE (Pro), CARRIER NAME (Telnyx), AZURE TENANT ID (f6338b8b-28c6-41eb-b6ab-979717350900), USERS COUNT (18), IS ENABLED (Yes), TOTAL NUMBER OF DIDS (1), USED DIDS (1), and UNUSED DIDS (0). There is also an 'ACTIVE ALARMS' section at the bottom right.

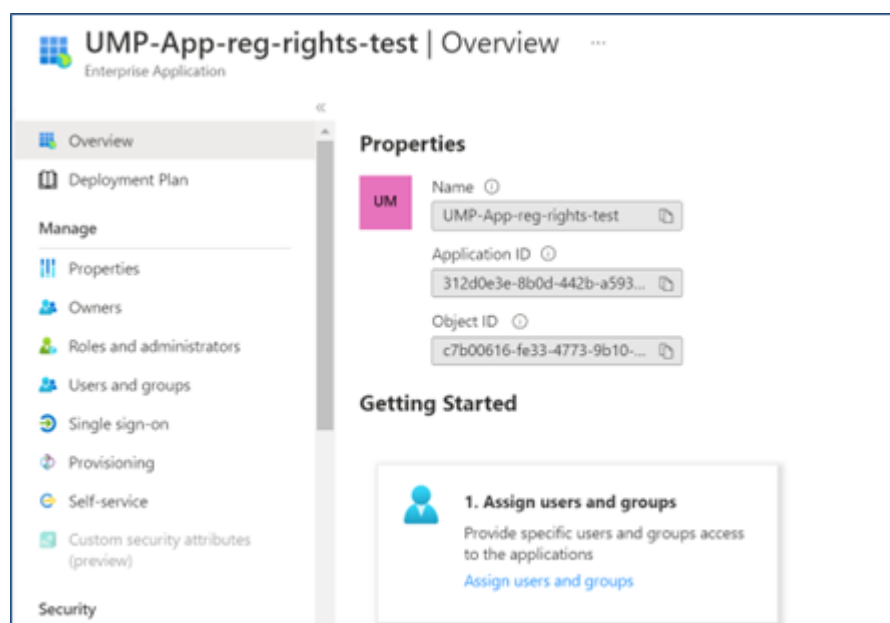
- Click [here](#) to access the Azure Active Directory admin center.



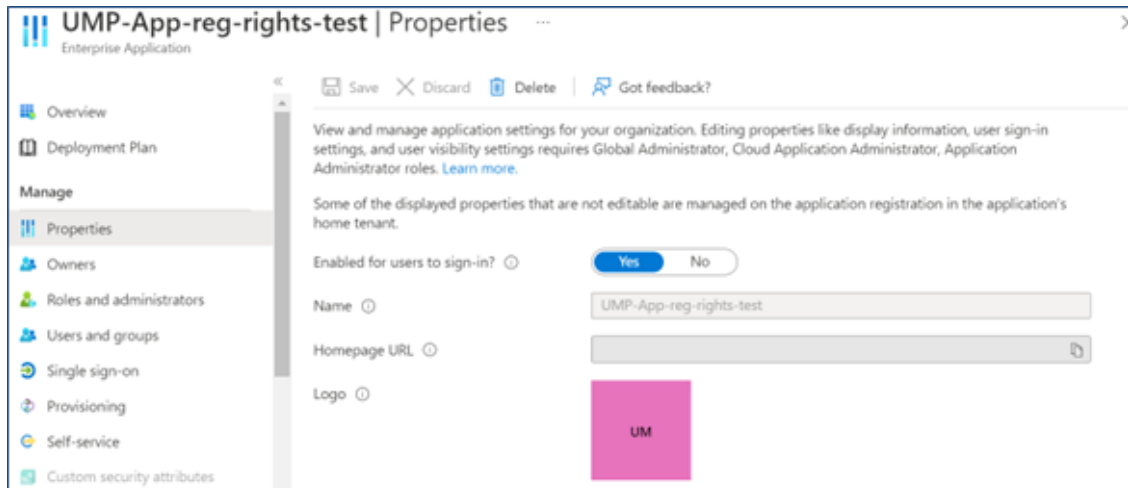
3. Go to **Enterprise applications** as shown in the preceding figure.



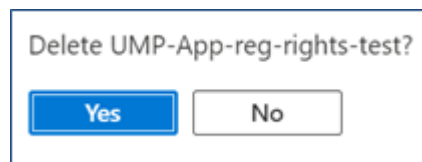
4. In **All applications**, search for **UMP-App-reg-rights-test** and click it.



5. Go to **Properties**.

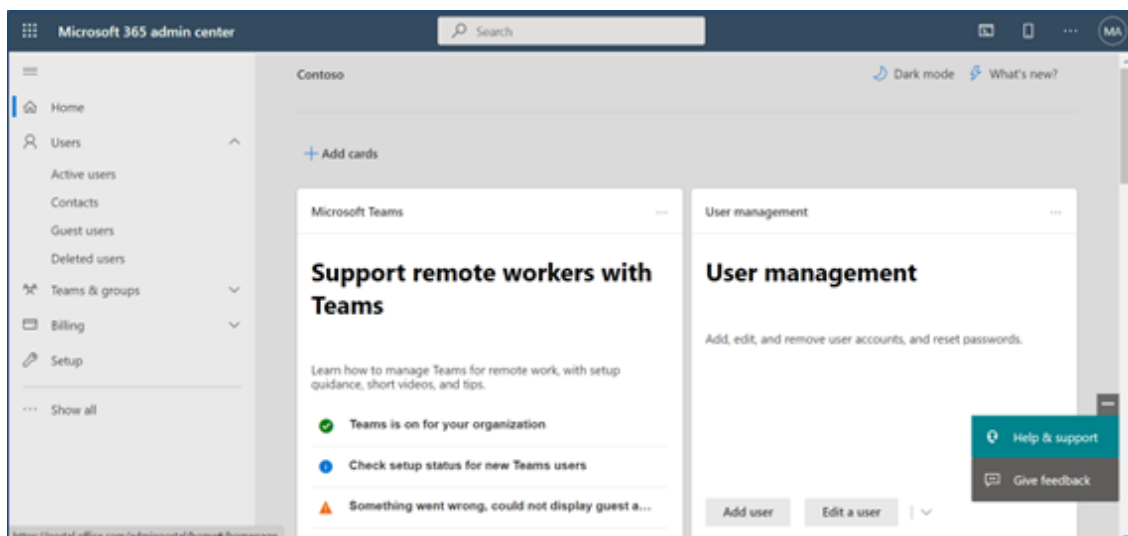


6. Click the **Delete** tab.

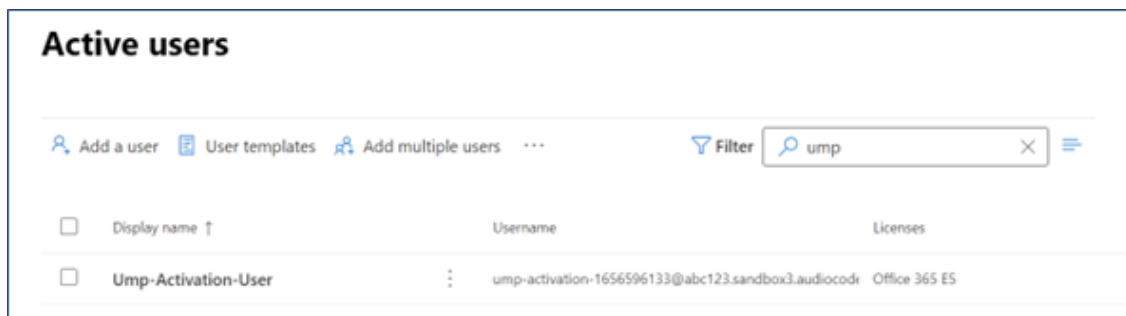


7. Click **Yes**.

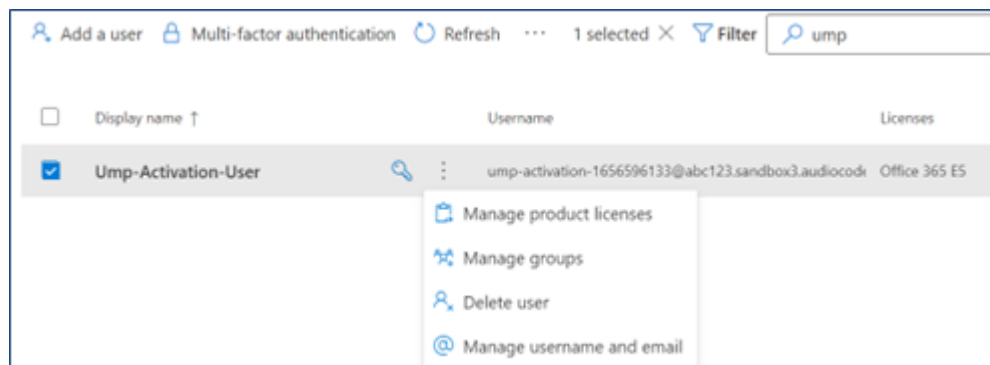
8. Access the Microsoft 365 Admin Center: <https://portal.office.com/>



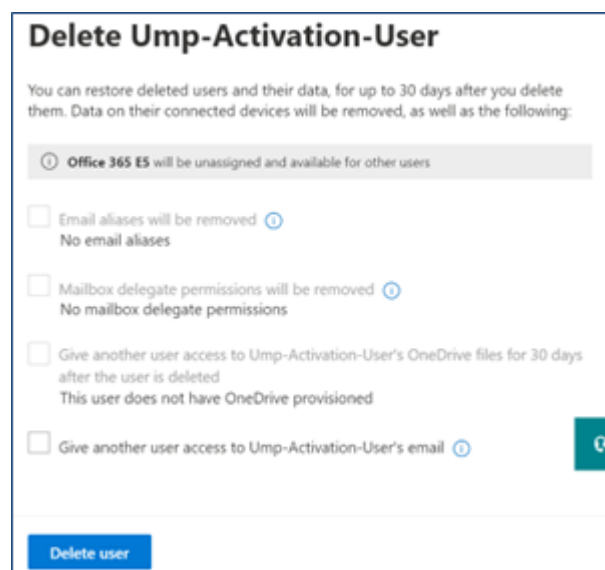
9. Go to **Active Users**.



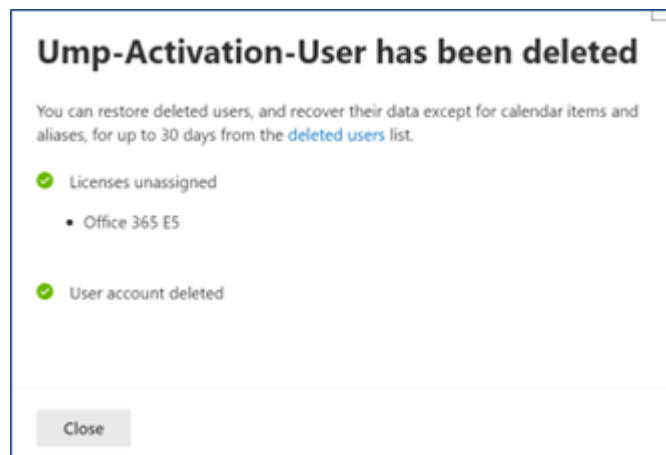
10. Filter for **Ump-Activation-User**.



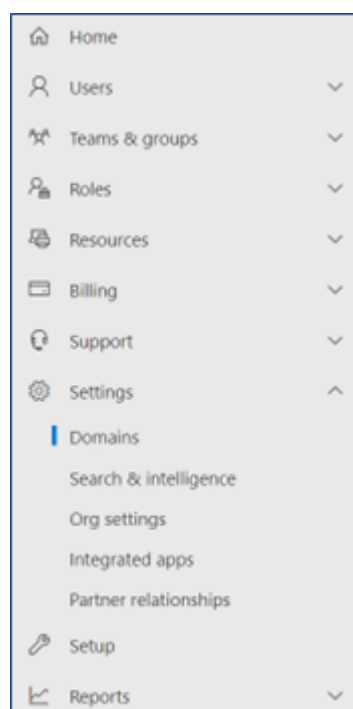
11. Click **More Actions** and then click the **Delete user** button.



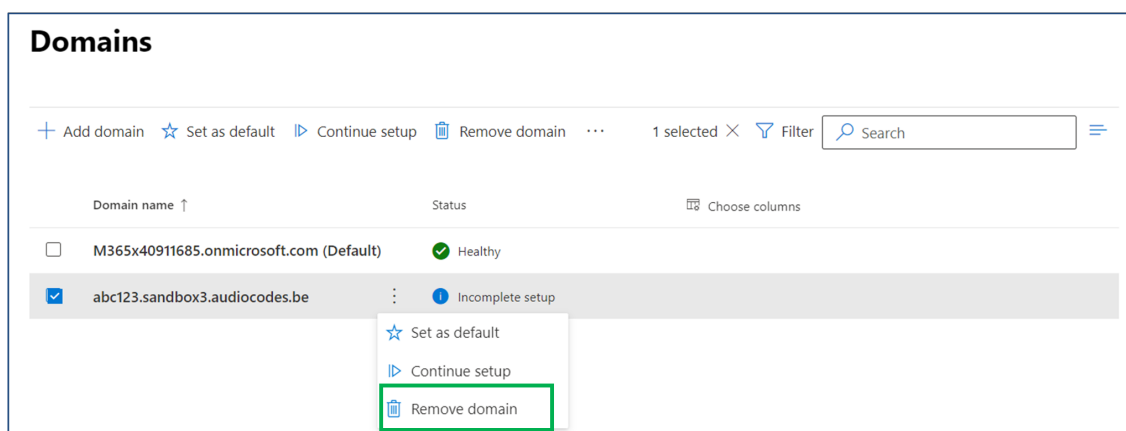
12. Close the tab.



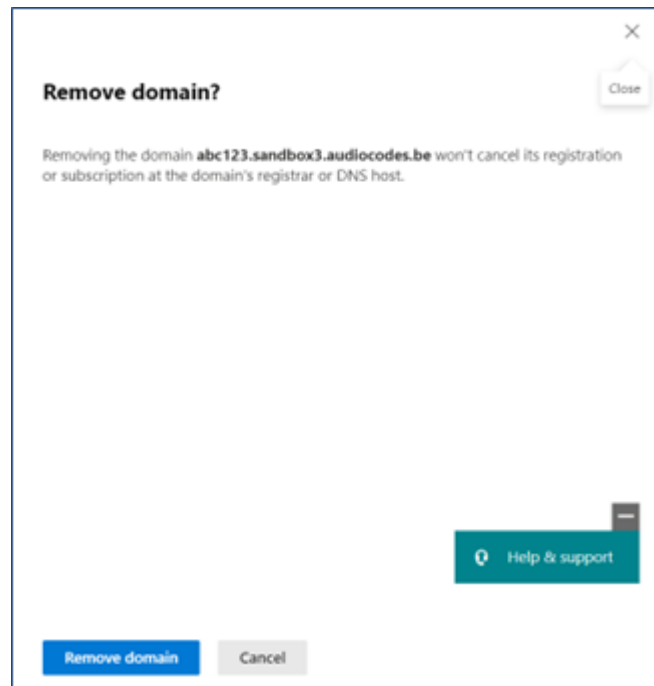
13. Go to **Settings > Domains**.



14. In the domain to delete, click **More Actions** and then select the **Remove Domain** option.



15. In the **Remove domain?** prompt shown next, click the **Remove domain** button.



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