



MS TEAMS

Self Re-Deployment Process

Quick Reference Guide

MOMENTUM

v1.9 23Q2
ATL+PHL
Derived

Re-Deployment Steps

This section covers the basic steps, useful/relevant information, licensing requirement options, and the access required to re-deploy MS Teams to work with Derived Routing. **Review all steps in this doc prior to attempting.**

Basic Deployment Steps	Customer's Tasks	
	Option 1 Self-Service Deploy	Option 2 Assisted Deploy
Procure All Needed MS Teams User Licenses for your company (ref. license requirements)	✓	✓
Setup O365 SBC Domains and Validate Domain Ownership	✓	✓
Create O365 Temporary Users	✓	✓
Submit Admin-level Access Credentials for O365 Account in Subscriber Portal		✓
Set up Derived Routing (PowerShell)	✓	
Enable call routing for User/Services (Powershell)	✓	

1. Ensure Proper Office 365 User Licenses are Procured and Assigned

a. To begin, the **customer** must have purchased and assigned all needed Office 365 user licenses and then updated their Momentum Telecom contact when completed. Completion of these tasks is required prior to enabling Derived Routing.

The customer must have procured one or more of the following O365 license levels for each user in place to successfully use the MS Teams Connector with Derived Routing.

- ❖ Microsoft 365 Business Basic + Teams Phone Standard
- ❖ Microsoft 365 Business Standard + Teams Phone Standard
- ❖ Microsoft 365 Business Premium + Teams Phone Standard
- ❖ Microsoft Apps for business + Teams Phone Standard
- ❖ Microsoft Apps for enterprise + Teams Phone Standard
- ❖ Microsoft 365 F1 + Teams Phone Standard
- ❖ Office 365 F1 + Teams Phone Standard
- ❖ Microsoft 365 and Office 365 Education A1 or A3 + Teams Phone Standard
- ❖ Microsoft 365 Nonprofit Business Basic + Teams Phone Standard
- ❖ Microsoft 365 Nonprofit Business Standard + Teams Phone Standard

The following licenses may be combined with either Teams Phone Standard or Phone System Licensing:

- ❖ Microsoft 365 and Office 365 Nonprofit E1, E3
- ❖ Office 365 E1
- ❖ Office 365 E3
- ❖ O365 E5 or A5 Licensing is a stand-alone license that is Routing ready.
(No Teams Phone Standard add-on license needed)

Note: All Microsoft licenses must be purchased by the customer through a certified Microsoft CSP. Existing Business Voice customers will be able to continue using their Business Voice licenses until the date their subscription expires - contact Microsoft for details.

For additional licensing resources and further details on the Teams Phone Standard please visit this [Helpful Link](#).

b. Notify your Momentum contact / PM when all user licenses for Teams have been purchased and assigned.

Related Resources

The following information sources may be useful to Voice Engineers and/or Office 365 (O365) | MS Teams Admins:

Direct Routing Setup

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-configure>

Cloud Voice in Microsoft Teams

<https://docs.microsoft.com/en-us/microsoftteams/cloud-voice-landing-page>

Media Quality and Network Connectivity Performance

<https://docs.microsoft.com/en-us/SkypeForBusiness/optimizing-your-network/media-quality-and-network-connectivity-performance>

Monitoring and Troubleshooting Direct Routing

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-monitor-and-troubleshoot>

Office 365 Network Connectivity Principles

<https://docs.microsoft.com/en-us/office365/enterprise/office-365-network-connectivity-principles>

Implement QoS and Monitor Call Quality in Microsoft Teams

<https://docs.microsoft.com/en-us/MicrosoftTeams/monitor-call-quality-qos>

MS Teams Call Analytics and Call Quality Dashboard

<https://docs.microsoft.com/en-us/MicrosoftTeams/difference-between-call-analytics-and-call-quality-dashboard>

MS Teams Auto-Attendant and Call Queue Set Up

<https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-auto-attendant>

MS Teams PowerShell Move from SFBO

<https://docs.microsoft.com/en-us/microsoftteams/teams-powershell-move-from-sfbo>

Microsoft Diagnostic Media Logs

<https://docs.microsoft.com/en-us/microsoftteams/log-files#media-logs>

Microsoft Teams Network Assessment Tool

<https://docs.microsoft.com/en-us/microsoft-365/enterprise/office-365-network-mac-perf-score?view=o365-worldwide>

Microsoft 365 Network Connectivity Test

<https://connectivity.office.com/>

Follow ATL Primary or PHL Primary Steps



Important

Contact your Momentum Telecom implementation contact (Account Manager, Project Manager or Teams Engineer) before you begin. They will ensure your system is reviewed and assess whether you have what you need to start the re-deployment process, whether your connection should be set either as an ATL primary or PHL primary, and help to coordinate a date to activate your account for the final steps in the process.

If you have not yet received that information, please stop and discuss it with your Momentum Telecom implementation contact to ensure you know which steps outlined in the sections below should be followed prior to continuing.

Always review all steps you need to follow prior to attempting.

[Click Here to continue through the manual steps to set up an ATL primary connection](#)

[Click Here to continue through the manual steps to set up a PHL primary connection](#)

ATL Primary

2. Ensure Office 365 SBC Domains are Set Up and Validated for Call Routing (ATL)

Task Time: +/- 60 minutes. Customer to ensure two (2) domains to their Office 365 Tenant are created and validated once Momentum notifies the system is ready. Momentum will use the primary atl01 domain and secondary phl02 domain as Fully Qualified Domain Names (FQDNs) for the Primary and Secondary SBCs that must be implemented.

Important Note: Customer MUST inform Momentum of any other existing SBCs that could interfere and their current active/inactive status as those may affect the ability to enable the new Primary and Secondary SBCs that are required.

- a. Customer must use the O365 **Add New Domain** setup wizard to ensure the two domains to their Office 365 Tenant are created using the following Domain information format:
 - **Primary SBC domain:** [RPX_Enterprise_ID].atl01.teams.mymtm.us
 - **Secondary SBC domain:** [RPX_Enterprise_ID].phl02.teams.mymtm.us

Example: 308766235.atl01.teams.mymtm.us
- b. Gather the TXT Record and TXT DNS Record Value and provide that information to Momentum.

Example: TXT Record: 308766235-ATL01

TXT DNS Record Value: MS=ms57865131
- c. Provide Momentum with the created DNS *subdomains* for the primary and secondary SBCs and the TXT DNS records. Momentum will setup the tenant and pair the primary and secondary SBCs to the Tenant and the DNS subdomains. Reference the information at this [Helpful Link](#)
- d. When Momentum provides the update, return to the **Add New Domain** setup wizard and **Validate** domain ownership.

3. Ensure Office 365 Temporary Users are Available for Call Routing (ATL)

Task Time: +/- 60 minutes. Once the previous steps have been completed by the Customer and Momentum provides notification that the Tenant and FQDNs have been created, the customer must create or update the temporary users on each domain utilizing the correct domain for Derived Routing as the host portion of their username:

- a. Create or Edit One (1) licensed USER as a Temp User on the Office 365 account with Primary Domain as the host portion of the username and a valid license assignment.

Example: tempuser1@308766235.atl01.teams.mymtm.us
- b. Create or Edit One (1) licensed USER as a Temp User on the Office 365 account with Secondary Domain as the host portion of their username and a valid license assignment.

Example: tempuser2@308766236.phl02.teams.mymtm.us

Note: These temporary licenses can be unassigned or reassigned AFTER your MS Teams connector has been fully re-deployed using derived routing, all setup and TN assignments have been completed, and the customer determines that their Teams connector system is up and running well.
- c. Notify your Momentum Telecom contact/PM when complete.

At this time **Assisted Deployment** customers must also provide the Office 365 Administrator-level account access for *MS Teams (Service Admin)* and *Skype for Business (Admin)* to their Momentum Telecom contact. **Note:** *These credentials are kept secured and are used only for connection verification.*

WAIT 24 HOURS FOR REPLICATION ACROSS THE SYSTEM

The gateways for Derived Routing cannot be created until the temp users have been created and replication is completed.

4. Set Up Call Routing (ATL)

Task Time: +/- 60 minutes. Use the following instructions and script examples to perform necessary tasks for Derived Routing deployment. Note: Items highlighted in red within the example scripts identify variables that (in most cases) will be replaced by customer-specific details. Should an error occur, please communicate with your Momentum contact and every effort will be made to assist.

- a. For customer that are new to Microsoft Teams, please download and Install the Teams PowerShell module from:

<https://docs.microsoft.com/en-us/microsoftteams/teams-powershell-install>

For customers migrating from Skype for Business Online Connector to the Teams PowerShell module please review the information about Teams Powershell at the following link: [Learn.Microsoft.com](https://learn.microsoft.com)

- b. Connect using PowerShell.

Using Two-Factor Authentication:

```
Import-Module MicrosoftTeams
$sfbSession = Connect-MicrosoftTeams
Connect-MicrosoftTeams -Credential $credential
```

- c. Create PSTN Usage:

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

- d. Create Primary route to SBC in ATL and assign it to 'Momentum_Global' PSTN Usage:

```
New-CsOnlineVoiceRoute -Identity "Route_Momentum_ATL" -NumberPattern "." -OnlinePstnGatewayList
308766235.atl01.teams.mymtm.us -Priority 1 -OnlinePstnUsages "Momentum_Global"
```

- e. Create Secondary route to SBC in PHL and assign it to 'Momentum_Global' PSTN Usage:

```
New-CsOnlineVoiceRoute -Identity "Route_Momentum_PHL" -NumberPattern "." -OnlinePstnGatewayList
308766235.phl02.teams.mymtm.us -Priority 2 -OnlinePstnUsages "Momentum_Global"
```

- f. Create Voice Routing policy and assign it to 'OnlinePstnUsage':

```
New-CsOnlineVoiceRoutingPolicy "Momentum_VoicePolicy" -OnlinePstnUsage "Momentum_Global"
```

Note: Please replace the RPX ID (**1234567890**) in the following script examples with the actual RPX ID

5. Enable Call Routing for Users (ATL)

- Use PowerShell to connect to Skype for Business Online.
- Configure user's phone number and enable enterprise voice and voicemail. Example:

```
Set-CsPhoneNumberAssignment -Identity adamfowler@contoso.com -PhoneNumber +18005551212 -PhoneNumberType DirectRouting
```

- Assign the voice routing policy to the user.

```
Grant-CsOnlineVoiceRoutingPolicy -Identity adamfowler@contoso -PolicyName "Momentum_VoicePolicy"
```

6. Enable International Dialing for Users (ATL)

Complete the following steps to set up International dialing rules for users:

- Use PowerShell to connect to Skype for Business Online.
- Create the international dialing translation rule:

```
New-CsTeamsTranslationRule -Identity 'StripPlus1' -Pattern '^+1(\d{10})$' -Translation '$1'
New-CsTeamsTranslationRule -Identity 'Momentum_International' -Pattern '^+((?!1)[0-9]\d*)$' -Translation '011$1'
```

- Assign the rules to the Momentum gateways:

```
Set-CsOnlinePSTNGateway -Identity '1234567890.atl01.teams.mytm.us' -OutboundPSTNNumberTranslationRules
'Momentum_International', 'StripPlus1'
Set-CsOnlinePSTNGateway -Identity '1234567890.phl02.teams.mytm.us' - OutboundPSTNNumberTranslationRules
'Momentum_International', 'StripPlus1'
```

- Run a quick check on the gateway configurations to ensure the rules are assigned correctly to "OutboundPSTNNumberTranslationRules" for both:
These changes may take up to 48 hours to propagate.

```
Get-CsOnlinePSTNGateway -Identity '1234567890.atl01.teams.mytm.us'
Get-CsOnlinePSTNGateway -Identity '1234567890.phl02.teams.mytm.us'
```

- To speed up propagation, one can disable and then enable gateways in the Teams Admin Center or via PowerShell using the following commands:

```
Set-CsOnlinePSTNGateway -Identity '1234567890.atl01.teams.mytm.us' -Enabled $false
Set-CsOnlinePSTNGateway -Identity '1234567890.phl02.teams.mytm.us' -Enabled $false
```

Note: As a precaution consider running these 'disable' commands after hours. Live calls will not drop, but new calls will be prevented from using the gateway while it is disabled.

Wait a few minutes and then send the following to enable the gateways.

```
Set-CsOnlinePSTNGateway -Identity '1234567890.atl01.teams.mytm.us' -Enabled $true
Set-CsOnlinePSTNGateway -Identity '1234567890.phl02.teams.mytm.us' -Enabled $true
```

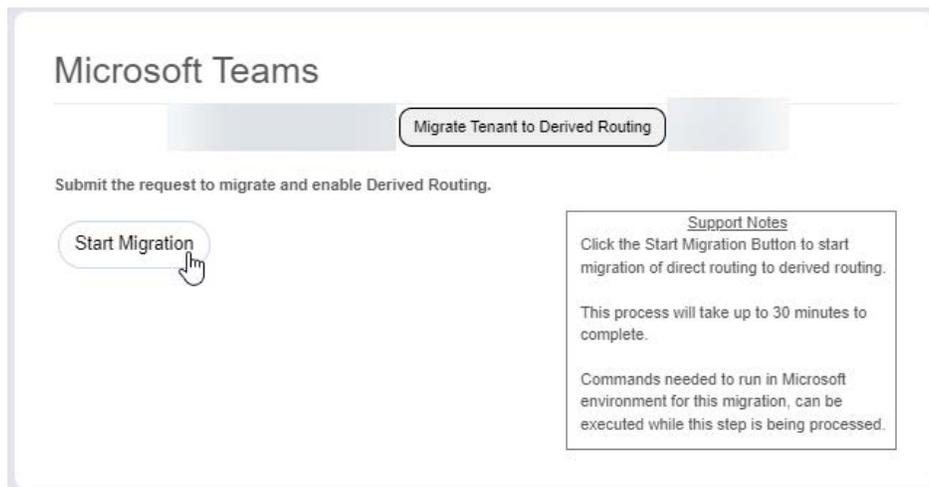
Note: Should an error occur, please communicate with your Momentum PM and every effort will be made to assist.

The next set of steps should be completed by the Teams Admin after all steps outlined above have been completed in preparation, ensuring that any noted times for propagation across the system have already elapsed and all is ready to proceed. Recommendation: Inform users that calling can be impacted during the final steps in this process and/or complete these final steps during slower call volume times.

7. Complete Final Steps for Derived Routing (ATL)

Once all preparation is completed and you receive notice from Momentum that your account has been activated for upgrade:

- a. Log into the Cloud Services Portal as an Administrator and open the Microsoft Teams section.
- b. Click on the **Migrate Tenant to Derived Routing** tab:
 - Click on the **Start Migration** button in this tab to begin the final steps for the upgrade to Derived Routing. The system will perform all necessary updates automatically and provide information about the status of the process until completion. The process will take approximately 30 minutes to complete (on average). Commands that are requested in the Microsoft environment can be executed during this process. **Calling will be impacted during the process.**



Upon successful completion, the system displays the process completion data, any calling impacts experienced are ended, and normal calling functionality resumes using the correct routing protocol.

The Admin may continue on to the User List tab to perform routine Teams user management tasks, select another section of the Cloud Services Portal to work in, or simply log out of the Portal.

Note: The Migrate Tenant to Derived Routing tab will display in the Microsoft Teams section for a short time after this process has been completed and then will be removed from view automatically.

Additional User Management Tasks (ATL)

Disable Call Routing for a User (ATL)

1. Use PowerShell to connect to Skype for Business Online.
2. Disable Enterprise Voice and Voicemail and remove phone number from a user.

```
Set-CsUser -Identity "username" -EnterpriseVoiceEnabled $False -HostedVoiceMail $False -OnPremLineURI $null
```

3. Remove routing policy from the user.

```
Grant-CsOnlineVoiceRoutingPolicy -Identity "username" -PolicyName $null
```

Modify a Phone Number for a User (ATL)

1. Use PowerShell to connect to Skype for Business Online.
2. Configure user's phone number and enable enterprise voice and voicemail.

```
Set-CsUser -Identity "username" -OnPremLineURI tel:+1234567890
```

Remove International Dialing Rules From the Gateways for a User (ATL)

1. Use PowerShell to connect to Skype for Business Online.
2. Set the Gateways to stop using translation rules for International dialing and/or Extension dialing:

```
Set-CsOnlinePSTNGateway -Identity '1234567890.atl01.teams.mytm.us' -OutboundPSTNNumberTranslationRules $null
```

```
Set-CsOnlinePSTNGateway -Identity '1234567890.phl02.teams.mytm.us' -OutboundPSTNNumberTranslationRules $null
```

Note: Ext(ension) dialing is already implemented in Teams for teams-to-teams calls.

To configure for calls outside of Teams, a custom dial plan may be needed.
Contact [Microsoft Support](#).

The following sections are for **PHL Primary** setup only.

PHL Primary

2. Set Up Office 365 SBC Domains (PHL)

Task Time: +/- 60 minutes. Customer to add two (2) domains to their Office 365 Tenant and validate once Momentum notifies the system is ready. Momentum will use the phl01 primary and atl02 secondary domains as Fully Qualified Domain Names (FQDNs) for the Primary and Secondary SBCs that must be implemented. **Important Note:** Customer MUST inform Momentum of any existing SBCs that could interfere and their current active/inactive status as those may affect the ability to enable the new Primary and Secondary SBCs that are required.

- a. Customer must use the O365 **Add New Domain** setup wizard to add the two domains to their Office 365 Tenant.

The following Domain information format must be implemented:

- **Primary SBC domain:** [RPX_Enterprise_ID].phl02.teams.mymtm.us
- **Secondary SBC domain:** [RPX_Enterprise_ID].atl01.teams.mymtm.us

Example: 308766235.atl01.teams.mymtm.us

- b. Gather the TXT Record and TXT DNS Record Value and provide that information to Momentum.

Example: TXT Record: 308766235.PHL02

TXT DNS Record Value: MS=ms57865131

- c. Provide Momentum with the created DNS *subdomains* for the primary and secondary SBCs and the TXT DNS records. Momentum will setup the tenant and pair the primary and secondary SBCs to the Tenant and the DNS subdomains.
- d. When Momentum provides the update, return to the **Add New Domain** setup wizard and **Validate** domain ownership.

3. Create Office 365 Temporary Users (PHL)

Task Time: +/- 60 minutes. Once the setup for the Domains and Subdomains is completed by the Customer and Momentum provides notification that the Tenant and FQDNs have been created, the customer must create temporary users on each domain utilizing the domain as the host portion of their username:

- a. Create One (1) USER on the Office 365 account with Primary Domain as the host portion of the username and a valid license assignment.

Example: tempuser1@308766235.phl02.teams.mymtm.us

- b. Create One (1) USER on the Office 365 account with Secondary Domain as the host portion of their username and a valid license assignment.

Example: tempuser2@308766236.atl01.teams.mymtm.us

Note: These temporary licenses can be unassigned or reassigned AFTER both SBCs are set up as gateways for Derived Routing.

- c. Notify your Momentum Telecom contact/PM when complete. At this time **Assisted Deployment** customers must also provide the Office 365 Administrator-level account access for *MS Teams (Service Admin)* and *Skype for Business (Admin)* to their Momentum Telecom contact.

Note: These credentials are kept secured and are used only for connection verification.

WAIT 24 HOURS FOR REPLICATION ACROSS THE SYSTEM

The gateways for Derived Routing cannot be created until the temp users have been created and replication is completed.

4. Set Up Call Routing (PHL)

Task Time: +/- 60 minutes. Use the following instructions and script examples to perform necessary tasks for Derived Routing deployment. **Note:** Items highlighted in red within the example scripts identify variables that (in most cases) will be replaced by customer-specific details. Should an error occur, please communicate with your Momentum contact and every effort will be made to assist.

- a. For customer that are new to Microsoft Teams, please download and Install the Teams PowerShell module from:

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For customers migrating from Skype for Business Online Connector to the Teams PowerShell module please review the information about Teams Powershell at the following link: [Learn.Microsoft.com](https://learn.microsoft.com)

- b. Connect to Skype for Business Online using PowerShell.

Using Two-Factor Authentication:

```
Import-Module MicrosoftTeams
$SfbSession = Connect-MicrosoftTeams
Connect-MicrosoftTeams -Credential $credential
```

- c. Create PSTN Usage:

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

- d. Create Primary route to SBC and assign it to 'Momentum_Global' PSTN Usage:

```
New-CsOnlineVoiceRoute -Identity "Route_Momentum_PHL" -NumberPattern "." -OnlinePstnGatewayList
308766235.phl02.teams.mytm.us -Priority 1 -OnlinePstnUsages "Momentum_Global"
```

- e. Create Secondary route to SBC and assign it to 'Momentum_Global' PSTN Usage:

```
New-CsOnlineVoiceRoute -Identity "Route_Momentum_ATL" -NumberPattern "." -OnlinePstnGatewayList
308766235.atl01.teams.mytm.us -Priority 2 -OnlinePstnUsages "Momentum_Global"
```

- f. Create Voice Routing policy and assign it to 'OnlinePstnUsage':

```
New-CsOnlineVoiceRoutingPolicy "Momentum_VoicePolicy" -OnlinePstnUsage "Momentum_Global"
```

Note: Please replace the RPX ID (**1234567890**) in the following script examples with the actual RPX ID

5. Enable Call Routing for Users (PHL)

- Use PowerShell to connect to Skype for Business Online.
- Configure user's phone number and enable enterprise voice and voicemail. Example:

```
Set-CsPhoneNumberAssignment -Identity adamfowler@contoso.com -PhoneNumber +18005551212 -PhoneNumberType DirectRouting
```

- Assign the voice routing policy to the user.

```
SGrant-CsOnlineVoiceRoutingPolicy -Identity adamfowler@contoso.com -PolicyName "Momentum_VoicePolicy"
```

6. Enable International Dialing for Users (PHL)

Complete the following steps to set up International dialing rules for users:

- Use PowerShell to connect to Skype for Business Online.
- Create the international dialing translation rule:

```
New-CsTeamsTranslationRule -Identity 'StripPlus1' -Pattern '^+1(\d{10})$' -Translation '$1'
```

```
New-CsTeamsTranslationRule -Identity 'Momentum_International' -Pattern '^+(?!1)[0-9]\d*$' -Translation '011$1'
```

- Assign the rules to the Momentum gateways:

```
Set-CsOnlinePSTNGateway -Identity '1234567890.atl01.teams.mymtm.us' -OutboundPSTNNumberTranslationRules 'Momentum_International', 'StripPlus1'
```

```
Set-CsOnlinePSTNGateway -Identity '1234567890.phl02.teams.mymtm.us' - OutboundPSTNNumberTranslationRules 'Momentum_International', 'StripPlus1'
```

- Run a quick check on the gateway configurations to ensure the rules are assigned correctly to "OutboundPSTNNumberTranslationRules" for both:
These changes may take up to 48 hours to propagate.

```
Get-CsOnlinePSTNGateway -Identity '1234567890.atl01.teams.mymtm.us'
```

```
Get-CsOnlinePSTNGateway -Identity '1234567890.phl02.teams.mymtm.us'
```

- To speed up propagation, one can disable and then enable gateways in the Teams Admin Center or via PowerShell using the following commands:

```
Set-CsOnlinePSTNGateway -Identity '1234567890.atl01.teams.mymtm.us' -Enabled $false
```

```
Set-CsOnlinePSTNGateway -Identity '1234567890.phl02.teams.mymtm.us' -Enabled $false
```

Note: As a precaution consider running the 'disable' commands after hours. Live calls will not drop but new calls will be prevented from using the gateway while it is disabled.

Wait a few minutes and then send the following to enable the gateways.

```
Set-CsOnlinePSTNGateway -Identity '1234567890.atl01.teams.mymtm.us' -Enabled $true
```

```
Set-CsOnlinePSTNGateway -Identity '1234567890.phl02.teams.mymtm.us' -Enabled $true
```

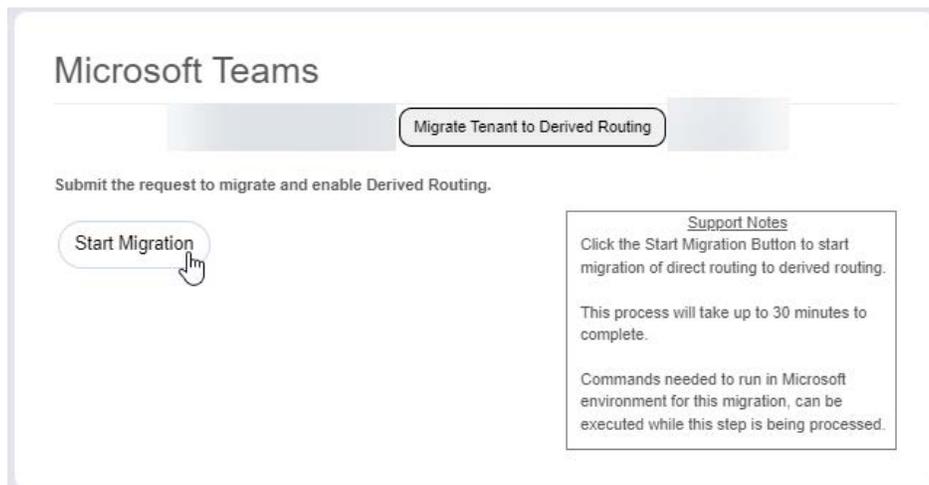
Note: Should an error occur, please communicate with your Momentum PM and every effort will be made to assist.

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7. Complete Final Steps for Derived Routing (PHL)

Once all preparation is completed and you receive notice from Momentum that your account has been activated for upgrade:

- a. Log into the Cloud Services Portal as an Administrator and open the Microsoft Teams section.
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Upon successful completion, the system displays the process completion data, any calling impacts experienced are ended, and normal calling functionality resumes using the correct routing protocol.

The Admin may continue on to the User List tab to perform routine Teams user management tasks, select another section of the Cloud Services Portal to work in, or simply log out of the Portal.

Note: The Migrate Tenant to Derived Routing tab will display in the Microsoft Teams section for a short time after this process has been completed and then will be removed from view automatically.

Additional User Management Tasks (PHL Primary)

Disable Call Routing for a User (PHL)

1. Use PowerShell to connect to Skype for Business Online.
2. Disable Enterprise Voice and Voicemail and remove phone number from a user.

```
Set-CsUser -Identity "username" -EnterpriseVoiceEnabled $False -HostedVoiceMail $False -OnPremLineURI $null
```

3. Remove routing policy from the user.

```
Grant-CsOnlineVoiceRoutingPolicy -Identity "username" -PolicyName $null
```

Modify a Phone Number for a User (PHL)

1. Use PowerShell to connect to Skype for Business Online.
2. Configure user's phone number and enable enterprise voice and voicemail.

```
Set-CsUser -Identity "username" -OnPremLineURI tel:+1234567890
```

Remove International Dialing Rules From the Gateways for a User (PHL)

1. Use PowerShell to connect to Skype for Business Online.
2. Set the Gateways to stop using translation rules for International dialing and/or Extension dialing:

```
Set-CsOnlinePSTNGateway -Identity '1234567890.at101.teams.mytm.us' -OutboundPSTNNumberTranslationRules $null
```

```
Set-CsOnlinePSTNGateway -Identity '1234567890.ph102.teams.mytm.us' -OutboundPSTNNumberTranslationRules $null
```

Note: Ext(ension) dialing is already implemented in Teams for teams-to-teams calls.

To configure for calls outside of Teams, a custom dial plan may be needed.
Contact [Microsoft Support](#).

