

1RWH3OHDVHSODFWK63; ,

LQWKHROORZQVFULSWP SOHVZWKWKBFWX50; ,

(QDEOHBOO5RXWLQRU8VHUs

D 8H 3RHU6HOO WRRHFW WRNSH IRULH 2OLH

E RILUH HU SRH PEHU D HDEOHWHUSULMRLFD YRLFHPDDSOH

6HW RH1PEHULPHW H WLWDDPIROHUFRWRERP3R H1PEHU QR H1PEHU7SH LUHFWSRWL

F L WHYRLFHRWL SROLMWH HU

ECS "username" -

DOH HUDLRDO LDOL IRU8VHUs
RPSOHWHWHIROORVHS WRWS WHUDWLRDDOL UOH IRUHU

D 8H 3RHU6HOO WRRHFW WRNSH IRULH 2OLH

E UHDWHWHLWHUDWLRDOLDOLWUDODWLRUOH

1H THDP7UDODWLR5OH HWLW 6WULS3O 3 DWWHU A UDODWLR

F L WHUOHWRWHORPHWP DWHD

6HW2 OLNH3671DHD GH L ODPVPPV X RXG36711XPHU7UDVODL R5XOHV
ORPHXPBHUDLRDO 6ULS3OXV

6HW2OL H3671DHD GH L ODPVPPV X 2XRXG36711XPHU7UDVODLR5XOHV
ORPHXPBHUDLRDO 6ULS3OXV

5X TXLFNFHFN RH RH DH FRILXUDLRV RH HVXUHH UXOHV DUH DVVLHG FRUUHFOR
2XRXG36711XPHU7UDVODLR5XOHV IR
7HVH F DH PD DNHXS RH RXUV RH SURSDDH

H2OL H3671DHD GH ODPVPPV
H2O LNH3671DHDH L ODPVPPV

7RVSHHGXS SURSDDL RH FD GLVDOHDG H HDOH DHDV L RH 7HDPV GPL HHU RU
LD3RHU6HOO XVL H IROORLERPPDGV

6H 2 OLNH3671DHDH L ODPVPPV OHG DOVH
6H 2 OLNH3671DHDH L ODPVPPV OHG DOVH

1RH VDUHFDXLRFRVLGHUJLHVHLDVDOHFRPPDGVDIHURXUV/LHFDOOVLOOR
GURSXX H FDOOVDOH SUHHHG IURPXVL H DHD LOH LVLVDOHGH

:DL DIIH PLXHV DG H VHG H IROORL RHDOH H DHDV

6HW2 OLNH3671DHD GH L ODPVPPV OHG XH
6HW2 OLNH 3671DHDH ODPVPPV OHG XH

1RWH6RO DHUURJFUSOHDHERPPLFDWHLWRU ORPHWP 30 D HYHUHIIRUWCHPDH WBLW



Additional User Management Tasks

To Disable Call Routing for a User

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
```

To Modify a Phone Number for a User

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
```

To Remove International Dialing Rules From the Gateways for a User

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
```

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/>