



# Support Center

Teams Connect — Last update: 1 June 2023

Verve

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# 1. Setting up Verve Teams Connect

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Setting up Microsoft Teams to connect with your Verve voice requires multiple setup steps – some steps will be done by your **Microsoft Global Admin** and some steps must be completed by Verve.

Read the overview below, or jump to a specific step:

- [Microsoft licenses](#)
- [Activate Direct Routing](#)
- [Add Users](#)
- [Add Verve Portal app to Teams](#)

## Step 1: Prepare your Microsoft licenses

Time: No time, or 24 hours

Who: Microsoft Global Admin

You will need Microsoft license(s) that include both a Microsoft User license and a Phone System license.

To start you will need at least TWO SETS of these licenses – one set assigned to your Global Administrator, and one set of available, unassigned licenses to be assigned to your Direct Routing User.

If you need to assign these licenses new, then that should be done at least 24 hours before starting the rest of the processes – Microsoft license propagation can take 24 hours or longer to be actually available, even though it shows instantly in their portal.

If you currently have Calling Plan assigned to those users you must remove it, and if you currently have a Direct Routing setup on your Microsoft account you will need to remove that as well.

## Step 2: Activate Direct Routing

### Part A – Verve sends invite email

Time: Less than 5 minutes

Who: Verve Project Coordinator

Verve will create your account in our Connector portal, and send a registration email to your Microsoft Global Admin.

This email is often marked as spam, so make sure to check your junk email if you don't see it right away!

## Part B – MS Global Admin accepts the invite and activate Direct Routing

Time: Usually 5 to 15 minutes, but sometimes 24 hours depending on Microsoft

Who: Microsoft Global Admin

Find the invite email (check your junk mail since Outlook often dislikes SMTP settings) and click the link to log in to Verve Connector portal and create your account.

Check the Consent box then click to Accept the required Microsoft permissions.

From the Verve Connect portal (<https://verve.connecttoteams.com>), confirm you have the required licenses available.

Finally, copy your invitation code from the email and apply it in the Verve Connect portal Direct Routing section to create the Direct Routing Connection.

## Part C – Verve configures PBX settings

Time: Usually 5 minutes

Who: Verve Voice Engineering

Verve will complete the connection to you Microsoft Direct Routing by confirming our PBX information has populated correctly.

## Step 3: MS Global Admin adds users

Time: Usually 5 to 15 minutes, but sometimes 24 hours depending on Microsoft

Who: Microsoft Global Admin

Use the Verve Teams Connect portal to add the connection to each of your desired Microsoft users.

And that's it – their Teams is now connected to Verve!

## Step 4: Add Verve Portal app to Teams (optional)

Time: Usually 5 to 15 minutes, but sometimes 24 hours depending on Microsoft

Who: Microsoft Global Admin

You can use our Verve Teams Connect portal to automatically create and add the Verve Portal app to your Microsoft account.

This will allow your Teams users to access the Verve Voice portal embedded directly within their MS Teams desktop app.

# 1.1. Microsoft licenses

License modifications may take up to 24 hours to propagate through the Microsoft servers before they are ready to use, even though they appear immediately after purchase. It is best to do this 24 hours in advance.

For Microsoft licenses you will need either:

**Two licenses**, one each from Group A – “Microsoft User License” plus “Phone System Add-on” ~~OR~~  
**One license** from Group B “Microsoft User and Phone System Combined”

You do NOT need a “Calling Plan” license – if you have a Microsoft calling plan license you will need to REMOVE IT.

## Group A – most common

Each Microsoft User and the Global Admin require:

- A Microsoft User license
- A Phone System add-on license
- If using BUSINESS\_VOICE\_MED2 then you will need to remove the calling plan.

### Microsoft User Licenses – Group A Part 1

User SKUs	Product Name	License Type
SPB	MICROSOFT 365 BUSINESS PREMIUM	Small Business
O365_BUSINESS_PREMIUM	OFFICE 365 BUSINESS PREMIUM	Small Business
SMB_BUSINESS_PREMIUM	MICROSOFT 365 BUSINESS STANDARD	Small Business
O365_BUSINESS_ESSENTIALS	MICROSOFT 365 BUSINESS BASIC	Small Business
SMB_BUSINESS_ESSENTIALS	MICROSOFT 365 BUSINESS BASIC	Small Business
STANDARDPACK	OFFICE 365 E1	Enterprise
STANDARDWOFFPACK	OFFICE 365 ENTERPRISE E2	Enterprise
SPE_E3	MICROSOFT 365 E3	Enterprise
ENTERPRISEPACK	OFFICE 365 E3	Enterprise
DEVELOPERPACK	OFFICE 365 ENTERPRISE E3 DEVELOPER PACK	Enterprise
ENTERPRISEWITHSCAL	OFFICE 365 ENTERPRISE E4	Enterprise
SPE_F1	MICROSOFT 365 F3	Enterprise

M365_F1	MICROSOFT 365 F1	Enterprise
DESKLESSPACK	OFFICE 365 F1	Enterprise
M365EDU_A1	MICROSOFT 365 A1	Education
M365EDU_A3_FACULTY	MICROSOFT 365 A3 FOR FACULTY	Education
M365EDU_A3_STUDENT	MICROSOFT 365 A3 FOR STUDENTS	Education

## Phone System Add-ons – Group A Part 2

User SKUs	Product Name	License Type
MCOEV	Phone System OR Microsoft Communications Online	Add On SKU
BUSINESS_VOICE_MED2*	Microsoft Business Voice (including Calling Plan)	Add On SKU
BUSINESS_VOICE_DIRECTROUTING_MED	Microsoft Business Voice (without Calling Plan)	Add On SKU
BUSINESS_VOICE_DIRECTROUTING	Microsoft Business Voice (without Calling Plan)	Add On SKU
MCOEV_FACULTY	Microsoft Phone System for Education	Add On SKU
MCOCAP	Common Area Phone	Add On SKU

## Group B – less common

Each Microsoft User and the Global Admin require:

- A Microsoft User License with included Phone System
- There is no need to purchase an add-on phone system since it is included in E5 licenses.

## Microsoft User and Phone System combined Licenses – Group B

User SKUs	Product Name	License Type
SPE_E5	MICROSOFT 365 E5	Enterprise
ENTERPRISEPREMIUM	OFFICE 365 ENTERPRISE E5	Enterprise
ENTERPRISEPREMIUM_NOPSTNCONF	OFFICE 365 ENTERPRISE E5 WITHOUT AUDIO CONFERENCING	Enterprise
M365EDU_A5_STUDENT	MICROSOFT 365 A5 FOR STUDENTS	Enterprise

M365EDU_A5_FACULTY	MICROSOFT 365 A5 FOR FACULTY	Enterprise
ENTERPRISEPREMIUM_STUDENT	MICROSOFT 365 A5 FOR STUDENTS	Enterprise
ENTERPRISEPREMIUM_FACULTY	MICROSOFT 365 A5 FOR FACULTY	Enterprise

## Minimum License Requirements

Whether you select Group A or Group B You need a minimum of 2 **available** sets of licenses

1. One must be assigned to the Global Administrator
2. One must be available (unassigned). This will be assigned automatically to the Direct Routing User during creation and is **required** for successful install.  
The Direct Routing User's licenses can be unassigned two hours after the Direct Routing setup, and may be used later for other users.

## License Recommendations

1. Once you have set up Direct Routing you can recoup the User and Phone System license assigned to the test user in Microsoft Admin > Users.
2. Once the full setup is complete you can recoup the User and Phone System license assigned to the Global Admin if you do not need it there.



Microsoft Licensing is complicated and prone to change without notice – if you have questions, contact your Microsoft reseller.

## 1.2. Activate Direct Routing

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Activating direct routing is simple – just a few quick steps requiring coordination between Verve and the end users' MS Global Admin. The Global Admin is required to do some of these initial setup steps, per Microsoft's requirements.

These steps can be coordinated via email, or during a conference call if you prefer.

To begin Step 2, please provide Verve with the Email address of your Microsoft Global Administrator

### Part A – Verve sends invite email

Time: Less than 5 minutes

Who: Verve Project Coordinator

Verve will create your account in our Connector portal, and send a registration email to your Microsoft Global Admin.

This email is often marked as spam, so make sure to check your junk email if you don't see it right away!

### Part B: MS Global Admin accepts the invite and activate Direct Routing

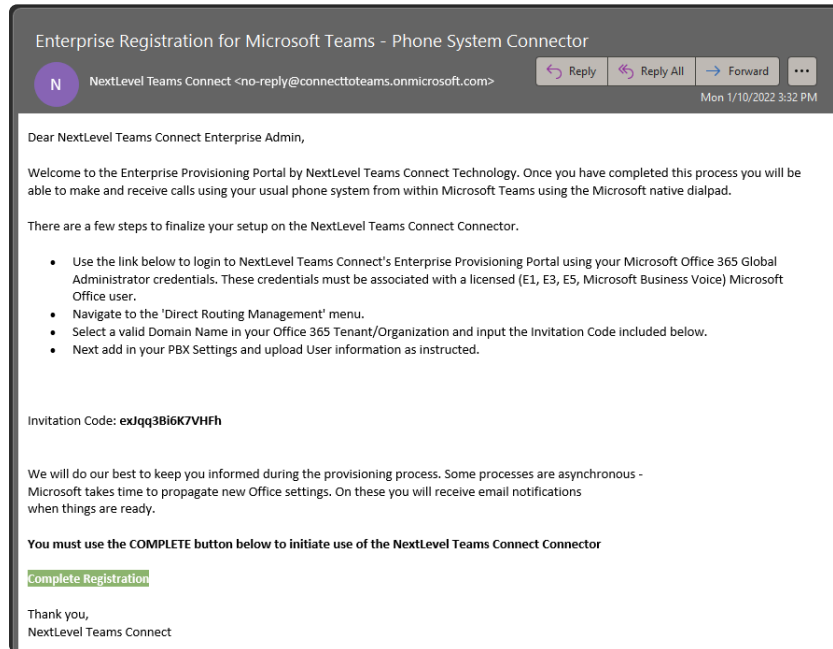
Time: Usually 5 to 15 minutes, but sometimes 24 hours depending on Microsoft

Who: Microsoft Global Admin

#### Initiate the Teams Connector

1. The Microsoft Global Administrator should have received an email invitation from Verve Teams Connect with an invitation Code and an embedded button that allows them to complete registration. An example is shown below.





2. Copy the Invitation Code
3. Click the Complete button
4. Log in to the Teams Connect Enterprise portal with Global Admin Credentials (<https://verve.connecttoteams.com/>)
5. Click on Direct Routing Management from the left hand MAIN MENU navigation bar.
6. Then click on Direct Routing

## Configure Direct Routing

1. Confirm you have the correct Microsoft licensing
2. Ensure you have at least one available AND unassigned user license with the required Phone System Add-on that allows the use of Direct Routing

License Name	License SKU Name	Availability ⓘ	Subscription Status
BUSINESS_VOICE_MED2	BUSINESS_VOICE_MED2	23	Active
ENTERPRISEPACK	ENTERPRISEPACK	23	Active

Showing 1 to 2 of 2 entries

Previous 1 Next

3. Available relevant licenses will be displayed when you navigate to Direct Routing Management > Direct Routing and click on the Available Licenses tab
4. Then click on the adjacent tab Setup Direct Routing Details
5. Input the Invitation Code you received in the Enterprise Registration email from Teams Connect Technology; referenced above.
6. Select a domain registered to the Enterprise from Teams Domain Name from the dropdown menu, and allow the system a few moments for Teams Connect to validate Direct Routing details
7. Once the Domain is successfully validated, click the Complete Direct Routing button

## Direct Routing

[Available Licenses](#)
[Setup Direct Routing Details](#)

Invitation Code\* ⓘ

UZH8io3Vs5

Teams Domain Name\*

acme.onmicrosoft.com

Selected Domain Validated Successfully ✓

[Complete Direct Routing](#)

## Direct Routing Provisioning

1. Direct Routing provisioning will take anywhere from one hour to 48 hours depending; on Microsoft's internal timings. You will see a progress bar indicating it is in process. Once complete you will see confirmation messages, and the Direct Routing Connection Status panel will update.
2. There are a series of notification messages in the Enterprise Portal that keep you updated on the provisioning status if you click the bell icon and Show All Notifications
3. Once Direct Routing setup is complete the Microsoft Global Admin will receive a confirmation email shown below
4. Once your portal displays Domain Validated, Direct Routing is successfully configured

### Direct Routing Connection Status

[Please wait, Setting Up Direct Routing...](#)

Domain Name ⓘ	Validation ⓘ	Calling Enabled ☆
sbcl194.customers.teammatechsbcl.com	Domain Validated ✓	Dis

### Custom Teams

Teams Application ⓘ	Deployed to Teams	Date Created
	Completed activating the Domain Name successfully.	

### TeamMate Users

Show 10 entries

Teams User ⓘ	First Name	Last Name	Phone Number	PBX Reg
No data available in table				

Showing 0 to 0 of 0 entries

Finished validating the Gateway domain by adding the DNS Records. x

Deployed to Teams Date Created x

Completed activating the Domain Name successfully. x

Direct Routing configuration is initiated successfully. x

Verification of Domain is completed successfully. x

## Microsoft Teams Connector

superuser

Notifications

Show All Notifications >

Search:

### Manage Enterprises for Reseller - TeamMatez

Show 10 entries

Enterprise Name	Enterprise Domain	Direct Routing	Teams App	Action
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**Notifications**

Show 10 entries

Search:

Message ID	Created Time	Message	Message Type
1130	2020-07-22 17:01:0	Verification of Domain is completed successfully.	
1129	2020-07-22 17:00:51	Direct Routing configuration is initiated successfully.	
1128	2020-07-22 17:00:51	Completed activating the Domain Name successfully.	
1127	2020-07-22 17:00:50	Finished validating the Gateway domain by adding the DNS Records.	
1126	2020-07-22 16:59:47	Finished Provisioning the Gateway Domain (sbc194.customers.teammatetechsbc.com).	
Voice service is disabled for the User (bobhv@password.onmicrosoft.com)			

## Part C: Verve configures PBX settings

Time: Usually 5 minutes

Who: Verve Voice Engineering

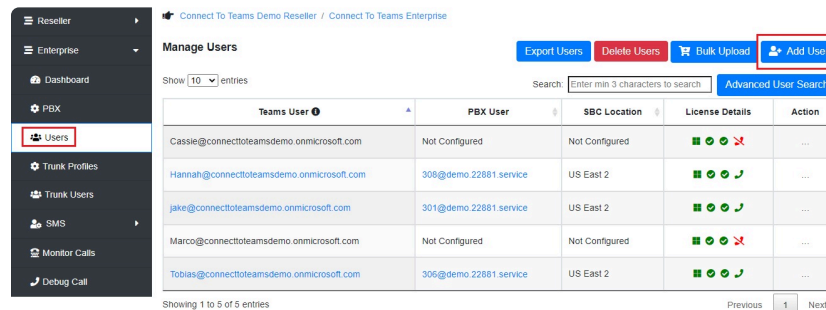
Verve will complete the connection to your Microsoft Direct Routing by confirming our PBX information has populated correctly.

## 1.3. Add Users

Time: Usually 5 to 15 minutes, but sometimes 24 hours depending on Microsoft

Who: Microsoft Global Admin

- Once logged into the Provisioning Portal navigate to the Enterprise you wish to add a user to and then navigate to User Management > Add User



- From the dropdowns, select the relevant **PBX Location** and **Available Voice Route** (typically only one option will be available for each of these settings)

### Add User

PBX Locations\* ?

PBX HQ

Available Voice Routes\* ?

US West

- Fill out the following information within the Add User section
  - Teams User** – Enter the person's email address
    - If their email address does not appear, assign the correct Microsoft licenses to them
  - SIP User** – Select the Verve User (or Extension) of that person from the dropdown menu
  - Phone Number** – Type in the User's **Extension Number** here (this is preferable over phone number)
  - Disable Voicemail in Teams if you plan to use voicemail within Verve.
    - It is recommended that this is disabled unless the user will be primarily working within the Teams environment, otherwise ALL voicemails for that user will be answered and recorded in Teams.

### Add User

Teams User\* ?

j.smith@acme.com

SIP User\* ?

1001@acme.mynlv.com

Phone Number\* ?

1001

Disable Voicemail in Teams? ? ☒

4. In the **User Devices** section fill out the following information
  - a. Enter c for the Suffix (if the “c” user already exists, simply click select)
  - b. Enter a Randomly Generated Password for Password *recommended 8 digits letters and numbers, no special characters*
  - c. Click **Select** and then click **Add User**

User Devices Add New Device

SIP Authentication ID ⓘ	Password ⓘ	Action
100		Select
100C		Select Remove

Add User
Cancel

5. Once the user is successfully added the Microsoft Global Administrator will receive an email confirmation telling them that the user has been provisioned successfully.
  - a. If user is added by Verve, Client's Global Administrator will need to log in and click 'Sync users' on the dashboard page to complete the process.
6. The provisioning of a new user usually takes just a few minutes but can sometimes take longer to propagate in Microsoft servers. Once successfully registered, the User will appear with green icons indicating they are registered on the Enterprise Portal Dashboard.

Teams User ⓘ	PBX User ⓘ	Phone Number ⓘ	PBX Registration ⓘ	Teams Registration ⓘ
	105i@	+1105	✓	✓

## Bulk Import

If adding users is done by Verve, the Client's Global Administrator will need to log in and click 'Sync users' on the dashboard page to complete the process.

**It is recommended to ask Verve for support to do a bulk upload – simply send us the list of email addresses you would like added, along with the user's name and extension number if available.**

You can right-click and “Save link as” here to download a CSV file [Teams Users bulk import template](#) (change the file typ to .csv)

<b>TeamsUserID</b>	jsmith@acme.com	The client's microsoft teams login
<b>SIPUserID</b>	1001@acme.mynlv.com	Full Verve PBX SIP username
<b>PhoneNumber</b>	1001	User / ext number
<b>DisableVoiceMail</b>	TRUE	True = Verve voicemail, FALSE = teams voicemail
<b>SIPAuthenticationId</b>	1001c	Clone device to be registered, usually c
<b>Password</b>	abcd1234	Auth key/device password

*Note: the CSV includes another 6 unused column, they MUST BE INCLUDED but should remain blank*

1. Navigate to User Management > Bulk Upload Users
2. Select the proper Location and Route then upload your file

## 1.4. Add Verve Portal app to Teams

This step is optional, if the client would like their users to be able to access the Verve Portal from within the Microsoft Teams app.

Time: Usually 5 to 15 minutes, but sometimes 24 hours depending on Microsoft

Who: Microsoft Global Admin

You can use our Verve Teams Connect portal to automatically create and add the Verve Voice portal app to your Microsoft account.

This will allow your Teams users to access the Verve Voice portal embedded directly within their MS Teams desktop app.

### Microsoft Global Admin builds the app for their organization

1. The global administrator will have a prompt in the “Enterprise Admin Action Items” on the dashboard prompting them to deploy the app. Click “Sync PBX App.”

Enterprise Admin Action Items		
Setting	Current Status	Action Required
Teams PBX Application	Pending Synchronization	<a href="#">Sync PBX App</a>

2. It will take a few minutes for the App to be built and to show under Custom Teams Application.
3. Check the notification section, you should get 3 notifications by the time it's done.

Notifications				
Show 10 entries		Search: <input type="text" value="Enter min 3 characters to search"/>		
Message ID	Created Time	Message	KB Link	Type
33734	2021-07-23 00:53:46	Provisioned Teams Application for the Team [Team Name] successfully.		🔔
33733	2021-07-23 00:53:40	Provisioned Team [Team Name] successfully.		🔔
33732	2021-07-23 00:53:32	Your request to Provision a Teams Application was submitted successfully. You will be notified when your request is completed.		🔔

4. Once complete you will see the new app appear under **Custom Teams Application** section with a green checkmark in the status column. Your users may now proceed to add the Verve app to their Teams app in the following section.

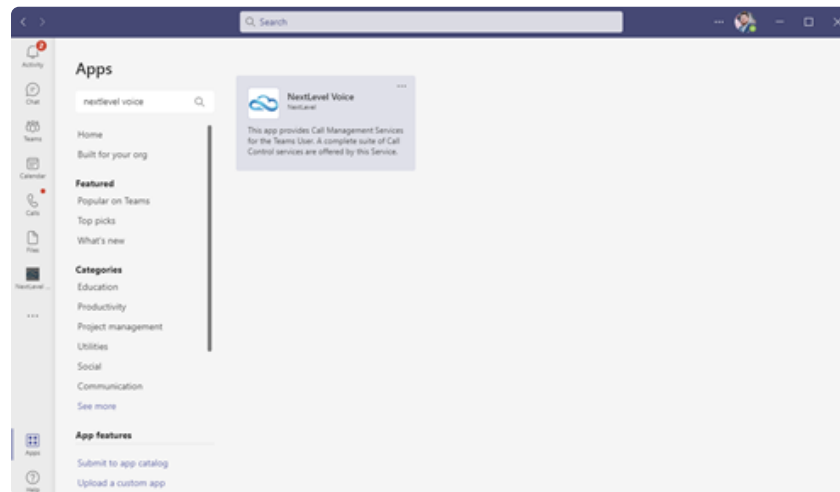
Custom Teams Application			
Teams Application	Deployed to Teams	Date Created	Status
NextLevel Voice	NextLevel PBX Team	2022-02-08 23:41:26	✅ <a href="#">(Delete)</a>

- ✿ This will create a new Team in your Microsoft account called **Verve PBX Team**.  
**Do not delete** this team, or it will prevent the Verve Voice app from working properly.

## End User adds the app in Teams

Once the App is built, the End User must locate the App in Teams following the steps below:

1. Select More added Apps in Microsoft Teams.
2. Search for “Verve Voice” and click the three dots
3. Select Pin to keep the app on your Teams Account
4. The user can now log into their Verve Voice portal by clicking the app icon on the left side of their Teams app





# Using the Teams dialer

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## 2. FAQ and Troubleshooting

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Frequently asked questions and common troubleshooting steps. Please use the navigation pane to the left, or the search bar at the top right, to find the topic of interest.

## 2.1. Clearing Teams cache

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Clearing the cache in Microsoft Teams

Sometimes clearing the cache in Teams can resolve presentation errors for the Verve Voice app in teams, among other Teams errors. The instructions for doing so on various platforms are as follows.

### Web interface

1. Right click – select “Inspect” or “Inspect Element” depending on browser.
  - a. In chrome – on the reload button – right click and select “Empty Cache and Hard Reload.”
  - b. Other browsers – clear history including cookies and data.
2. Log out of Teams.
3. Log back into Teams.
4. Sync the Teams app.

### Mobile app

Pulling down on the chat should refresh the page. If not, logout from the app and log back in.

### Windows PC desktop app

1. Quit Microsoft Teams. Right-click the icon and select Quit.
2. Open a new File Explorer window
3. Copy and paste %appdata%\Microsoft\Teams into File Explorer.
4. Delete the contents of the entire folder. **Make sure you are within the “Teams” folder when you delete everything.**
5. Restart Microsoft Teams.

### Mac desktop app

1. Sign out of Microsoft Teams.
2. In the Finder on the Mac, choose Go > Go To Folder. Enter the path to the following folders and delete the files they contain:

~/Library/Application Support/Microsoft/Teams/Application Cache/Cache  
~/Library/Application Support/Microsoft/Teams/blob\_storage  
~/Library/Application Support/Microsoft/Teams/Cache  
~/Library/Application Support/Microsoft/Teams/databases  
~/Library/Application Support/Microsoft/Teams/GPUCache  
~/Library/Application Support/Microsoft/Teams/IndexedDB  
~/Library/Application Support/Microsoft/Teams/Local Storage  
~/Library/Application Support/Microsoft/Teams/tmp

## 2.2. Ensure Microsoft Calling Plan is removed

### Problem

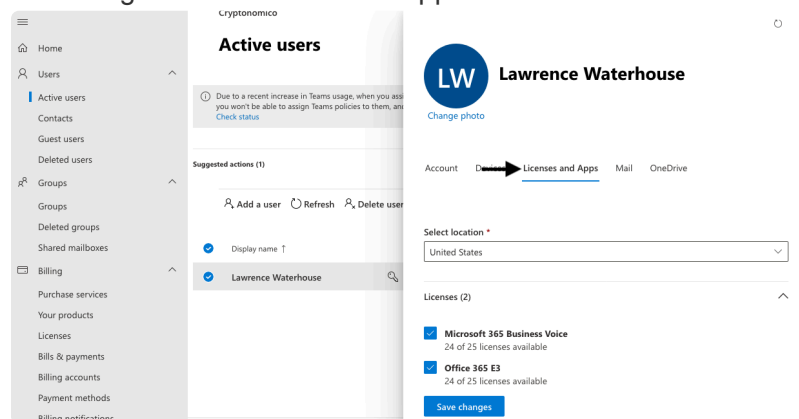
If you are using Microsoft's Calling Plan license you will need to remove it before adding a Direct Route to your PBX. Microsoft has a trial license that includes Calling Plan so it is a common way Enterprises first test out the service.

If this license is present you may receive an error that says "Cannot modify the parameter: "OnPremLineURI" because it is restricted for the user service plan: MCOPProfessional,MCOMETADD,MCOEV,MCOPSTN1."

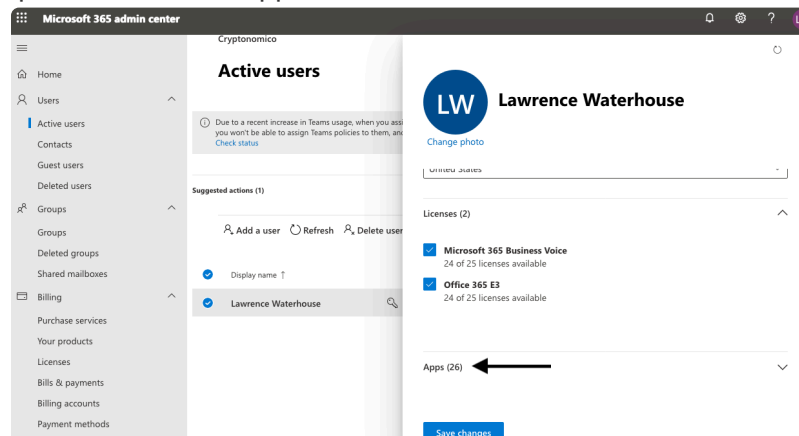
Here is a step by step process to ensure that it is disabled.

### Solution

- Navigate to admin.microsoft.com > Users > Active users > search for user experiencing registration issue
- After selecting the User Navigate to Licenses and Apps




- Select App, then Dropdown Menu will appear



- Ensure that the Calling Plan is unselected

- Save changes when ready

**Lawrence Waterhouse**  
[Change photo](#)

☒

Office 365 E3

☒

**Microsoft 365 Apps for enterprise**  
Office 365 E3

☒

**Microsoft 365 Audio Conferencing**  
Microsoft 365 Business Voice

☐

**Microsoft 365 Domestic Calling Plan**  
Microsoft 365 Business Voice

☒

**Microsoft 365 Phone System**  
Microsoft 365 Business Voice

☒

**Microsoft Bookings**  
Office 365 E3

☒

**Microsoft Forms (Plan E3)**  
Office 365 E3

☒

**Microsoft Kaizala Pro**

Save changes

- Once Microsoft Admin confirms those licensing changes have occurred for the User you will be able to link Teams to Verve using the Connector.