8x8 Voice for Microsoft Teams
Deployment & Troubleshooting Guide

Microsoft Teams Prerequisites

Before you begin, you will need the following:

- Login credentials for the organization’s Office 365 account with Global Admin rights
- Microsoft Teams users created and configured with the following licenses:
  - E5
  - or
  - E1 - E4 licenses with added Microsoft Phone System licenses
- Two spare Office 365 user licenses such as Business Essentials/Premium or E1 - E5, for a few hours during initial setup
  - If you do not have a spare license, you will need to perform additional manual activation steps
  - One spare license will work, but the setup process goes faster with two
  - Once setup is complete, the two spare licenses can be removed or re-assigned

8x8 Voice Prerequisites

Before you begin, you will need the following:

- Login credentials for the organization 8x8 account with administrator credentials
- User accounts created with the following configured in their user profile:
  - X1 - X8 licenses assigned
  - Phone number and extension assigned
  - "Enable MS Teams integration" set to enabled

Note: The User Account email address must match the email address used in Microsoft Teams
Access the 8x8 Voice for Microsoft Teams Admin Portal

The purpose of the 8x8 Voice for Microsoft Teams Admin portal is to synchronize users from the customer’s Microsoft Teams tenant with their 8x8 environment.

The administrator will receive a welcome email as shown, inviting them to the 8x8 Voice for Microsoft Teams portal

```
Dear Customer,

You are receiving this email because somebody has invited you to access the 8x8 Voice for Teams portal on behalf of Raj - University. Please click on the button below to accept this invitation.

Accept Invitation

Regards,

The 8x8 Voice for Teams Service
```

When the administrator clicks on Accept Invitation, they are taken to admin.msteams.8x8.com and guided through setting up their initial admin account. The admin account is used for accessing and administering the 8x8 Voice for Microsoft Teams Admin Portal. It does not have credentials to access the Microsoft Teams or 8x8 environments.

**Note:** Administrators must accept the invite using their organization Microsoft account. Invites expire after 48 hours.
Common Error Messages

- We've hit an unexpected error.
- We can't find any accounts for user@domainname.com. Please contact your administrator to receive an invitation to the service.

Solution

It is common for people to have multiple Microsoft accounts for work and personal use. If the above errors occur, the user may be trying to access the 8x8 Voice for Microsoft Teams portal while logged in to a different Microsoft account than the one registered with the portal. Ask them to log out and log back in with the correct account.

(Optional) Adding additional Administrators

To add additional administrators to the 8x8 Voice for Microsoft Teams portal, complete the following steps:

1) Click Account
2) Click +Invite Administrative User
3) Enter the additional administrator Email, First Name, Last Name
4) Select Roles, Account Owner
5) Click the Invite button
The additional administrator will receive an email invite to login to admin.msteams.8x8.com and be displayed, along with their acceptance status in the Account screen.
Configure the Service

To configure the Service in the 8x8 Voice for Microsoft Teams Admin Portal, complete the following steps:

Set Service options

1) On the 8x8 Voice for Microsoft Teams Admin Portal, click the Services tab, PBX tab
2) Enter a Service Name, such as 8x8 or similar
3) From the pulldown menus, select Country and State/Province as appropriate
4) On the Services screen, click the Add PBX button.

5) Click the Enable Sync button to allow the system to connect to Microsoft Teams. The Service successfully enabled message will appear.

Note: Currently Manage Teams Calling Policy should NOT be checked. This option will be supported in a future release.
Note: This will not trigger a sync, it makes it possible for synchronization to happen with this service. You will be prompted for your 8x8 and Teams credentials at a later stage to link Voice for Teams to your 8x8 Account.

6) Click the **Save** button.
Enable the Teams Service

In the Services area, the Teams tab will allow the creation of the Teams configuration. The service automatically allocates endpoints based on the location of 8x8 users. The Enable Sync function allows the portal to automatically configure the service and set phone numbers directly into your Office 365 tenant.

Users wishing to configure their tenant manually should contact 8x8 Support.

**Note:** You can configure the Teams Service to sync ALL users in your MS Teams environment, OR you can configure the Teams Service to sync users from a specified Azure AD Group.

Sync users from a specified Azure AD Group

For the purposes of this instruction, the steps will guide you through syncing users from an already existing Azure AD Group named **8x8 Voice**.

In the graphic below, you see the Azure AD admin center on the left and 8x8 Configuration Manager on the right. The Azure AD group name is **8x8 Voice**, and the three members will be synced with their corresponding users shown in the 8x8 Configuration Manager Users list on the right.

To sync the users from the 8x8 Voice group, complete the following steps:

1) In the 8x8 Voice for Microsoft Teams Admin Portal Services page, select the Teams tab
2) Click on **Show Advanced Options**

3) In the Azure AD Group Name field, enter **8x8 Voice**

4) Click **Enable Service**

5) When prompted, enter the login credentials for an Office 365 user with Global Admin privileges

6) Select **Sync Now**

7) When the sync with Teams is complete, you will see a green checkmark next to the Sync Now button. At this point, the 8x8 Voice for Microsoft Teams Portal has connected with Microsoft Teams.

8) Select the **Users tab**
9) You should now see the users from the Azure AD Group synced with their corresponding 8x8 accounts.

Sync ALL users

To sync all MS Teams users, complete the following steps:

1) In the 8x8 Voice for Microsoft Teams Admin Portal Services page, select the Teams tab.
2) Click the Enable Service button, this will pop a Microsoft logon dialog box

3) Select the account of the Teams administrator, and authenticate using that administrator password.
**Note:** It is important to login with the credentials for the Office 365 account being configured.

Logging in with the credentials of a different Office 365 account will authorize changes to an Office 365 tenant other than the one that should be configured.

The user account being used must have Global Admin rights to the Office 365 tenant for the initial setup and any changes to regions, and at least Skype for Business Admin rights for user provisioning.

4) Click the Sign in button

5) Accept the permission request for 8x8 Voice for Teams by checking the Consent on behalf of your organization checkbox, and clicking the Accept button
**Note:** Part of the sync adds domains to the Office 365 account and activates them for voice. This requires that a licensed user has their sign-in address changed to each of these domains, long enough for Microsoft to activate that domain in the voice subsystem.

The sync will do this automatically using the first of these three methods that applies:

1 - Use a spare license to create a user, then delete the user when done.

2 - Change the sign-in address of the user whose credentials were specified for the sync if it has an appropriate license, changing it back once done.

3 - Change the sign-in address of an arbitrary user who has an appropriate license, changing it back once done.

The sync will wait up to 20 minutes for Microsoft to activate the domain before giving up and restoring the sign-in address. In most cases this is more than enough time. Occasionally the Microsoft subsystem that activates domains for voice may stop working and it could be necessary to wait up to 24 hours before trying again.

6) Notice that the sync process with Microsoft Teams has begun

When the sync with Teams is complete, you will see a green checkmark next to the Sync Now button. At this point, the 8x8 Voice for Microsoft Teams Portal has connected with Microsoft Teams.
## Services

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<th>Sync Enabled</th>
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**Documents**

- Teams Admin Setup Guide (One-Click)
- Teams User Setup Guide
- Advanced Call Handling Scenarios
- Teams Troubleshooting Guide (One-Click)
**Note:** The 8x8 Voice for Microsoft Teams portal does not store any Teams or 8x8 credentials.

The 8x8 Voice for Microsoft Teams portal normally requires authorization to an Office 365 account just once, and this access authority is stored in Office 365. If you wish to revoke this access please contact 8x8 Support.

Occasionally through the configuration process, the Sync Now button will change to a blue background, this means that there are updates pending to be applied to the Office 365 tenant and these updates should be applied.

The sync process will automatically detect if there are any spare licenses and will complete without any further steps. However, if you do not have a spare license then it will prompt for manual intervention to complete activating the domains for voice the following options are available:

### Temporary removing a licence from an existing user. *(Making the licence unassigned)*

Microsoft supports the temporary removal of a licence for up to 30 days without affecting the configuration of the user. Our requirement is for around 15 minutes.

You can find out more here: https://docs.microsoft.com/en-us/office365/admin/manage/remove-licenses-from-users?view=o365-worldwide

### Apply a free-trial offer from Microsoft *(recommended)*

Within the MS portal you can take up the following free-trial subscriptions without charge for 30 days:

- **E5** – 25 users
- **Business Premium** – 25 users
- **Common Area Phone** – 25 users *(recommended)*

The choice of the free trial you take depends on the SKUs you already have, any of the above SKUs will suffice.

There is an article Here on finding Microsoft Free Licences.

### Purchase an additional licence for a short period.

Office 365 licence billing is prorated to the day. See: https://docs.microsoft.com/en-us/partner-center/common-billing-scenarios-monthly

The cost of adding and removing a business essentials licence for one day is around USD $0.16; in practice our understanding is that MS won’t bill you for such a short period.
Why is the Additional Licence required?

This requirement is for convenience of the set-up process and mitigates the need for you to perform domain-based set-up tasks. You can research the underlying mechanisms and why this is required for your reference at:

Sync Users

To sync users between Teams and 8x8, complete the following steps.

1) In the 8x8 Voice for Microsoft Teams portal Services page, select the Users tab

2) Click the Sync Now button

3) Authenticate to Teams with the Teams administrator account
4) Click the Sign in button

5) You will now be asked to authenticate to 8x8. Enter your 8x8 administrator username and password, then click the Login button
At this point, the sync between Teams and 8x8 begins. The 8x8 Voice for Microsoft Teams portal matches Teams users with 8x8 accounts based on email address.

When complete, the 8x8 Voice for Microsoft Teams portal Users screen will be populated with users.
A green dot indicates a registration between Voice for Teams and 8x8. It does not mean anything has been done successfully to Microsoft Teams. The dot can be green when the Microsoft Teams part has not completed.

An 8x8 phone number configured for a user will be pushed into the customer’s Office 365 configuration.

**Note:** Some elements of the configuration within Microsoft Office 365 can be subject to delays as information propagates between different parts of the Microsoft system. This can vary from day to day, so we recommend that you aim to carry out these steps at least 48 hours prior to your go-live date to allow for this.

If you get an unexpected error on any step, we suggest waiting 24 hours and trying again before reporting a problem.
If a user has not been mapped to the correct user in the other system, you may select the arrow to the left of the user’s name to:

- Change the Microsoft Teams user
- Change the 8x8 user
- Edit the assigned phone number

In the Calls column, you may select the down arrow to view the last few incoming calls. You may select the up arrow to view the last few outgoing calls. You may also click on the calls to view the SIP traces of those calls.