

User Guide



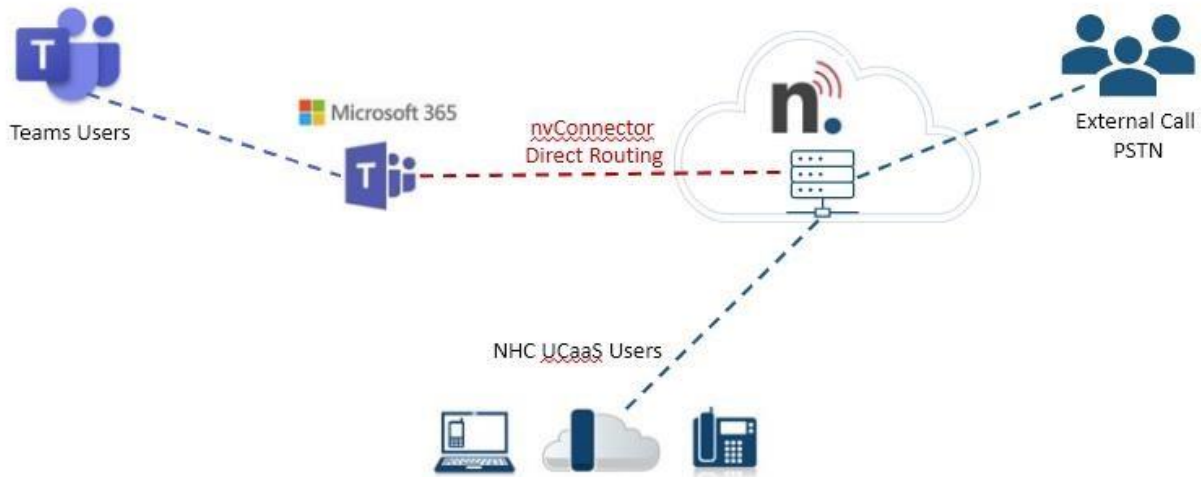
nvConnector Installation for Admins

Version 1.0
August 19, 2022

Revision History:

Revision	Date	Description of changes	Requested By
1	8/8/22	Initial release	JN
2	5/23/23	Updated page 7 to add new grant permissions.	JN
3	4/4/24	Adding info regarding voice route and licensing	JN

Solution Overview



- **nvTeams Connector lets you use the native dial pad in Microsoft Teams as an end-point or softphone via user's extension.**
- Desk phones are registered NHC devices
- Teams desktop and mobile app are registered to Microsoft Cloud and then to NHC via the nvTeams Connector
-
- **A Teams user to user call (not leveraging the dial pad) does not leave the Microsoft Teams cloud. For PSTN or UCaaS handset calling, the dial pad must be used.**
-
- **Call flow and feature enhancement are controlled by the NHC Softswitch . The nvTeams Connector allows the ability to make and receive calls from the Microsoft Teams dial pad.**
 - Inbound PSTN calls will ring all registered devices
 - Outbound calls can be made from any registered endpoint

nvConnector installation steps.

Step one of integrating your nhc. New Voice phone system into Teams is to make sure your Office Admin has the correct licenses added to user. You must have the following recommended licenses to use the nvConnector.

The recommended O365 license is **Microsoft 365 Business Basic**

The recommended license to add for voice is **Microsoft Teams Phone Standard**

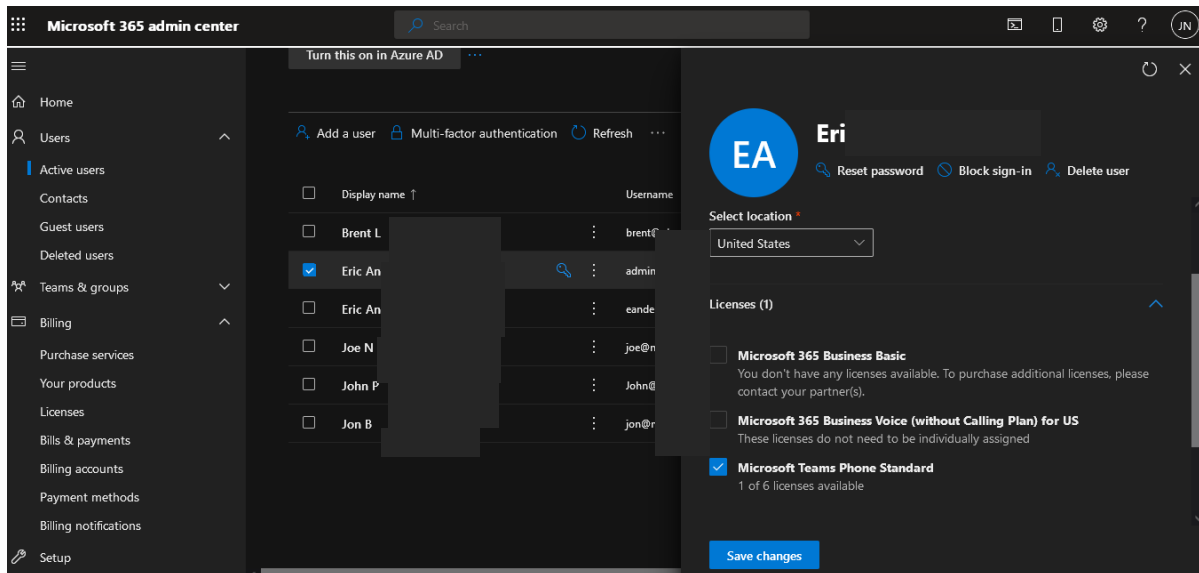
If Conference calling is desired (the ability to call in to a Teams meeting using an access number) you will need the following license

M365 Audio Conferencing

<https://admin.microsoft.com/adminportal/home?#/licenses>

Go to Users -> Active users

Click on username



Add license by checking box next to name

Save changes.

There must be two free licenses unassigned license Office 365 and two free Teams Phone Standard to set up connector. It can be reclaimed after setting up. These are required for setting up the voice routing. Reclaiming licenses is documented starting on page 16 of this document.

Once verified you have licenses available you can contact nhc. To begin the build out of the nvConnector.



Once the build out of Customer Enterprise is built by NHC we will need approval and assistance from the O365 Admin to proceed to the next step. You will get an email from NHC that looks like the email below.

Email Text looks like this

There are a few steps to finalize your setup on the nvConnector Connector.

- Use the link below to login to nvConnector's Enterprise Provisioning Portal using your Microsoft Office 365 Global Administrator credentials. These credentials must be associated with a licensed (E1, E3, E5, Microsoft Business Voice) Microsoft Office user.
- Navigate to the 'Direct Routing Management' menu.
- Select a valid Domain Name in your Office 365 Tenant/Organization and input the Invitation Code included below.
- Next add in your PBX Settings and upload User information as instructed.

Invitation Code: **P0t7Jh11qj**

We will do our best to keep you informed during the provisioning process. Some processes are asynchronous -

Microsoft takes time to propagate new Office settings. On these you will receive email notifications when things are ready.

You must use the COMPLETE button below to initiate use of the nvConnector Connector

Complete Registration

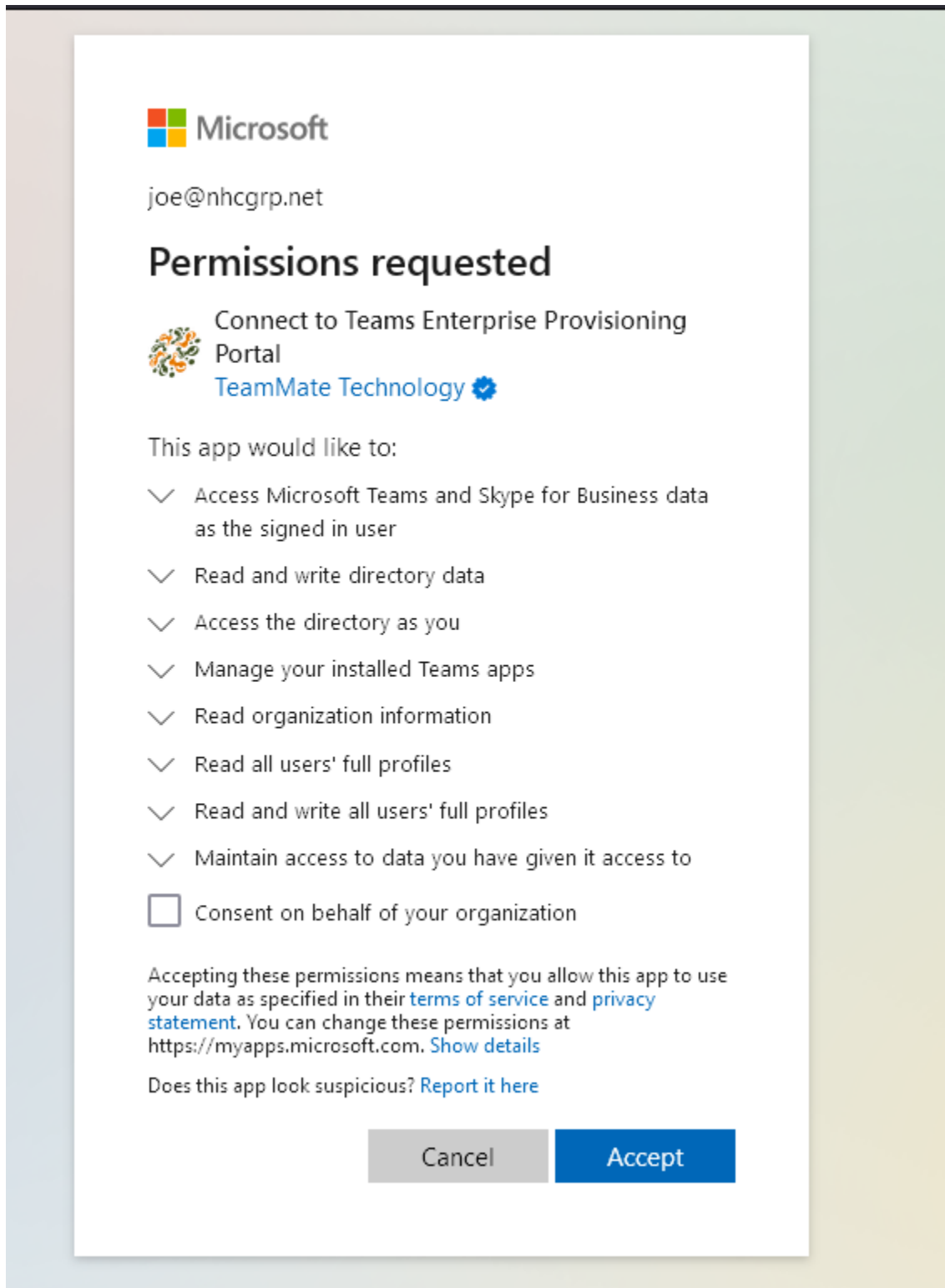
Thank you,
nvConnector

To proceed hit the green Complete Reg Button This will take you to nvConnector to complete acceptance of the nvConnector portions of build into the Office environment and set up the direct routing portion that will be required to proceed.

You can also use this link.

<https://enterprisenvt.connecttoteams.com/>

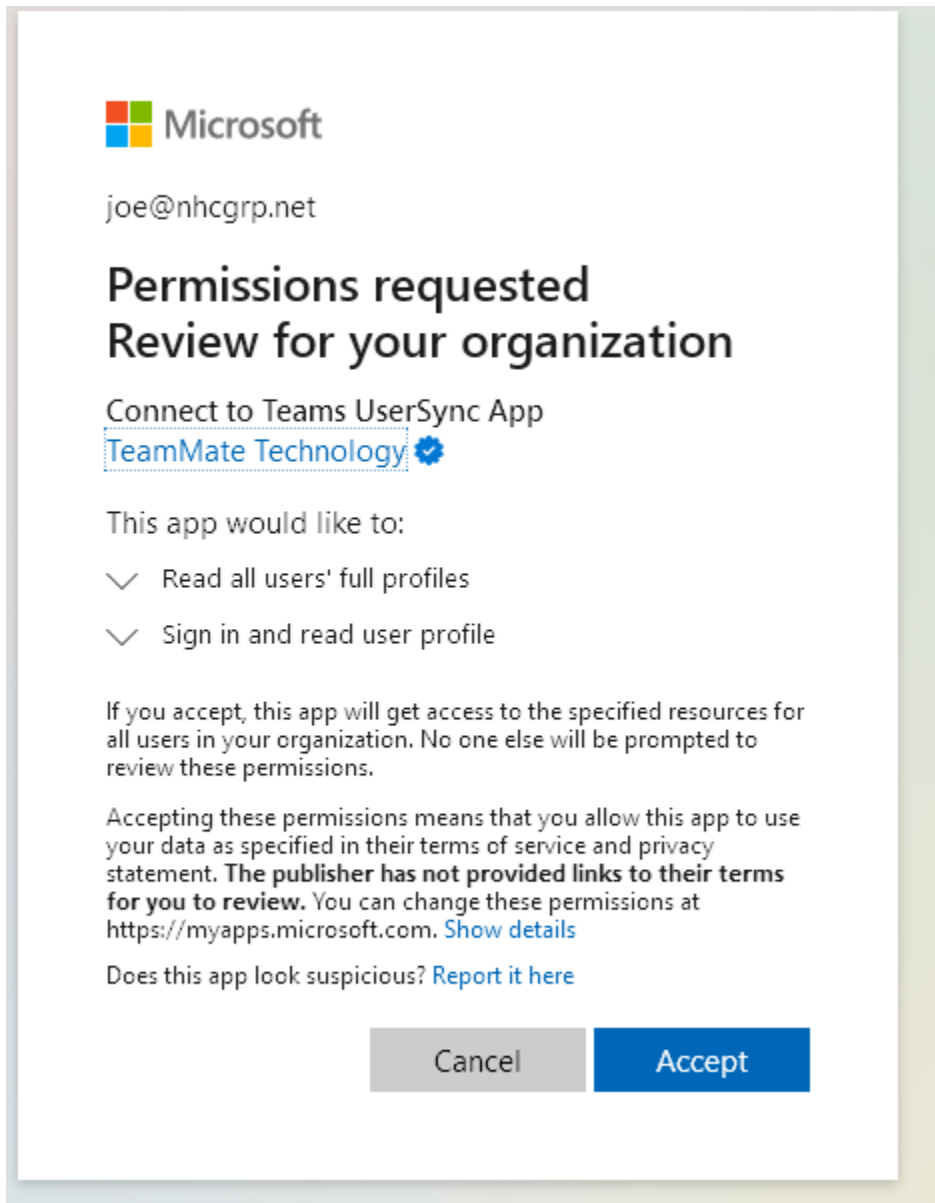
You must grant Permissions for nvConnector.



The screenshot shows a Microsoft Teams permissions request dialog box. At the top left is the Microsoft logo. Below it is the email address 'joe@nhcgrp.net'. The main heading is 'Permissions requested'. Underneath, there is a circular icon with colorful dots and the text 'Connect to Teams Enterprise Provisioning Portal' and 'TeamMate Technology' with a checkmark icon. A section titled 'This app would like to:' lists several permissions, each with a checkmark icon: 'Access Microsoft Teams and Skype for Business data as the signed in user', 'Read and write directory data', 'Access the directory as you', 'Manage your installed Teams apps', 'Read organization information', 'Read all users' full profiles', 'Read and write all users' full profiles', and 'Maintain access to data you have given it access to'. There is an unchecked checkbox for 'Consent on behalf of your organization'. At the bottom, there is a paragraph of text explaining that accepting these permissions means allowing the app to use data as specified in their terms of service and privacy statement, with links to 'terms of service', 'privacy statement', and 'https://myapps.microsoft.com'. There is also a link 'Show details'. Below this is a question 'Does this app look suspicious?' with a link 'Report it here'. At the very bottom are two buttons: 'Cancel' (grey) and 'Accept' (blue).

To proceed check Consent and hit Accept

The Office Admin will need to log into to their Admin acct (log in will pop up).



Office Admin will need to accept Connect to Teams User Sync App

Hit Accept

Office Admin will then be taken to the nvConnector page to grant consent

MAIN MENU

- Enterprise
- Dashboard
- Direct Routing
- PBX
- Users
- Trunk Profiles
- Trunk Users
- SMS

Enterprise Admin Action Items

Setting	Current Status	Action Required
Microsoft Teams CDR	Pending Consent	Grant Consent

Custom Teams Application

Teams Application	Deployed to Teams	Date Created	Status
No data available in table			

Direct Routing Connection Status

Domain Name	Voice Route Gateway	Validation	Calling Enabled	Forward REFER to PBX	Media Encryption
No data available in table					

Trunk Users

Show 10 entries Search: Enter min 3 characters to search

Teams User	SIP Trunk Profile	Phone Number	Trunk Registration	Teams Registration
No data available in table				

Showing 0 to 0 of 0 entries Previous Next

SMS Users

Show 10 entries Search: Enter min 3 characters to search

User ID	SMS DID	Status	Carrier Connectivity
---------	---------	--------	----------------------

Hit Grant Consent

Please also grant consent for the following.

Enterprise Admin Action Items

Setting	Current Status	Action Required
Presence Monitoring	Pending Consent	Grant Consent
Allow Management by Service Provider	Consent Requested	Grant Consent


Presence monitoring will allow you to see the state of calls in certain situations.

Allow Management by Service Provider will allow NHC to sync any changes or updates we make with the Teams environment for you. (Example of this would be adding a user or changing a registration password)



joe@nhcgrp.net

Permissions requested Review for your organization

Connect to Teams CDR App
TeamMate Technology 

This app would like to:

- ✓ Sign in and read user profile
- ✓ Read all call records
- ✓ Read PSTN and direct routing call log data

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

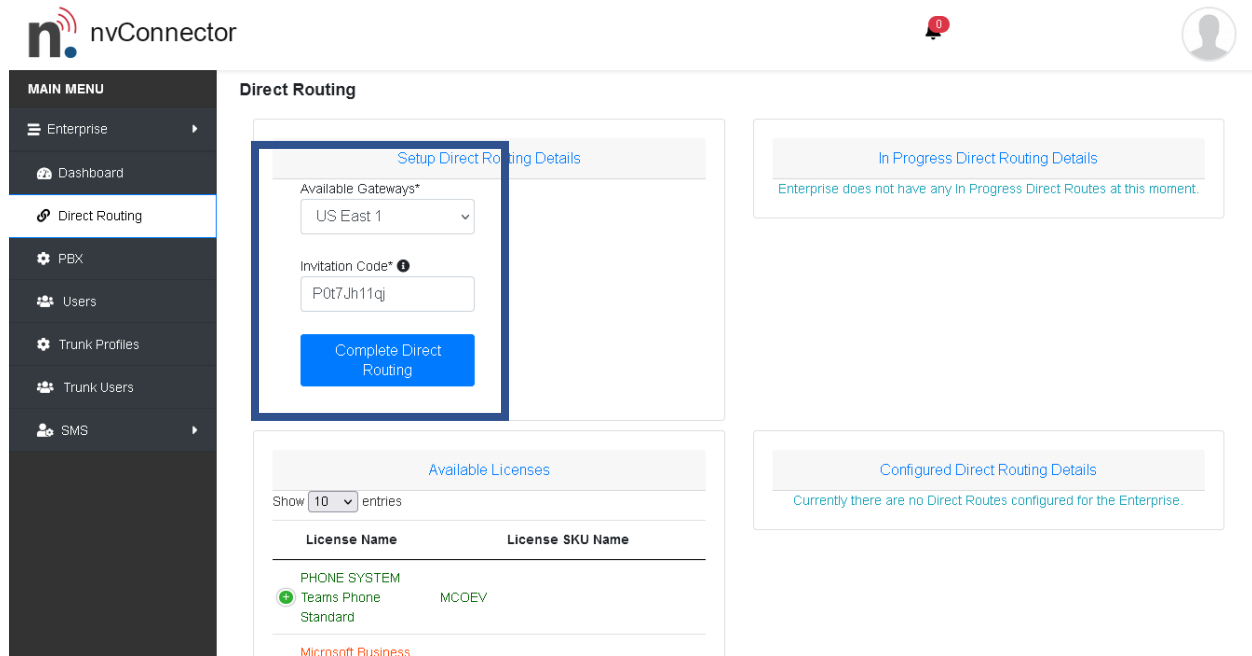
Cancel

Accept

Office Admin will then need to accept Connect to Teams CDR App

Hit Accept

Office Admin will then need to set up the Direct route in the nvConnector.



Available Gateways – Choose from Drop Down (there will be only one choice)

Invitation Code – Provided in email to admin.

Hit Complete direct routing button.

Verify Tenant



- ✔ Connection to the DNS Provider
- ✔ Found a valid Enterprise/Business/SmallBusiness license (O365_BUSINESS_ESSENTIALS) without Phone System included in it.
- ✔ Found a valid Phone System Add-On license (MCOEV) with Phone System included in it.

Complete Direct Routing Cancel

It will verify everything is good then Hit Complete direct routing button.

System will Sync Direct route this could take a bit of time. (Could take up to 10 mins)

nvConnector

Enterprise Admin Action Items

Setting	Current Status	Action Required
No action items found		

Custom Teams Application

Teams Application	Deployed to Teams	Date Created	Status
No data available in table			

Direct Routing Connection Status

Please wait. Syncing Direct Route Gateway details...

Domain Name	Voice Route Gateway	Validation	Calling Enabled	Forward REFER to PBX	Media Encryption
cust2824.sbc.connecttoteams.com	US East 1	Domain Verification completed successfully with the DNS Registrar	✘	Inactive Active	Inactive Active

Trunk Users

Show 10 entries Search: Enter min 3 characters to search

Teams User	SIP Trunk Profile	Phone Number	Trunk Registration	Teams Registration
No data available in table				

Showing 0 to 0 of 0 entries Previous Next

As it is blue bar stating Please Wait Syncing Direct Route will display in Direct routing status area.

nvConnector

Enterprise Admin Action Items

Setting	Current Status	Action Required
No action items found		

Custom Teams Application

Teams Application	Deployed to Teams	Date Created	Status
No data available in table			

Direct Routing Connection Status

Domain Name	Voice Route Gateway	Validation	Calling Enabled	Forward REFER to PBX	Media Encryption
cust2824.sbc.connecttoteams.com	US East 1	Domain Validated	✔	Inactive Active	Inactive Active

Trunk Users

Show 10 entries Search: Enter min 3 characters to search

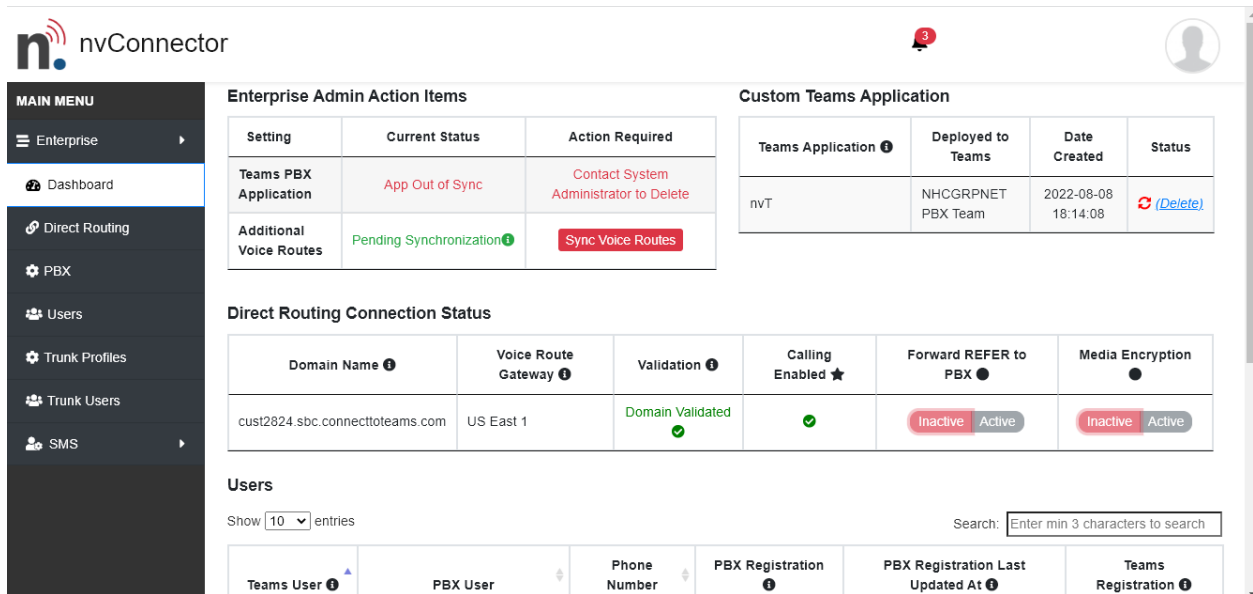
Teams User	SIP Trunk Profile	Phone Number	Trunk Registration	Teams Registration
No data available in table				

Showing 0 to 0 of 0 entries Previous Next

SMS Users

Blue Bar goes away, and green success banner is displayed.

Set up Additional voice routes.



nvConnector

MAIN MENU

- Enterprise
- Dashboard
- Direct Routing
- PBX
- Users
- Trunk Profiles
- Trunk Users
- SMS

Enterprise Admin Action Items

Setting	Current Status	Action Required
Teams PBX Application	App Out of Sync	Contact System Administrator to Delete
Additional Voice Routes	Pending Synchronization	Sync Voice Routes

Custom Teams Application

Teams Application	Deployed to Teams	Date Created	Status
nvT	NHCGRPNET PBX Team	2022-08-08 18:14:08	(Delete)

Direct Routing Connection Status

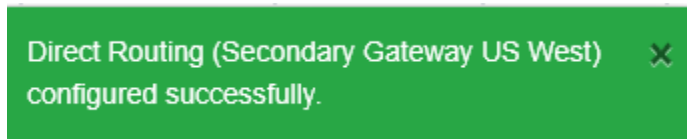
Domain Name	Voice Route Gateway	Validation	Calling Enabled	Forward REFER to PBX	Media Encryption
cust2824.sbc.connecttoteams.com	US East 1	Domain Validated	✓	Inactive Active	Inactive Active

Users

Show 10 entries Search:

Teams User	PBX User	Phone Number	PBX Registration	PBX Registration Last Updated At	Teams Registration
------------	----------	--------------	------------------	----------------------------------	--------------------

Please Press Sync Additional Voice Routes to set up back up voice route. Wait till green success banner is displayed. (This process could take 10 minutes)



This ends the Office Admin portion of the nvConnector build.

**You must have either an additional O365 and Teams calling license or unassign the original free licenses. Please see section below to unassign licenses.*



Office Admin will then get this email

Direct Routing Configuration Status

Dear nvConnector Enterprise Administrator,

Your wait is over! Microsoft has activated your Direct Routing connection into Teams. nvConnector has received word back from Microsoft that the components in the SIP Trunk integration are setup and functional.

Teams SIP Domain:

Please use the link below to log into the nvConnector Portal so that you can add Users to this connection.

[Login](#)

Thank you,
nvConnector

Office Admin does not need to build out users. Please contact NHC and we will take care of this portion. Office Admin will need to inform us that they received the email so we can begin our part of the build. We will then build out the users and the newVoice lines.

We will contact you when we have completed this portion of the build. You may receive emails like the one below during this process. Please wait until NHC notifies you that the build is complete before taking the next step.



Once the lines are built you should receive the following email.

Dear nvConnector Enterprise Admin,

We have observed that your Reseller New Horizon Communications made changes to settings that require Synchronization with Microsoft AD.

Please click on the following link to login and Sync from the dashboard action items.

[Login](#)

Thank you,
NHC

Please click the Login in Button to Sync nvConnector and Teams or use this link

<https://enterprisenvt.connecttoteams.com/>

nvConnector

Enterprise Admin Action Items

Setting	Current Status	Action Required
Presence Monitoring	Pending Consent	Grant Consent
Teams Users	Pending Synchronization	Sync Teams Users
Additional Voice Routes	Pending Synchronization	Sync Voice Routes

Custom Teams Application

Teams Application	Deployed to Teams	Date Created	Status
nvT	NHCGRPNET PBX Team	2022-08-08 18:14:08	✓ (Delete)

Direct Routing Connection Status

Domain Name	Voice Route Gateway	Validation	Calling Enabled	Forward REFER to PBX	Media Encryption
cust2824.sbc.connecttoteams.com	US East 1	Domain Validated ✓	✓	Inactive Active	Inactive Active

Users

Please wait, Provisioning User(s) and Managing Calling Services...

Show 10 entries Search: Enter min 3 characters to search

To Sync the Systems please press the Sync Teams Users under action required.

Once Sync is complete calling should be active for Teams.

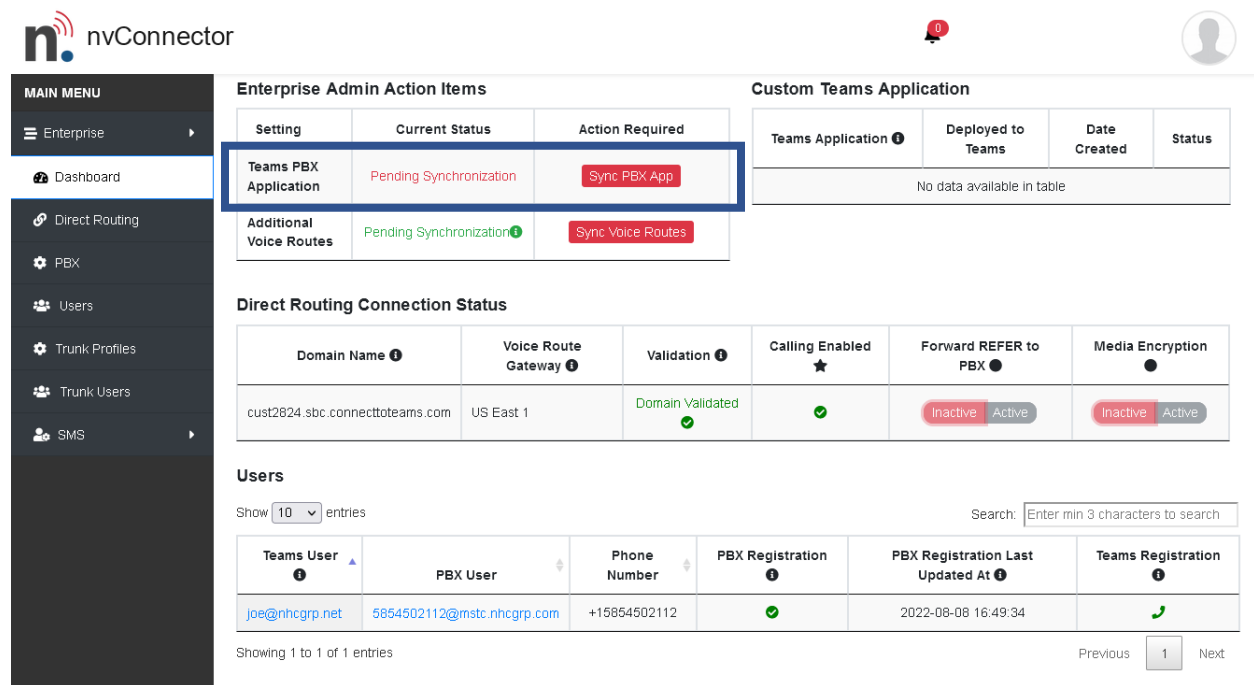
Adding nvConnector App Support for CommPortal. (optional)

If you are looking for an easy way to integrate NHC Commportal functionality (give your PC access to such great features like find me follow me, PC Voicemail access, and so much more!) look no further than the nvT for Teams app. If you would like to deploy this app please contact NHC.

Once you have contacted NHC we will build you the app. Once it is built we will need the Office Admin to log in to the following link to Sync the PBX app.

<https://enterprisenvt.connecttoteams.com/>

You will need your Office Admin credentials to access.



The screenshot shows the nvConnector dashboard. On the left is a 'MAIN MENU' with options: Enterprise, Dashboard, Direct Routing, PBX, Users, Trunk Profiles, Trunk Users, and SMS. The main content area is divided into several sections:

- Enterprise Admin Action Items:** A table with columns: Setting, Current Status, Action Required.

Setting	Current Status	Action Required
Teams PBX Application	Pending Synchronization	Sync PBX App
Additional Voice Routes	Pending Synchronization	Sync Voice Routes
- Custom Teams Application:** A table with columns: Teams Application, Deployed to Teams, Date Created, Status. It shows 'No data available in table'.
- Direct Routing Connection Status:** A table with columns: Domain Name, Voice Route Gateway, Validation, Calling Enabled, Forward REFER to PBX, Media Encryption.

Domain Name	Voice Route Gateway	Validation	Calling Enabled	Forward REFER to PBX	Media Encryption
cust2824.sbc.connecttoteams.com	US East 1	Domain Validated	✓	Inactive / Active	Inactive / Active
- Users:** A section with a search bar and a table of users.

Teams User	PBX User	Phone Number	PBX Registration	PBX Registration Last Updated At	Teams Registration
joe@nhcgrp.net	5854502112@mstc.nhcgrp.com	+15854502112	✓	2022-08-08 16:49:34	📞

Under Enterprise Admin Action Items.

Press the Sync PBX App.

**Due to the script that nvConnector uses you will need to access this web page with the Chrome browser to complete this function. This will not work on the Edge or Firefox Browser.*

Once the Sync is complete this app will be available in Teams. Search for nvt.

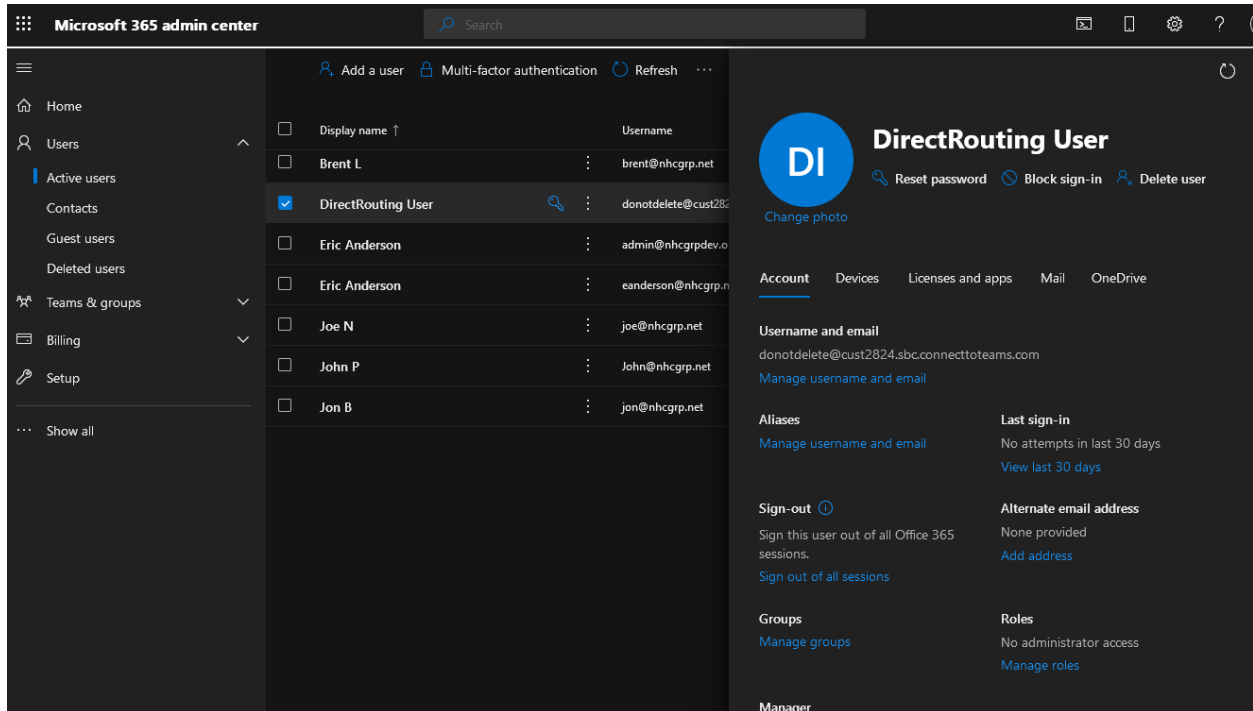
A guide is available for the app installation.

Reclaiming Office Licenses (If desired)

Office Admin will need to log in to

<https://admin.microsoft.com/adminportal/home?#/licenses>

Go to Users -> Active users



The screenshot shows the Microsoft 365 Admin Center interface. On the left is a navigation menu with options like Home, Users, Active users, Contacts, Guest users, Deleted users, Teams & groups, Billing, and Setup. The main area displays a list of users, with 'DirectRouting User' selected. The right-hand pane shows the user's profile, including a profile picture with 'DI', the name 'DirectRouting User', and various management options like 'Reset password', 'Block sign-in', and 'Delete user'. Below the profile, there are sections for 'Account', 'Username and email', 'Aliases', 'Last sign-in', 'Sign-out', 'Groups', 'Roles', and 'Manager'.

Click on DirectRouting User

Licenses and apps



Uncheck Microsoft 365 Business and Microsoft Teams Phone standard (licenses may differ)

Save changes

The licenses can be reapplied to another user

DO NOT DELETE DIRECT ROUTING USER. THIS WILL BREAK THE CONNECTOR.