Telstra Calling for Office 365
Admin Centre
Log into the Telstra Calling for Office 365 Admin Centre

To log into the Telstra Calling for O365 Admin Centre:

1. From your browser log into the following URL: https://login.microsoftonline.com/
2. Enter your Office 365 username and select Next
3. Enter your Office 365 password and select Sign in

If you are signing in for the first time you will be prompted to change your password

1. Type your old password
2. Type your new password
3. Confirm your new password
4. Select Sign in
Log into the Telstra Calling for Office 365 Admin Centre

5. Click on **Admin** to open the Admin Centre
Telstra Calling for Office 365 Admin Centre

The O365 Admin Centre allows you to manage users, groups, resources and Telstra Calling.
Navigating the Office 365 Admin Centre

Use the navigation menu to move around the Office 365 Admin Centre:

1. When an Administrator first logs into the Admin Centre the navigation menu is collapsed. Click ➔ to expand the navigation menu
2. Click on the relevant category
View the Active Users List

To view Active users:

1. From the Admin Centre, select Home from the Navigation menu
2. Select Active users
3. A list of active users will now be available to view. If you are looking for a certain user, type the users name in the search field
4. Select Search
Add a User and activate Telstra Calling

To add a new user:

1. From the Admin Centre Select **Active users** select **Add a user**

2. Type the new user information

4. Select Product licenses, turn on the licenses that you want to assign to the user i.e. **Office 365 Enterprise E5** and turn on **Telstra Calling**

5. Click **Add**

**NOTE:** Once new users are set up for Skype for Business PSTN Calling, assign them a phone number in the Skype for Business admin center. (If you don’t see them there, check back in a few minutes.)

**Office 365 Enterprise E5**
- **Phone System:**
  - You don’t have any licenses available. To purchase additional licenses, please contact your partner(s).

**Office 365 Enterprise E1**
- **Telstra Calling for Office 365**
  - 20 of 25 licenses available

**Note:** If a user is licensed as E1 or E3 they must also enable **Phone system**. Office 365 Enterprise E5 licenses already include Phone system.
5. Click **Send email and close**

The Administrator will email the user their new password

Note: If you have no available licenses, you can remove licenses from existing users who no longer require them, or delete user accounts that are no longer needed.
Assign a User a Phone Number

To assign a user a Phone Number:

1. On the Office 365 Admin Center navigation menu select **Admin centers** and **Teams and Skype and Legacy portal**

2. The Skype for Business admin center opens in a new tab
Assign a User a Phone Number

3. Select **Voice** from the Skype for Business admin center navigation menu

You will now see a list of assigned and unassigned phone numbers.

<table>
<thead>
<tr>
<th>Phone Number</th>
<th>Location</th>
<th>Assigned</th>
<th>Number Type</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>+61 3 9063 9995</td>
<td>Melbourne, Australia</td>
<td>Unassigned</td>
<td>User</td>
<td>Activated</td>
</tr>
<tr>
<td>+61 3 9063 9996</td>
<td>Sydney, Australia</td>
<td>Assigned</td>
<td>User</td>
<td>Activated</td>
</tr>
<tr>
<td>+61 3 9063 9997</td>
<td>Melbourne, Australia</td>
<td>Assigned</td>
<td>User</td>
<td>Activated</td>
</tr>
<tr>
<td>+61 3 9063 9998</td>
<td>Sydney, Australia</td>
<td>Unassigned</td>
<td>User</td>
<td>Activated</td>
</tr>
</tbody>
</table>

4. Click a checkbox for an unassigned phone number and select **Assign** from the right of the screen

5. Add the user’s name in the **Voice user** field and select **Search**
Assign a User a Phone Number

6. Select the user from the **Select a voice user** drop down

7. Select **Save** to assign the number. It takes a few seconds to assign the phone number to the user.

Logged in as a User, in the Skype for Business client a dial pad option appears which can be used to make calls.
Edit a User

To edit an existing user:

1. Select **Admin** below **Apps**
2. From **Active Users** select **Edit a user**
3. Search for the user you wish to **Edit**

4. Select the user
5. Click on **Edit** in the area you wish to change
6. Complete your changes and click on **Save**
7. Click **Close**
Deleting a User

When a user no longer needs an Office 365 user account, such as when they leave the organization, you should delete their user account. Deleting the user account frees the Office 365 or other licenses assigned to them and makes sure that unauthorized persons cannot continue to use the account.

To delete the account for one or more users:

1. Select **Admin** below **Apps**
2. From **Active Users** select **Delete a User**
3. **Search** for the user you wish to Delete

4. Select the name of the user and click **Select**
Deleting a User

4. In the confirmation box, select *Delete*

5. Click *Close*

Note: When you delete a user account, the account becomes inactive. However, for approximately 30 days after you have deleted it, you can restore the account.
Restore one or more Users

When you restore a user account within 30 days after deleting it, the user account and all associated data are restored. The user can sign into Office 365 with the same user ID, their mailbox is fully restored, and they have access to all services they previously accessed. Before you restore a user account, make sure there are Office 365 licenses available that you can assign to the account. Also, when you restore an account, you may encounter conflicts with user names or proxy addresses.

To restore one or more users:
1. Select Admin below Apps
2. Select Search from the navigation menu
3. Select Deleted users
4. Select the user you want to restore
5. Select Restore
6. Click Send email and Close
7. User will now appear in the active users list

Note: When you delete a user account, the account becomes inactive. However, for approximately 30 days after you have deleted it, you can restore the account.
Control Licences

To find out how many licenses are valid and available for your subscription:

1. Select *Admin* below *Apps*
2. Select 📚 from the navigation menu
3. Select *Licences*
4. Check the *Valid*, *Expired* and *Assigned* columns to work out how any valid licences are still available, subtract the number of Assigned licenses from the Valid licences
Assign or remove a license for one User

To find out how many licenses are valid and available for your subscription:

1. Select **Admin** below **Apps**
2. Select **Active Users**
3. Select the user
4. Select **Edit** to the right of Product Licences
5. Select the license you wish to apply and select the **ON/OFF** switch
6. Select **Save** and then **Close**
Creating a Distribution List

You can set up a distribution list in the Admin Centre to allow you email a group of users. To create a distribution list:

1. Select **Admin** below **Apps**
2. Select from the navigation menu
3. Select **Groups**
4. Select **Add a Group**
5. Select the type of group you wish to create – **Distribution list** and add the group details
6. Select **Add and Close**
Adding Members to a Distribution List

To add members to a distribution list:

1. Select Admin below Apps
2. Select Groups from the navigation menu
3. Select Groups
4. Select the group you wish to add members too
5. Click on Edit to the right of Members
6. Click on Add Members
7. Select the members you wish to add and click Save
8. Click Close (x 3)
Setting up a Shared Mailbox

To set up a shared mailbox in the Admin Centre:

1. Select **Admin** below **Apps**
2. Select 📌 from the navigation menu
3. Select **Shared mailboxes**
4. Select **Add a Mailbox**
5. Enter the mailbox details
6. Select **Add**
Adding Members to the Shared Mailbox

To add members to the shared mailbox:

1. Select **Add Members to this Mailbox**
2. Select the users you wish to add and select **Save**
3. Users have been added to the mailbox
4. Select **Close**

![Image of adding members to a shared mailbox]

![Image of successful update]

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Microsoft TechNet - References

Click on the relevant link to obtain the configuration requirements for Teams, Outbound Call barring and Dial Plan creation:

- Enable the Teams client (via PowerShell)
  https://docs.microsoft.com/en-us/MicrosoftTeams/user-access

- Enable Outbound Calling barring (via PowerShell)

- Dial Plan creation (via PowerShell)
Telstra Calling for Office 365 Admin Centre Reporting Guide
Log into the Telstra Calling for O365 Admin Centre

As an Administrator of an Office 365 service you also have access to Reporting in the Office 365 Admin centre to view and analyse information about the service and individual users. There are several different reports you can run within the System Usage reports.

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4. Select Sign in
Generate Instant Reports

To generate Instant Reports:

1. Click on **Admin** to open the Admin Centre
2. Select **Overview** and **Usage**
3. Click on the **Select a report** drop down and select the report you want to generate
4. The report you have selected will appear in a 30 day format. You can change to 7 days, 90 days or 180 days, by selecting the relevant options
Exporting a Report

To export a report to Excel:

1. Click on **Admin** to open the Admin Centre
2. Select **LK** and **Usage**
3. Click on the **Select a report** drop down and select the report you want to generate.
4. Whilst viewing the report select **Export**
5. **Click on the dropdown for Save and select Save As**
6. Browse and **Save** the report file

7. Your report will now be saved in Excel
How to get to the Skype for Business activity report

The Skype for Business reports give you details on activity across your organization. These details are very helpful when you are investigating, planning, and making other business decisions for your organization. To run a Skype for Business activity report:

1. Click on **Admin** to open the Admin Centre
2. Select **K** and **Usage**
3. Click on the **Select a report** drop down and select **Skype for Business Activity**

You can get a view into your user's Skype for Business activity by looking at the Activity and Users charts. Or the Skype for Business Activity report can be viewed for trends over the last 7 days, 30 days, 90 days, or 180 days.
How to get to the Skype for Business activity report

**Skype for Business activity** –
You can see how much your users are using peer-to-peer, organized and participated in conferencing sessions.

**Skype for Business peer-to-peer activity** –
You can see how much your users are using IM, Audio/video, application sharing and transferring files.

**Skype for Business conference organizer activity** –
You can see how much your users are organizing conferences that use IM, Audio/video, application sharing, Web, dial-in/out – 3rd party, and dial-in/out Microsoft

**Skype for Business conference participant activity** –
You can see how many IM, audio/video, application sharing, Web and dial-in/out conferencing conferences are being participated in.

**Skype for Business device usage** –
You can see the devices including Windows-based operating systems and mobile devices that have the Skype for Business app installed and are using it for IM and meetings.

**Skype for Business PSTN usage** –
You can see the number of minutes spent in inbound/outbound calls.

**Skype for Business users blocked** –
You can see a list of blocked users in your organization.
How to get to the Skype for Business Call Quality Dashboard

The Skype for Business Online Call Quality Dashboard displays call quality information for troubleshooting network issues that can impact call quality. To access the Microsoft Call Quality Dashboard:

1. Click on *Admin* to open the *Admin Centre*
2. From the navigation menu select *Admin centers* and *Teams and Skype*

3. In the Skype for Business Office 365 Admin Center select *tools* from the navigation menu and *Skype for Business Online Call Quality Dashboard*
How to get to the Skype for Business Call Quality Dashboard

4. From the top right corner of the Microsoft Call Quality Dashboard select Sign In. Log in with your Global Administrator account credentials.

As soon as you log in the CQD will begin collecting and processing data. This can take a few hours to process enough data to display meaningful results.
How to get to the Skype for Business Call Quality Dashboard
How to get to the Skype for Business Call Quality Dashboard

5. You can select from Summary Reports to display the data differently. Select Summary Reports and choose the report you want to use.

![Summary Reports dropdown]

6. Review the data and once complete select [Sign Out] to sign out of the Microsoft Call Quality Dashboard.
Thank you