TELSTRA CALLING FOR OFFICE 365

Admin Centre
User Guide

Telstra Calling for Office 365 - Admin Centre

As a manager of the **Office 365** Admin Centre you have access to view **User** information and settings. You need to sign into **Office 365** in order to access the Admin centre.

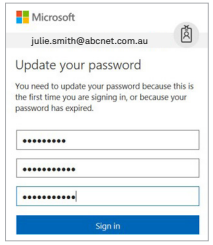
Log into the Telstra Calling for Office 365 Admin Centre

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

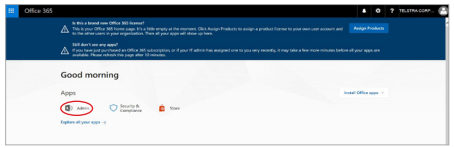
3. Enter your **Office 365 password** and select ***Sign In***

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

i. Type your old password
ii. Type your new password
iii. Confirm your new password
iv. Select ***Sign In***

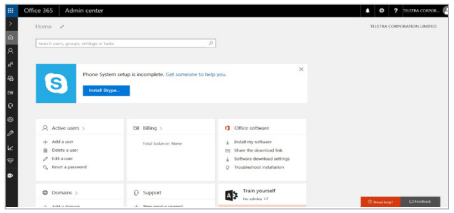


4. Click on ***Admin*** to open the **Admin Centre**



Office 365 Admin Centre

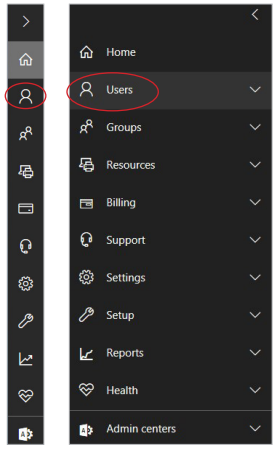
The Office 365 Admin Centre allows you to manage users, groups, resources and Telstra Calling.



Navigating the Office 365 Admin Centre

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

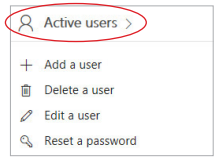
1. When an Administrator first logs into the Admin Centre the navigation menu is collapsed. Click > to expand
2. Click on the relevant category



Users

To view Active users:

1. From the **Admin Centre,** select ***Home*** from the **Navigation menu**
2. Select ***Active users***

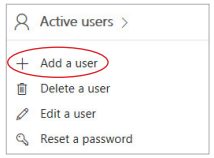


3. A list of active users will now be available to view. If you are looking for a certain user, type the user's name in the **Search** field
4. Select ***Search***

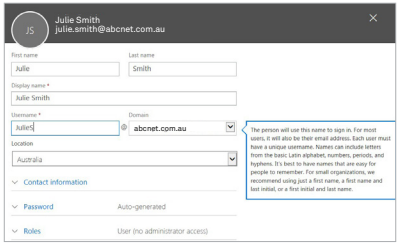
Add a User and activate Telstra Calling

To add a new user:

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

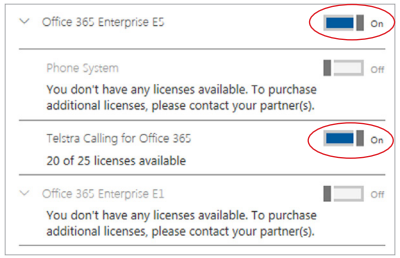


2. Type the new user information

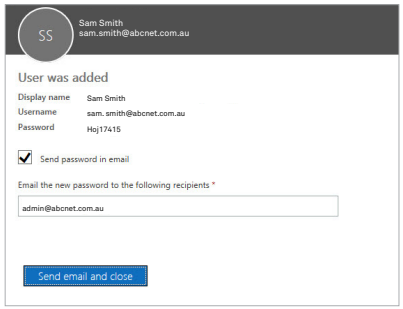


3. Select ***Product licenses***, turn on the licenses that you want to assign to the user i.e. **Office 365 Enterprise E5** and turn on ***Telstra Calling***

   *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.*



4. Click ***Add***
5. Click ***Send email and close***



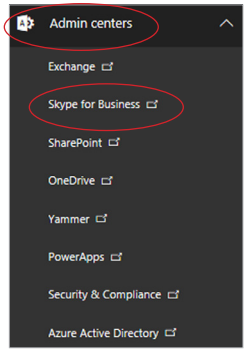
The new user will automatically receive an email with their new temporary password

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 to free up licenses.

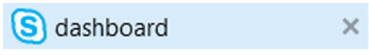
Assign a User a Phone Number:

To assign a user a Phone Number:

1. On the Office 365 Admin Center navigation menu select **Admin centers** (located at the bottom of the Navigation menu) and **Skype for Business**

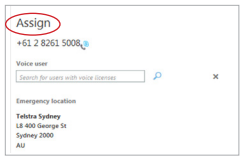


2. The Skype for Business admin center opens in a new tab

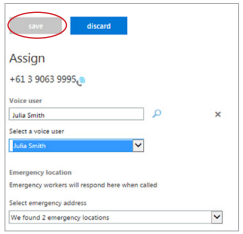


3. Select ***Voice*** from the Skype for Business admin center navigation menu
4. You will now see a list of assigned and unassigned phone numbers

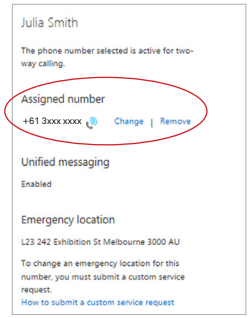
5. Click a checkbox for an unassigned phone number and select ***Assign*** from the right of the screen. Only one phone number can be selected at a time
6. Add the user's name in the **Voice user** field and select ***Search***



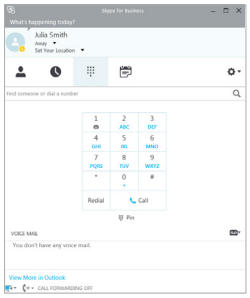
7. Select the user from the **Select a voice user** drop down



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



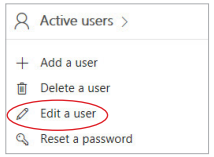
Logged in as the user, in the Skype for Business client, a dial pad option appears which can be used to place calls.



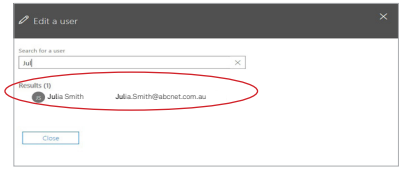
Edit a User

To edit an existing user:

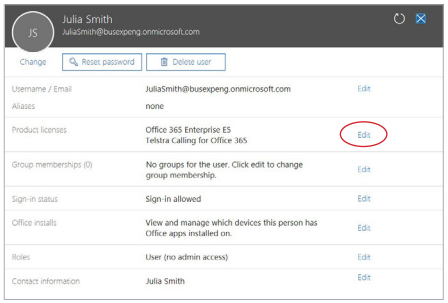
1. Select ***Admin*** below **Apps**
2. From **Active Users** select ***Edit a user***



3. Search for the user you wish to **Edit**



4. Select the user
5. Click on ***Edit*** in the area you wish to change



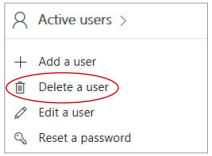
6. Complete your changes and then click on ***Save***
7. Click ***Close***

Deleting a User

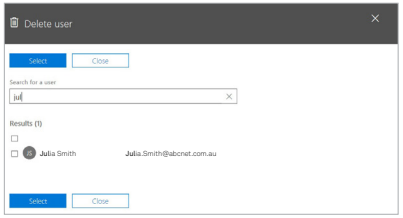
When a user no longer needs an Office 365 user account, such as when they leave the organization, you should delete their user account. Deleting the user account frees the Office 365 or other licenses assigned to them and makes sure that unauthorized persons cannot continue to use the account.

To delete the account for one or more users:

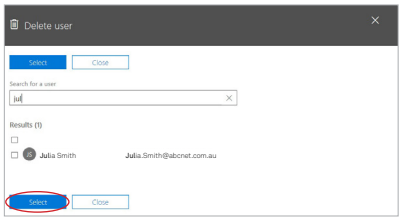
1. Select ***Admin*** below **Apps**
2. From **Active Users** select ***Delete a User***



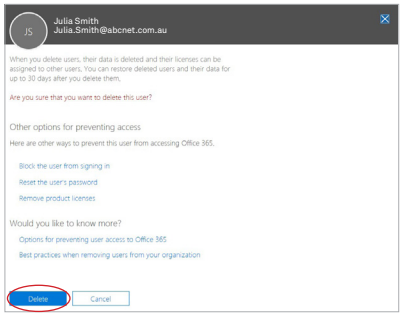
3. Search for the user you wish to Delete



4. Select the name of the user and click ***Select***



5. In the confirmation box, select ***Delete***



6. 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.

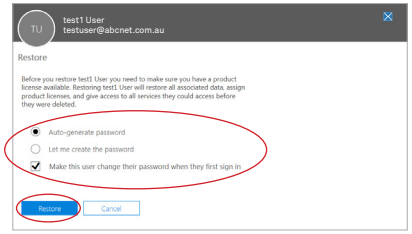
Restore One or More Users

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 from the **Navigation** menu
3. Select ***Deleted users***
4. Select the user you want to restore
5. Select ***Restore***

6. Select the way in which the user will receive their new password
7. Click ***Restore***

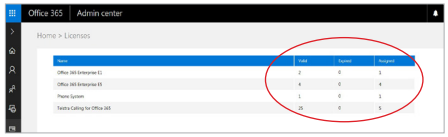


8. Click ***Send email and Close***
9. User will now appear in the **Active users** list

Control Licenses

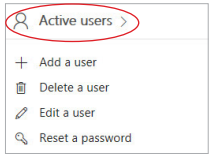
To find out how many licenses are valid and available for your subscription:

1. Select ***Admin*** below **Apps**
2. Select from the Navigation Menu
3. Select ***Licenses***
4. Check the **Valid, Expired, and Assigned** columns to work out how many valid licenses are still available, subtract the number of Assigned licenses from the Valid licenses.

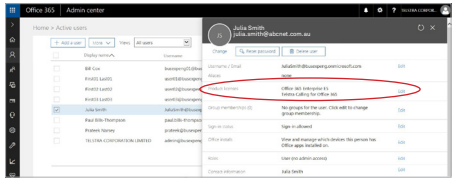


Assign or Remove a License for One User

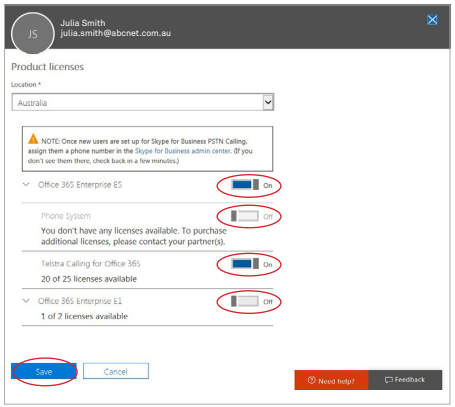
1. Select ***Admin*** below **Apps**
2. Select ***Active Users***



3. Select the user
4. Select ***Edit*** to the right of **Product Licences**



5. Select the licence you wish to apply and select the ***ON/OFF*** switch

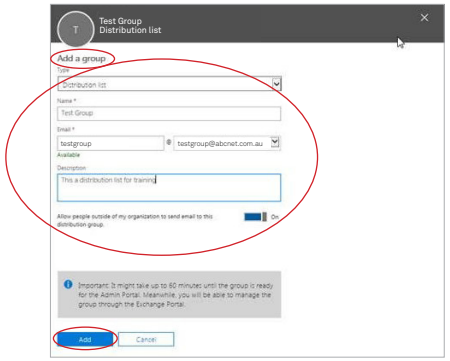


6. Select ***Save***
7. Select ***Close***
8. If you have removed a license from a user and want to assign it to another user, repeat this process.

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

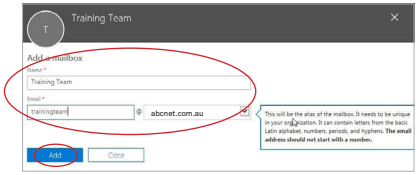
To add members to a distribution list

1. Select ***Admin*** below **Apps**
2. Select from the **Navigation** menu
3. Select ***Groups***
4. Select the group you wish to add members to
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)

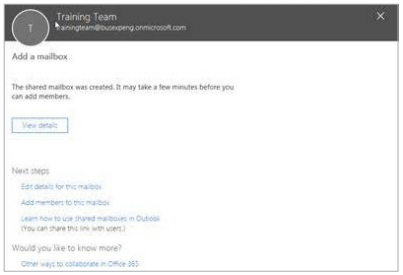
Setting up a Shared Mailbox

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



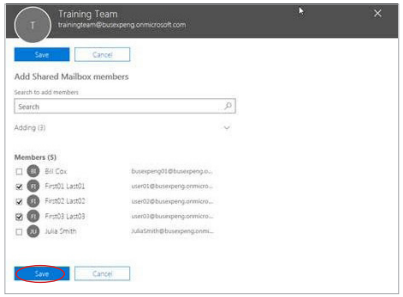
6. Select ***Add***



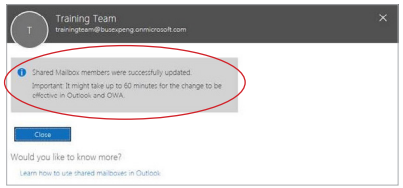
Adding members to the Shared Mailbox

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***

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)

https://docs.microsoft.com/en-us/skypeforbusiness/audio-conferencing-in-office-365/outbound-calling-restriction-policies

Dial Plan creation (via PowerShell)

https://docs.microsoft.com/en-us/skypeforbusiness/what-are-calling-plans-in-office-365/what-are-dial-plans