

Setting up a New Teams Phone User

Log into <https://admin.microsoft.com/AdminPortal/Home#/homepage>

- Users > Active Users > Select the User
- Licenses & Apps > Ensure they have "Microsoft Teams Phone Standard" Ticked
- Account > Manage Groups > SASBOSS UCaaS Group

Log into <https://www.sasboss.com.au/>

Austunnel example:

- Customers > All Customers > Select the User
- Teams Users > Create Service > Select main group > "MS Teams User" Type > Submit
- Provisioning Process > Automated > Next
- Tick both authentication boxes > Next
- User should appear in this list if given both previous (group + license)
 - Select an appropriate new service (correct country code etc.)
 - extension will fill automatically
 - Service Pack "Microsoft Teams Enhanced User"
 - Next
- Hybrid Devices leave as default > Finish
- Allow replication time, email will be received once provisioning is complete

Momentum software solutions example: (Admin Centre license/group steps are the same)

- Customers > All Customers > Select the User
- SIP Channels > Select the appropriate channel under Service Ref ID
- MS Teams Settings > Manage Channel Teams Users
- Scroll to the bottom for provisioning process
- Select Automated and untick unnecessary, and configure phone details.

Return to Admin Centre

- Users > Manage Users > Select the User
- They should now have a phone number under the associated account
- If they are already logged into teams, get them to log out and log back in

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