

MS Teams Direct Routing user provisioning using MS Teams Admin Portal

Requirements:

- MS Teams Administrator Access

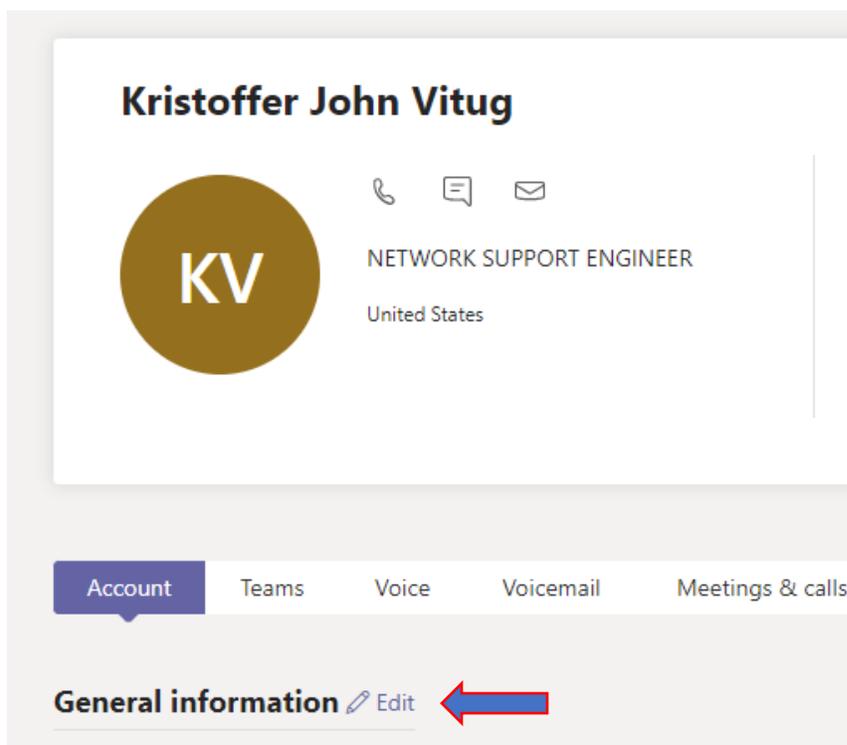
Step1:

- Login to MS Teams admin portal (<https://admin.teams.microsoft.com/>)

Step2:

- Go to Users > Manage Users > Search and select the MS Teams user that requires direct routing service
- On the user profile window > Click “edit” next to general information.

NOTE: If you don't see the “EDIT” button, please make sure the end user has the correct direct routing license. You may refer to this MS link for more license details: <https://learn.microsoft.com/en-us/microsoftteams/teams-add-on-licensing/microsoft-teams-add-on-licensing>



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Account Teams Voice Voicemail Meetings & calls

General information  Edit 

Step2:

- Choose “Direct Routing” under phone number type
- Assigned phone number (Use 1+10digit DID format. Ex: 19999999999)
- Phone number extension is optional
- Scroll to the bottom window and click “Apply”

Assign phone number

Phone number type

Direct Routing

Assigned phone number

19999999999

Phone number extension

Emergency location

Select a location within the country or region where emergency services must arrive when a call comes from this phone number.

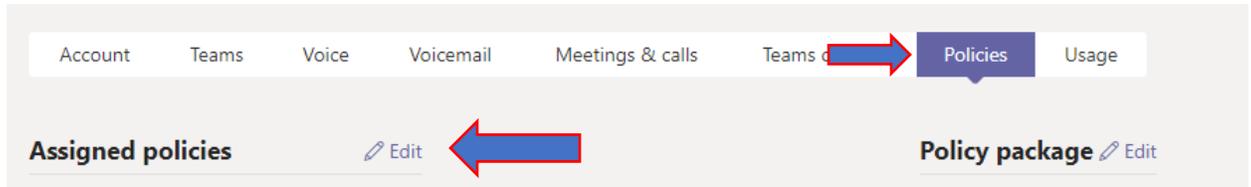
If your organization has more than one physical location, it's likely that you'll need more than one emergency location. [Add a new emergency location.](#)

Search by city

Email user with phone number information

Step3:

- Assign voice routing policy. On the same user window profile > click “Policies” tab > Click “Edit” next to Assigned Policies



Step4:

- Scroll down to Voice Routing Policy and select “US Only”
Note: If you don't see “US Only”, select the other option besides the default “Global Org-wide default”

