

Step by step guide for G12 Operator Connect

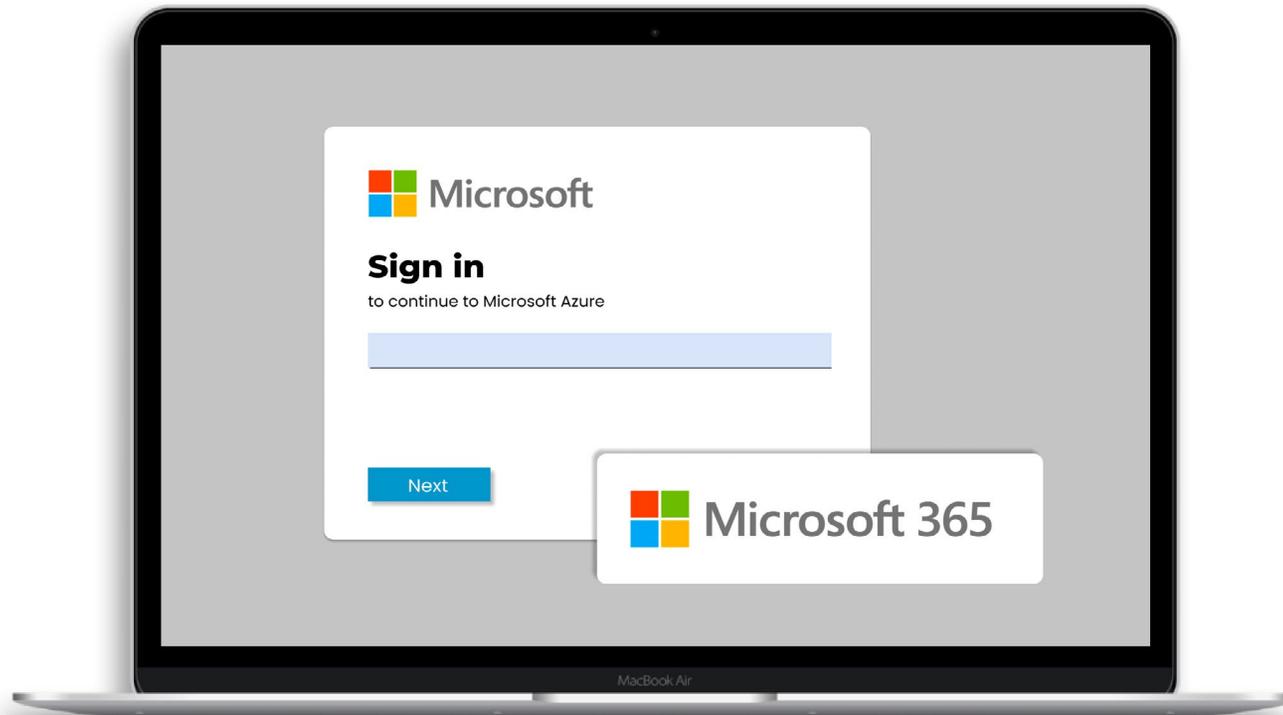
The world communicates on Microsoft Teams. Follow our quick step by step guide and turn Teams into your dedicated business phone solution in only minutes

G12
communications



Selecting G12 in the Microsoft Teams Admin Center

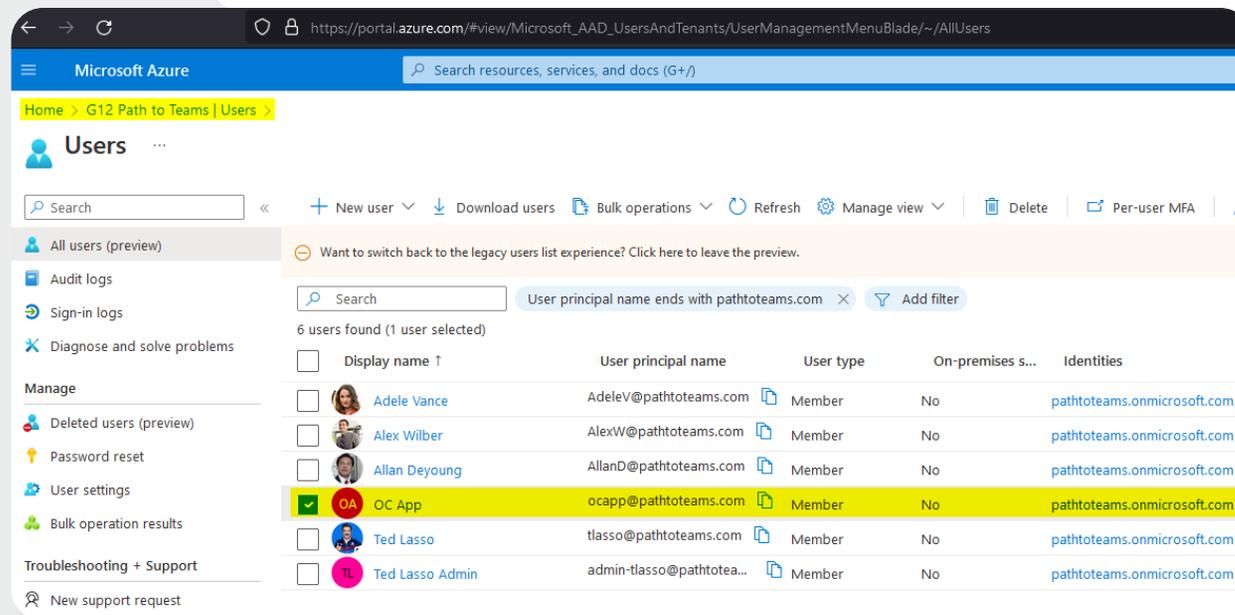
- 1** Ensure you have admin access to Azure Active Directory and Microsoft 365 Admin Center and Teams Admin Center
 - a. https://portal.azure.com/#view/Microsoft_AAD_IAM_ActiveDirectoryMenuBlade~/Overview
 - b. <https://admin.microsoft.com/#/homepage>
 - c. <https://admin.teams.microsoft.com/dashboard>



2

Identify the admin user you want to use to pair your Microsoft tenant to G12's TCAP portal

- a. This can be an existing admin user or a new defined admin user specific to this function
- b. Consider how you need to audit your user's activity and whether you need this to have a unique audit trail
- c. No Microsoft licenses are required for this admin user
- d. In G12's Path to Teams example, we created a new admin user ocapppathteams.com



3

Review your Organizations Multi-Factor Authentication (MFA) Policies

- a. In order to pair your Microsoft Tenant to G12's Operator Connect systems; you must ensure that your [MFA policies allow for the users defined above to access your tenant without MFA](#). MFA could be enforced through Conditional Access Policies in Azure Active Directory or through Users Multi Factor Authentication in Microsoft 365 Admin Center
 - i. In admin.microsoft.com under users >> multi-factor authentication
 - ii. In Azure Active Directory under Conditional Access

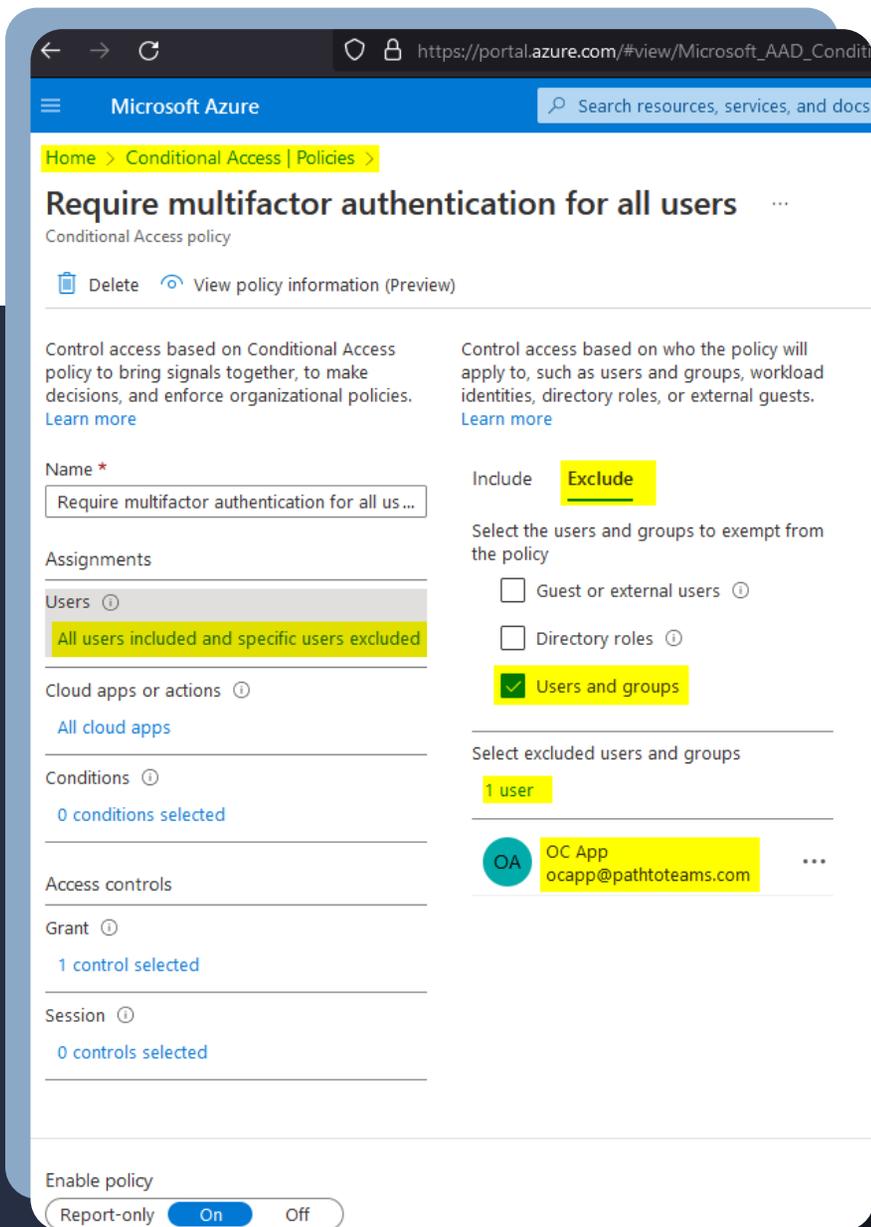
The image shows two overlapping screenshots from a web browser. The top screenshot is from the Microsoft 365 Admin Center, displaying the 'multi-factor authentication' settings for users. A table lists users with their MFA status:

DISPLAY NAME	USER NAME	MULTI-FACTOR AUTH STATUS
Adele Vance	AdeleV@pathoteams.com	Disabled
Alex Wilber	AlexW@pathoteams.com	
Allan Deyoung	AllanD@pathoteams.com	

The bottom screenshot is from the Azure portal, showing 'Conditional Access | Policies' in Azure Active Directory. It lists two active policies:

Policy Name	State
Require MFA for admins	On
Require multifactor authentication for all users	On

A blue circular icon with a white download arrow and the text 'Download MFA' is overlaid on the screenshots.



- b. If your organization has MFA enabled enforced, use the attached document to exclude the user identified in step 2 above
- c. In G12's Path to Teams example, we will exclude **ocapp@pathtotteams.com** from requiring MFA via Conditional Access since that is the method Path to Teams used to enforce MFA



Download
MFA

- d. We will also white list the G12 Operator Connect system IPs for MFA to ensure the systems are trusted within your organizations **Microsoft Tenant**

← → ↻ https://account.activedirectory.windowsazure.com

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multi-factor authentication

users **service settings**

app passwords [\(learn more\)](#)

- Allow users to create app passwords to sign in to non-browser apps
- Do not allow users to create app passwords to sign in to non-browser apps

trusted ips [\(learn more\)](#)

- Skip multi-factor authentication for requests from federated users on my intranet

Skip multi-factor authentication for requests from following range of IP address subnets

- 103.247.248.0/22
- 103.225.156.0/22
- 103.254.140.0/22



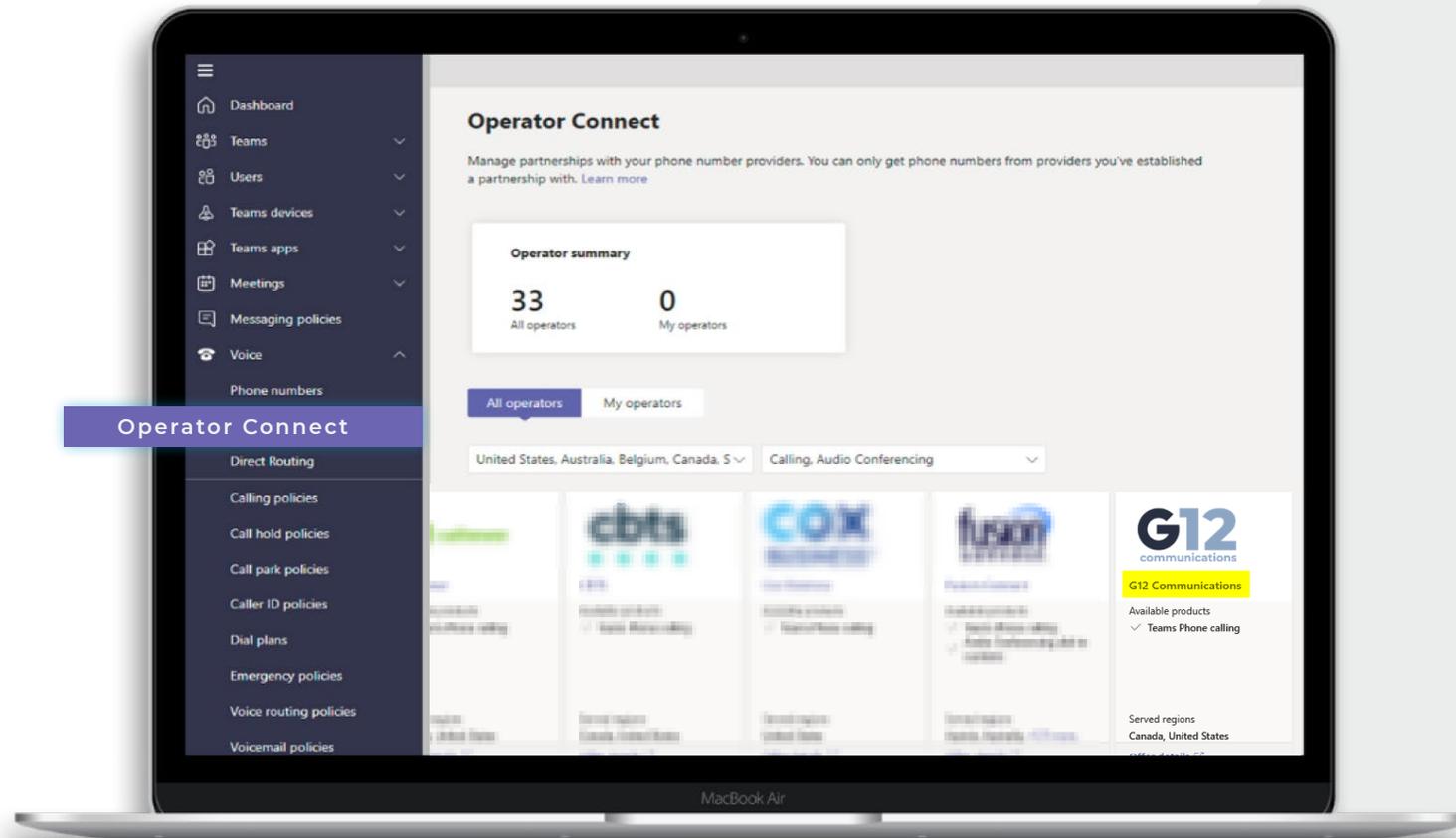
Download
MFA

Adding G12 Communications as your Operator

4

Once You have verified that you meet the prerequisites for signing up with G12 for Operator Connect, you will log into your Teams Admin Center

- a. <https://admin.teams.microsoft.com>
- b. Navigate to Voice >> Operator Connect



5

Click on G12 Communications as highlighted in above step, fill out the required information, review and accept the terms, and click “Add as my operator”

Operator Connect \ G12 Communications



G12 Communications

Acquired phone numbers: 0 | Available products: Teams Phone calling

Operator settings

Review products by region and select where to partner with this operator

Canada Teams Phone calling | United States Teams Phone calling

Operator can contact me using this information

Company name *
G12 Communications

Company size *
25 to 49 people

Full name *	Email *	Phone *
Ted Lasso	tlasso@pathtoteams.com	

+ Add another contact

I accept the data privacy terms

Add as my operator | Cancel

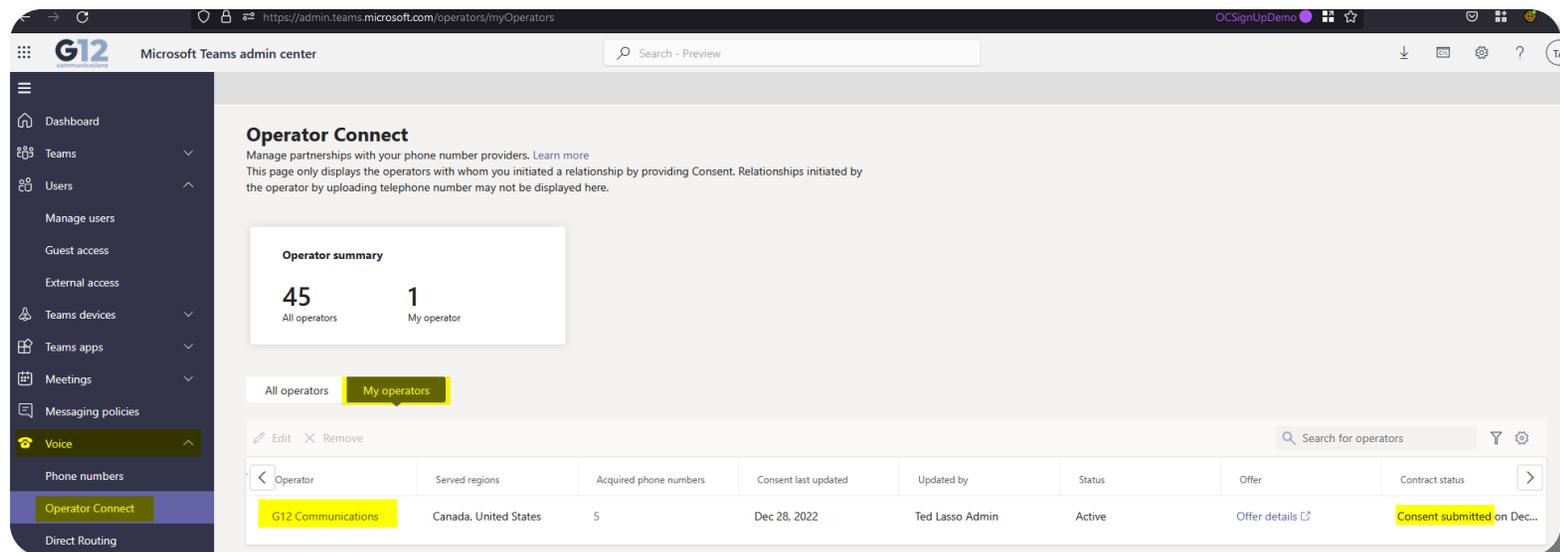
Data privacy terms

Operator Connect for Microsoft Teams enables Teams end users to communicate with others through telephony networks via Microsoft Teams. When you enable this feature, Microsoft shares information with your selected Operator about end users, such as phone number and call-related data. This information will be handled by your Operator in accordance with your Operator’s privacy practices. For more information, refer to your Operator’s privacy policy and terms of use. [Read more](#)

By clicking “I accept,” you are agreeing that you: (a) on behalf of your organization and your organization’s end users, consent to the terms applicable to your use of Teams; and (b) have the requisite authority to enable Operator Connect for each end user.

I accept | Cancel

6 You can confirm that you have added G12 as your operator by viewing “My Operators”



7 Once you have granted consent to add G12 as your operator, you should be automatically redirected to the G12 Operator Connect website where you can “Start 14 Day Free Trial”

Note that if your browser is set to block pop-ups, you may not be redirected automatically. **If not go here: g12com.com/operator-connect**

Registering and setting up G12 as your Operator for Self-Service



8

From www.g12com.com/operator-connect

Click on [Start 14 Day Free Trial](#)



SOLUTIONS

INDUSTRIES

COMPANY

PARTNERS

MICROSOFT TEAMS OPERATOR CONNECT

Make calls in Microsoft Teams in 15 minutes

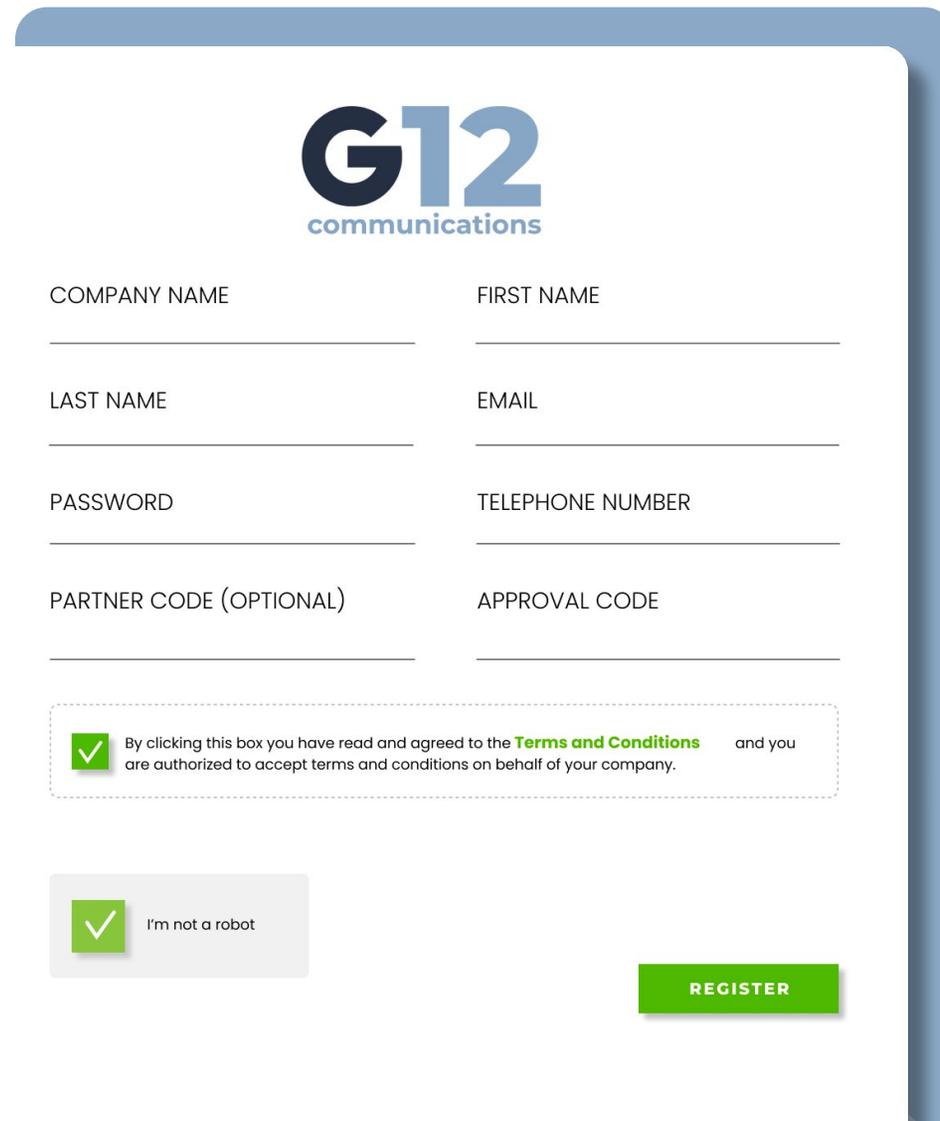
GETTING STARTED IS EASY

- ✓ Give G12 consent in the Microsoft Teams Admin Center
- ✓ Register your free 14 day trial ✓ Quickly provision Operator Connect
- ✓ Start making calls with Microsoft Teams

START 14 DAY FREE TRIAL

9 You will be redirected to uc.g12com.com with an approval code automatically generated

Fill out the registration form, read and review the terms and conditions, accept them and register



The registration form for G12 communications is displayed within a blue-bordered frame. It features the G12 communications logo at the top center. Below the logo, there are two columns of input fields: COMPANY NAME and FIRST NAME, LAST NAME and EMAIL, PASSWORD and TELEPHONE NUMBER, and PARTNER CODE (OPTIONAL) and APPROVAL CODE. Each field is represented by a horizontal line. At the bottom of the form, there are two checkboxes: one for accepting terms and conditions, and another for a CAPTCHA 'I'm not a robot'. A green REGISTER button is located at the bottom right of the form.

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COMPANY NAME FIRST NAME

LAST NAME EMAIL

PASSWORD TELEPHONE NUMBER

PARTNER CODE (OPTIONAL) APPROVAL CODE

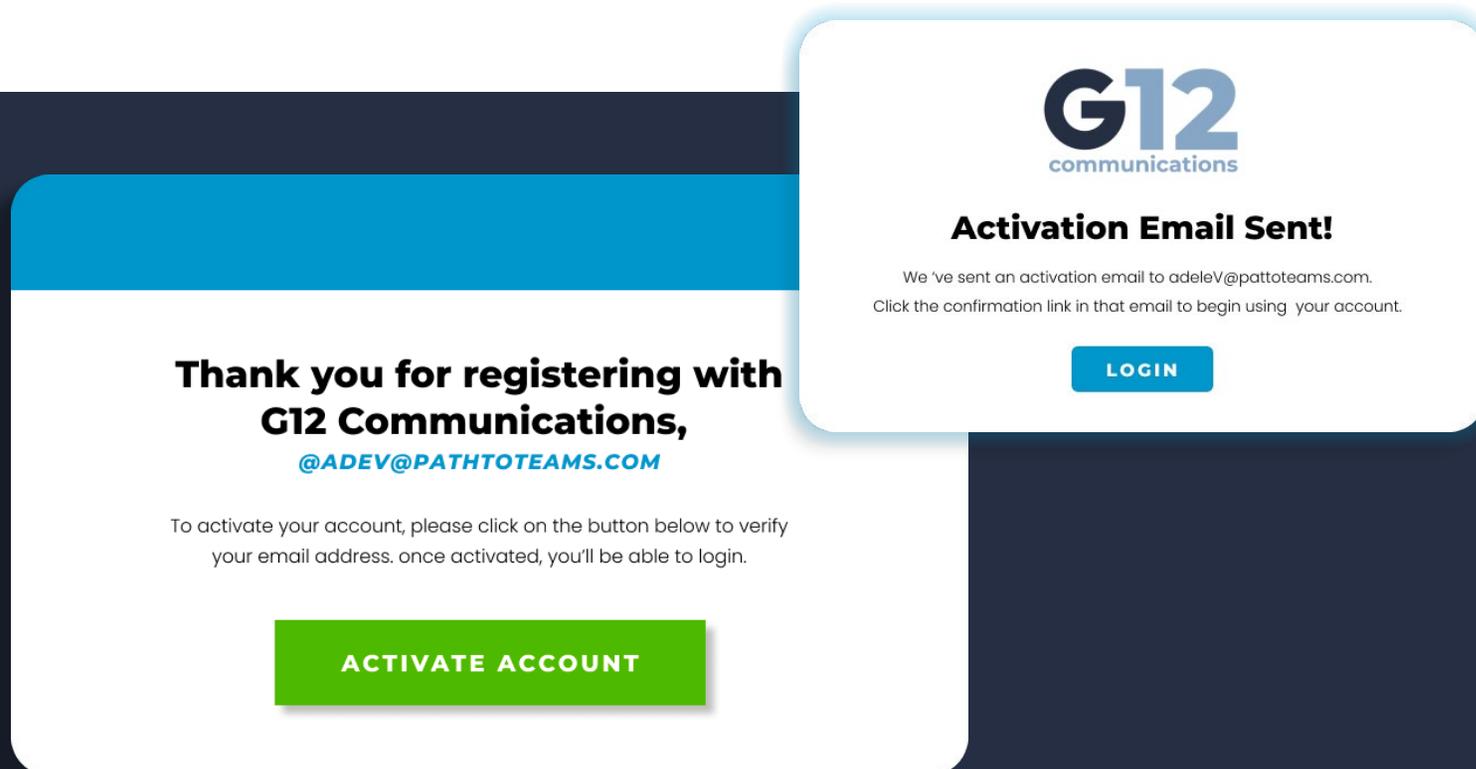
By clicking this box you have read and agreed to the [Terms and Conditions](#) and you are authorized to accept terms and conditions on behalf of your company.

I'm not a robot

REGISTER

10 An activation email will be sent to the users email to activate the G12 Operator Connect Account

Click the **Activate Account** button in the email or follow the URL in a browser.
Didn't get the email? Check spam and quarantine for the email.



Thank you for registering with G12 Communications,
@ADEV@PATHTEAMS.COM

To activate your account, please click on the button below to verify your email address. once activated, you'll be able to login.

ACTIVATE ACCOUNT

G12 communications

Activation Email Sent!

We've sent an activation email to adeleV@pattoteams.com.
Click the confirmation link in that email to begin using your account.

LOGIN

11 Once the account is activated, you can **login with the user**. You will be prompted to setup MFA on the user account before you can proceed

The image shows a sequence of three overlapping screenshots from the G12 communications user interface. The first screenshot is a login page with the G12 communications logo at the top. Below the logo are two input fields labeled 'EMAIL' and 'PASSWORD'. A green 'LOGIN' button is highlighted with a green circle. A light blue notification bar at the bottom of the login page says 'Successfully activated your RCAP account.' The second screenshot is a 'Let's setup multi factor authentication' screen. It features three blue dots at the top, followed by the title and a list of three steps: 1. Install the Microsoft Authenticator or the Google Authenticator app on your phone; 2. Open the app, tap begin setup; 3. Choose to scan barcode, then scan the QR code below. A QR code is displayed on the right side of the screen. A blue 'NEXT' button is located at the bottom right. The third screenshot is a 'Multi Factor Authentication enabled!' confirmation screen. It has three blue dots at the top, followed by the title and a message: 'From now on when you sign, you will need to enter both your password and an authentication code from your authenticator app.' A blue 'DONE' button is at the bottom right.

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EMAIL

PASSWORD

✓ Successfully activated your RCAP account.

LOGIN

Let's setup multi factor authentication

1. Install the [Microsoft Authenticator](#) or the [Google Authenticator](#) app on your phone
2. Open the app, tap begin setup
3. Choose to scan barcode, then scan the QR code below

QR Code

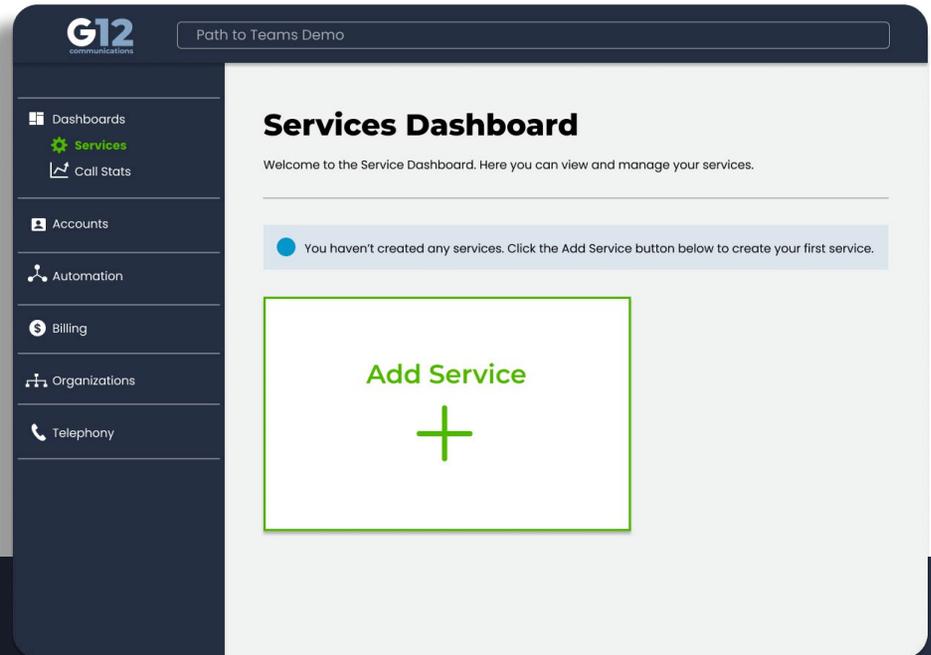
NEXT

Multi Factor Authentication enabled!

From now on when you sign, you will need to enter both your password and an authentication code from your authenticator app.

DONE

12 Once logged in, the first step is to pair your G12 Operator Connect portal to your Microsoft Teams Tenant. From the Service Dashboard, click on **Add Service**



13 Select **Operator Connect**

ADD A NEW SERVICE

OPERATOR CONNECT

Authorize your Microsoft Team tenancy to connect using Operator Connect API endpoint. This is only available to approved partners.

SBCAAS - SIP

Add Session Border Controller as a service to be able to connect SIP services to your company. This enables you to connect legacy and other cloud-based Sip platforms.

14

You will be redirected to provide your Microsoft Credentials that you identified in the prerequisite step 2

In the example, we used ocapp@pathtoteams.com

You will be prompted to accept the permission for the APP Registration. Click Accept to continue with the pairing of the tenant



ocapp@pathtoteams.com

Permissions requested

Review for your organization

TCAP

[PingCo Pty Ltd](#)

This app would like to:

- ✓ Read and write presence information for all users
- ✓ Send a teamwork activity to any user
- ✓ Read and write all directory RBAC settings
- ✓ Read and write all users' full profiles
- ✓ Read all usage reports
- ✓ Read and write domains
- ✓ Read online meeting details
- ✓ Access media streams in a call as an app
- ✓ Join group calls and meetings as a guest
- ✓ Join group calls and meetings as an app
- ✓ Initiate outgoing group calls from the app
- ✓ Initiate outgoing 1 to 1 calls from the app
- ✓ Read all users' teamwork activity feed
- ✓ Read all call records
- ✓ Read all teams' settings
- ✓ Read the members of all teams
- ✓ Read PSTN and direct routing call log data
- ✓ Sign in and read user profile

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](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

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

CANCEL

ACCEPT

15

Once the Tenant is connected to the G12 Operator Connect portal, you will see a new Teams Admin user created in your Azure active directory

This user will be used to automatically provision your PSTN services to your Teams Admin Center. That user is **tcap.admin@domainname** (where domain name is your domain)

<input type="checkbox"/>	Display name	User principal name	User type	On-premises s...	Identities
<input type="checkbox"/>	 TCAP Admin	tcap.teams@pathtoteams...	 Member	No	pathtoteams.onmicrosoft.com

16

If you have MFA enabled, you will need to follow the above steps outlined in step 3 to exclude the **tcap.admin** user from MFA

Require multifactor authentication for all users

Conditional Access policy

 Delete  View policy information (Preview)

Control access based on Conditional Access policy to bring signals together, to make decisions, and enforce organizational policies. [Learn more](#)

Name *

Assignments

Users 
[All users included and specific users excluded](#)

Cloud apps or actions 
[All cloud apps](#)

Conditions 
[0 conditions selected](#)

Access controls

Grant 

Control access based on who the policy will apply to, such as users and groups, workload identities, directory roles, or external guests. [Learn more](#)

Include **Exclude**

Select the users and groups to exempt from the policy

Guest or external users 
 Directory roles 
 Users and groups

Select excluded users and groups

[3 users](#)

-  OC App
ocapp@pathtoteams.com 
-  **TCAP Admin**
tcap.teams@pathtoteams.on... 

17 With the Operator Connect Service added and the tenant paired, you will see your users and resource account sync to the G12 Operator Connect portal.

Users

CVS UPDATE

SYNC USERS



	Active	Status	UPN	Telephone Number
Adele Vance	✓	●	AdeleV@pathtoteams.com	Not Allocated
Adele Vance	✓	●	AdeleV@pathtoteams.com	Not Allocated
Adele Vance	✓	●	AdeleV@pathtoteams.com	Not Allocated

Operator Connect



Status Healthy

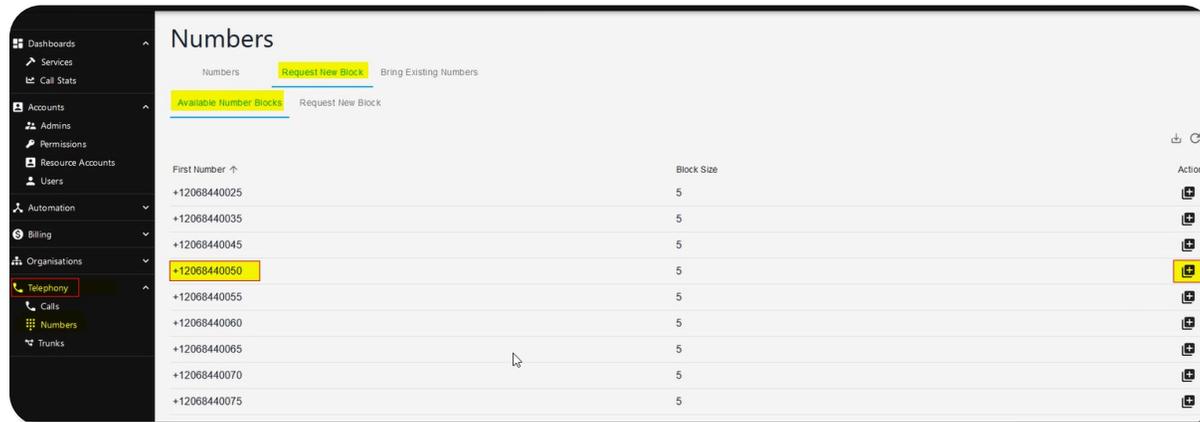
Sync Enabled

Last Health Check
Thu, 29 Dec 2022, 5:50:23 pm UTC

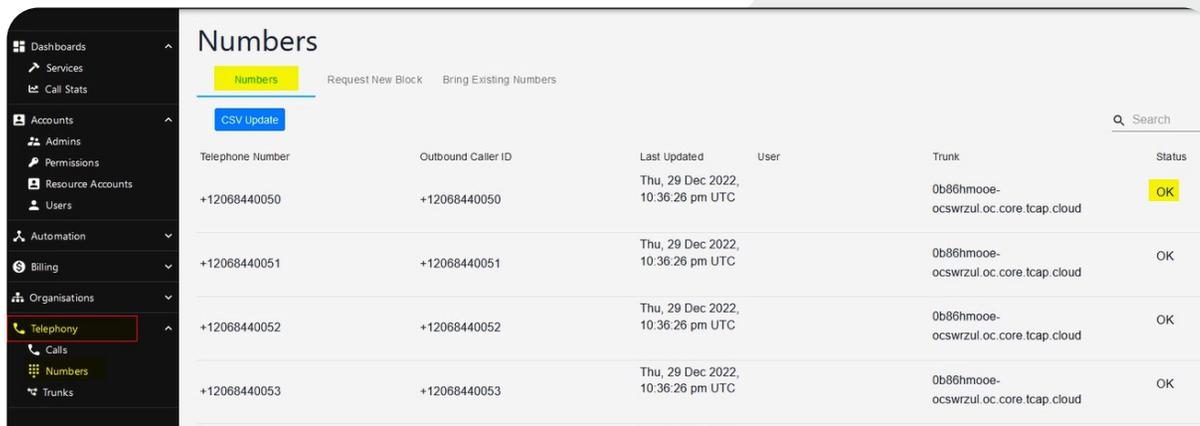
18

You can now add numbers to your Operator Connect account

- a. On the left hand menu, expand Telephony and click on Numbers. Then click on **'Request New Block'** and then click **'Available Number Block'**
- b. You will see number blocks listed. For the trial period, you are allowed to assign a single 5 block to your account. This will give you five test telephone numbers to test with



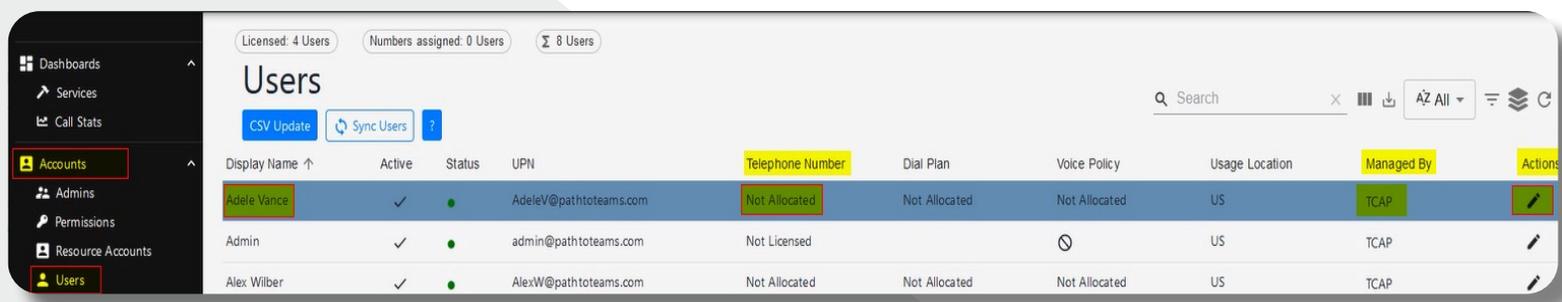
- c. Once assigned, click on Numbers to view your pending numbers. As soon as the status of the numbers changes from **"Pending Allocation"** to **"OK"**, you will also see the numbers appear in your Teams Admin Center



- d. G12 recommends that you use the G12 Operator Connect portal to manage number inventory and number assignment to the users

19 Assign Numbers to users

- a. Expand Accounts on the left hand menu, and click on Users
- b. Locate the users you wish to assign. The user needs to have a valid Microsoft license for Teams Phone. In the G12 Operator Connect Portal, if the users shows **“Not Allocated”**, this indicates a valid Microsoft license. Lastly, the user should be set to Managed By TCAP
- c. Click on the **pencil icon** on the user you want to assign a number to



Licensed: 4 Users Numbers assigned: 0 Users 8 Users

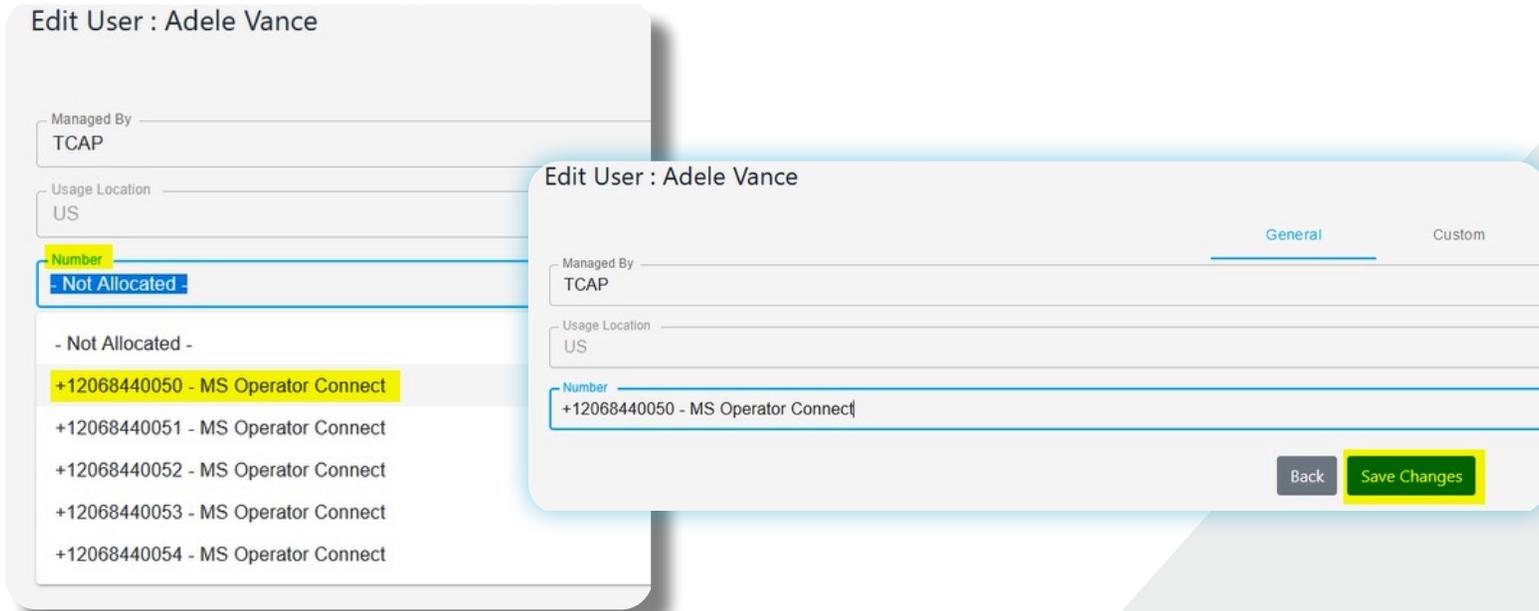
Users

CSV Update Sync Users ?

Search X All

Display Name ↑	Active	Status	UPN	Telephone Number	Dial Plan	Voice Policy	Usage Location	Managed By	Actions
Adele Vance	✓	●	AdeleV@pathoteams.com	Not Allocated	Not Allocated	Not Allocated	US	TCAP	
Admin	✓	●	admin@pathoteams.com	Not Licensed			US	TCAP	
Alex Wilber	✓	●	AlexW@pathoteams.com	Not Allocated	Not Allocated	Not Allocated	US	TCAP	

- d. In the Edit User screen, select the phone number from the drop down list under 'Number' that you want to assign to the user and click save



The screenshot shows the 'Edit User : Adele Vance' interface. On the left, a dropdown menu for 'Number' is open, showing options: '- Not Allocated -', '+12068440050 - MS Operator Connect', '+12068440051 - MS Operator Connect', '+12068440052 - MS Operator Connect', '+12068440053 - MS Operator Connect', and '+12068440054 - MS Operator Connect'. The '+12068440050 - MS Operator Connect' option is highlighted. On the right, the 'Edit User : Adele Vance' form is shown with the 'Number' field containing '+12068440050 - MS Operator Connect'. The form also shows 'Managed By: TCAP' and 'Usage Location: US'. At the bottom right, there are 'Back' and 'Save Changes' buttons.

- e. As soon as the user shows updated in the G12 Operator Connect Portal, the user will show the number assigned and activated in the Teams Admin Center



The screenshot shows the 'Users' table in the Teams Admin Center. The table has columns for 'Display Name', 'Active', 'Status', 'UPN', and 'Telephone Number'. The user 'Adele Vance' is listed with a checkmark in the 'Active' column, a green dot in the 'Status' column, the email 'AdeleV@pathtoteams.com' in the 'UPN' column, and the phone number '+12068440050' in the 'Telephone Number' column. Above the table, there are buttons for 'CSV Update', 'Sync Users', and a help icon.

Display Name ↑	Active	Status	UPN	Telephone Number
Adele Vance	✓	●	AdeleV@pathtoteams.com	+12068440050

Teams Admin Center

20 The Assigned User is ready to make phone calls

- a. The user may need to log out of Teams and then back into Teams

The image shows a screenshot of the Microsoft Teams Admin Center user profile for Adele Vance. The profile includes a circular profile picture, the name 'Adele Vance' in green, and the title 'RETAIL MANAGER' with 'United States' below it. There are icons for phone, chat, and email. Below the profile is a navigation bar with 'Account', 'Teams', 'Voice', and 'Voicemail'. The 'Voice' tab is selected. Under 'GENERAL INFORMATION', the 'Assigned phone number' is '+1 206 844 0050' and the 'Phone number type' is 'Operator Connect'. A mobile phone dialer overlay is shown on the right, with a 'Calls' button and a numeric keypad. The dialer shows the work number '+1 206-844-0050' at the bottom.

Adele Vance

RETAIL MANAGER
United States

Account Teams Voice Voicemail

GENERAL INFORMATION

Assigned phone number
+1 206 844 0050

Phone number type
Operator Connect

Call Phone Contacts

Type a name or number

1 2 3
4 ABC DEF
5 GHI JKL MNO
6 PQR STU VWX
7 YZ * 0 #

Call

Work number: +1 206-844-0050



Ready to unlock calling for your entire company?

Unlimited Teams calling from \$6.50/user

Add as many numbers and users as you want with our self-service and fully managed Operator Connect solutions

Book a meeting today to explore your options and see how easy G12 makes it to design, deploy, and manage a feature-rich phone system powered by Microsoft Teams

Stuck? We can help

Please contact our support team for additional help in activating and using your Operator Connect trial

support@g12com.com | g12com.com

[CONTACT SALES](#)

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