



CONFIGURATION

MANUAL

DIRECT ROUTING

V 1.1

March, 2020

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Disclaimer

By choosing the option to configure the account by your own means, Call My Way NY S.A. is released from any responsibility for any failure that the service may present or for its malfunction, when the cause derives from said configuration.

If you have any questions or wish to accompany you in the configuration process, you can contact us by any of the following means:

- ✓ Email Soporte@Call My Way.com, copy SoporteN2@Call My Way.com.
- ✓ WhatsApp: (+1) 305 644 5535.
- ✓ Phone call: (+1) 305 644 5535, option 2.

In the case that you prefer that Call My Way proceed with the integral configuration of the service, you should provide us with an Office 365 user with the role of Global Administrator. Therefore, you must sign the disclaimer in favor of Call My Way NY S.A., found in the Annexes section, and ensure that once the configuration is complete, that user is removed, or the password is modified.

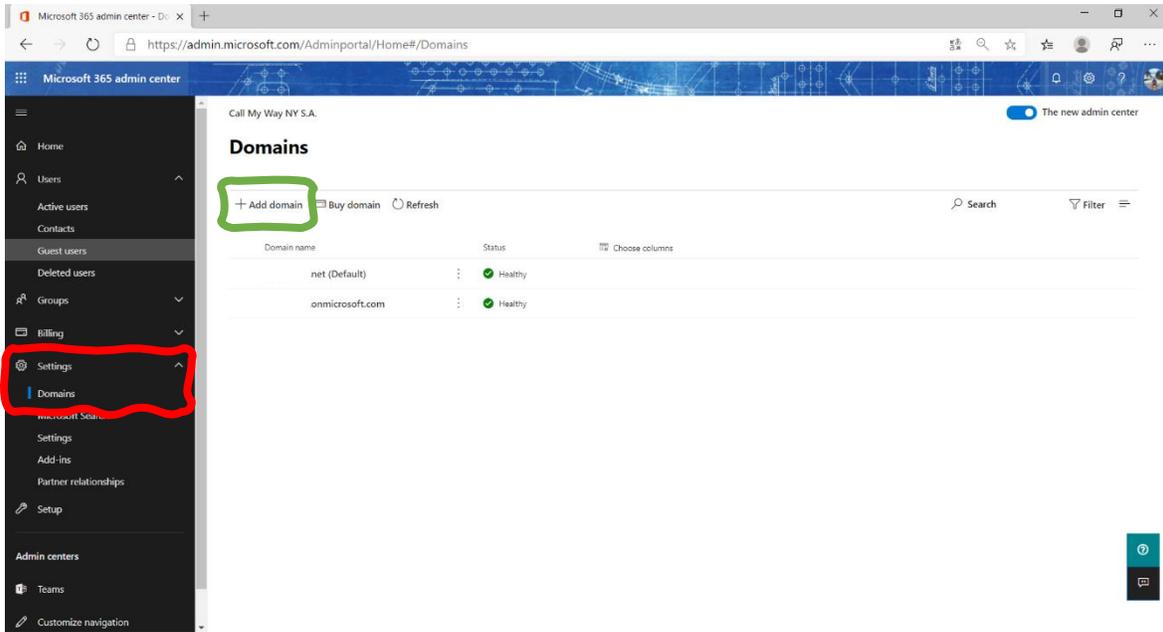
Settings in Office 365 Administration Center

- Enter the Microsoft Office 365 administration center, with a user who has the role of "Global Admin", using the following link: <https://admin.microsoft.com/>.
- It is necessary to verify that the users to whom the service will be enabled have the required license(s). In the menu on the left side, enter the option "Users" - "Active users", press the name of the user to consult, select the "Licenses and Apps", and verify that the user meets the required licenses.

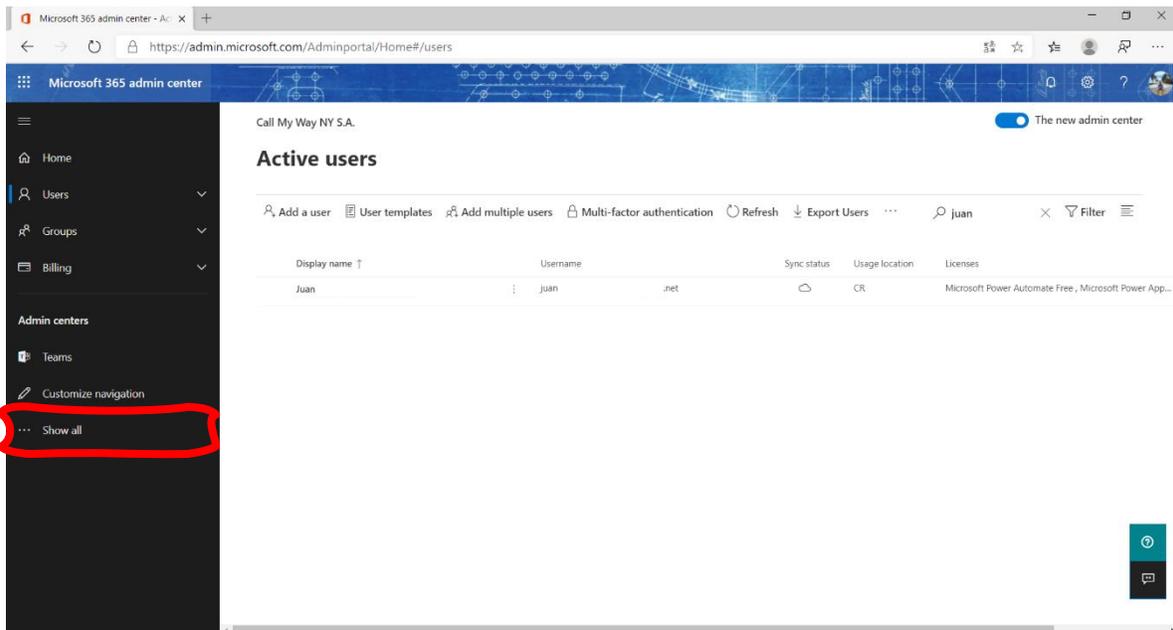
The screenshot shows the Microsoft 365 Admin Center interface. On the left, the navigation menu is visible, with 'Users' and 'Active users' highlighted by a red circle. The main content area displays the 'Active users' page for a user named Juan. The 'Licenses and Apps' tab is selected, showing a list of licenses with checkboxes. The 'Microsoft 365 Phone System' and 'Office 365 E1' licenses are highlighted with yellow boxes. The 'Save changes' button is visible at the bottom of the license list.

License Name	Availability
Communications Credits	Unlimited licenses available
Dynamics 365 Customer Service Insights	These licenses do not need to be individually assigned
Dynamics 365 Customer Service Insights Trial	9998 of 10000 licenses available
Dynamics 365 P1 Trial for Information Workers	9998 of 10000 licenses available
Microsoft 365 Phone System	0 of 1 licenses available
Microsoft 365 Phone System - Virtual User	1 of 3 licenses available
Microsoft Power Apps Plan 2 Trial	9998 of 10000 licenses available
Microsoft Power Automate Free	9998 of 10000 licenses available
Office 365 E1	0 of 1 licenses available

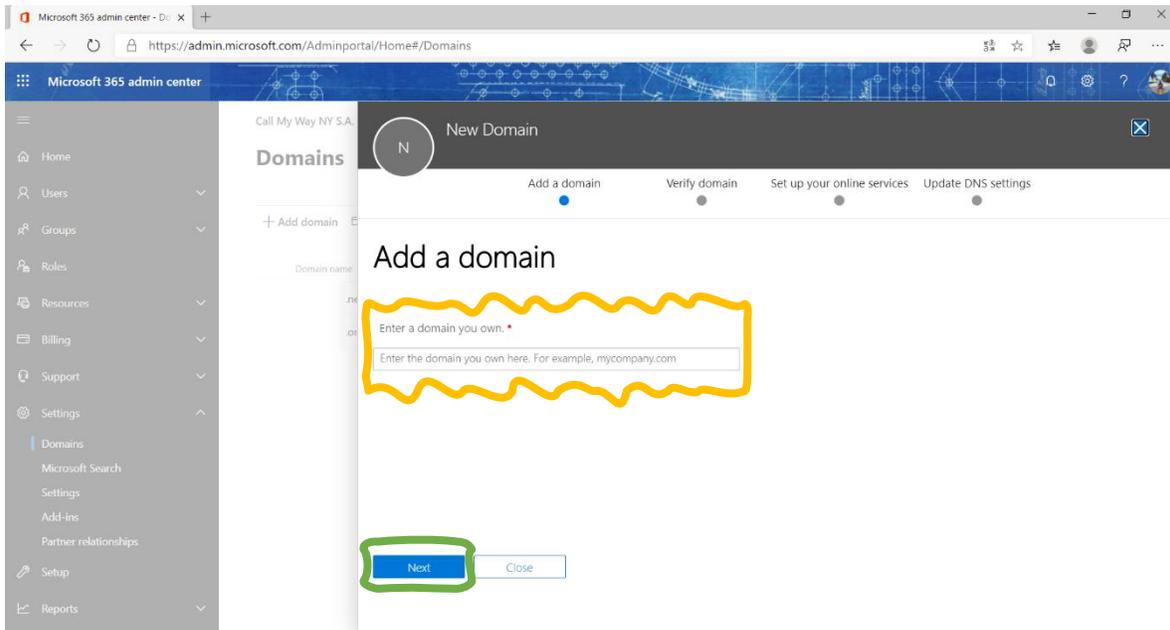
- It is required to add a new domain. In the menu on the left side, enter "Settings" - "Domains", press the "+ Add domain" button and follow the steps below:



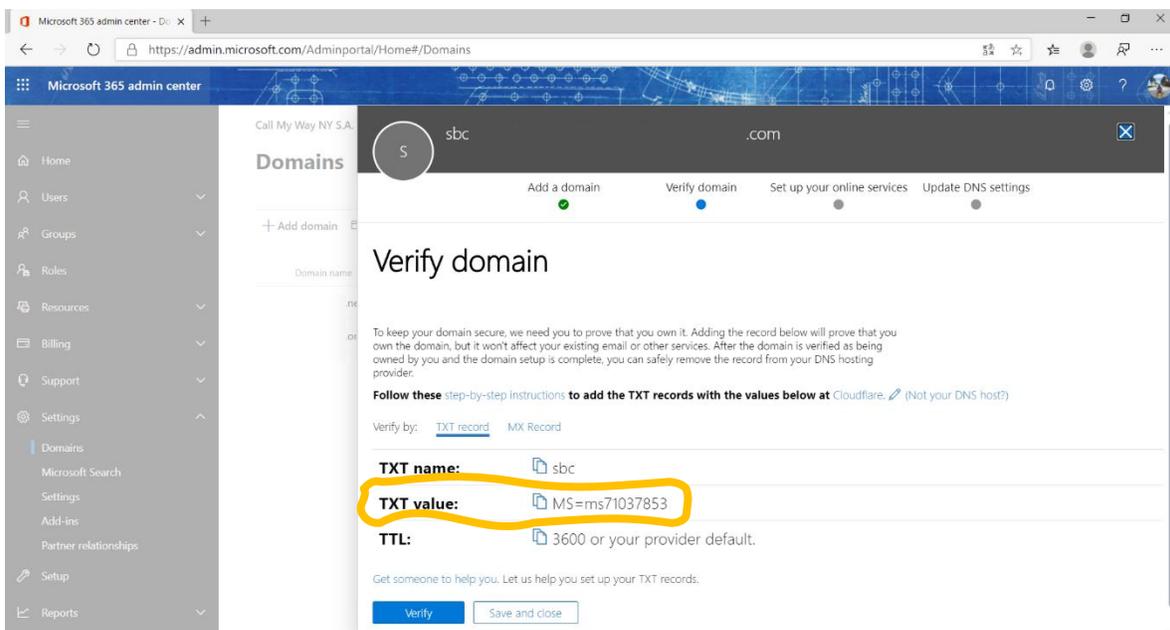
If you do not see the option "Settings", click on the option "Show all", which is at the end of the menu on the left side.



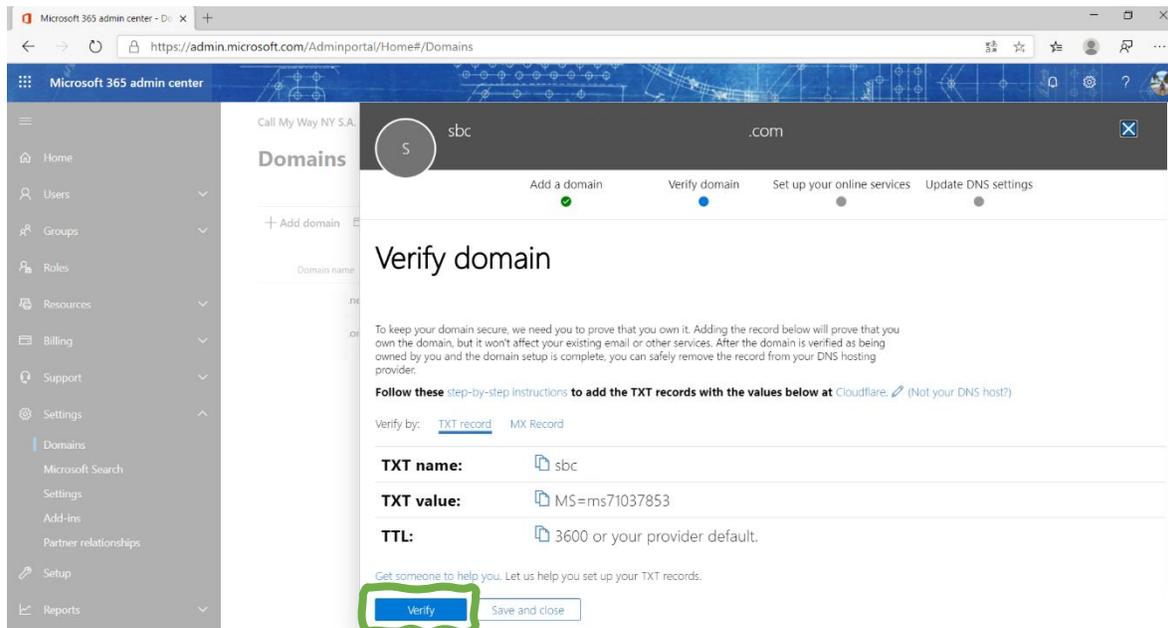
1. Type or copy the domain provided by Call My Way in the space shown and press the "Next" button.



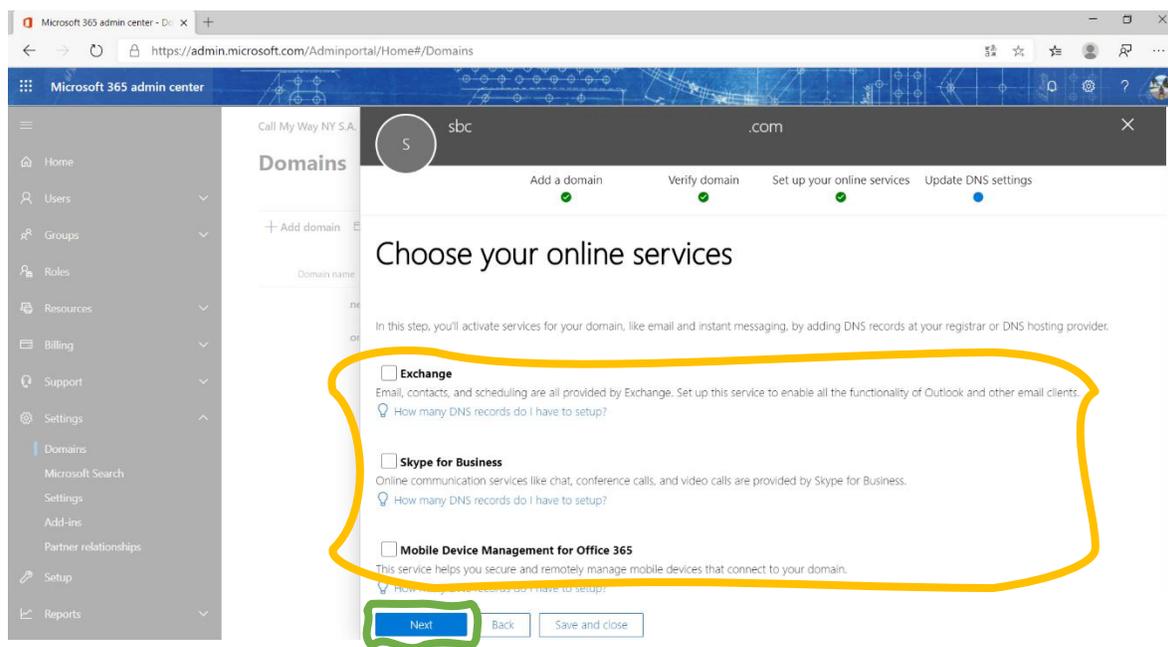
2. Send to the Call My Way technical support department, the value shown in the "TXT Value" field. Use any of the contact methods shown on page 2.



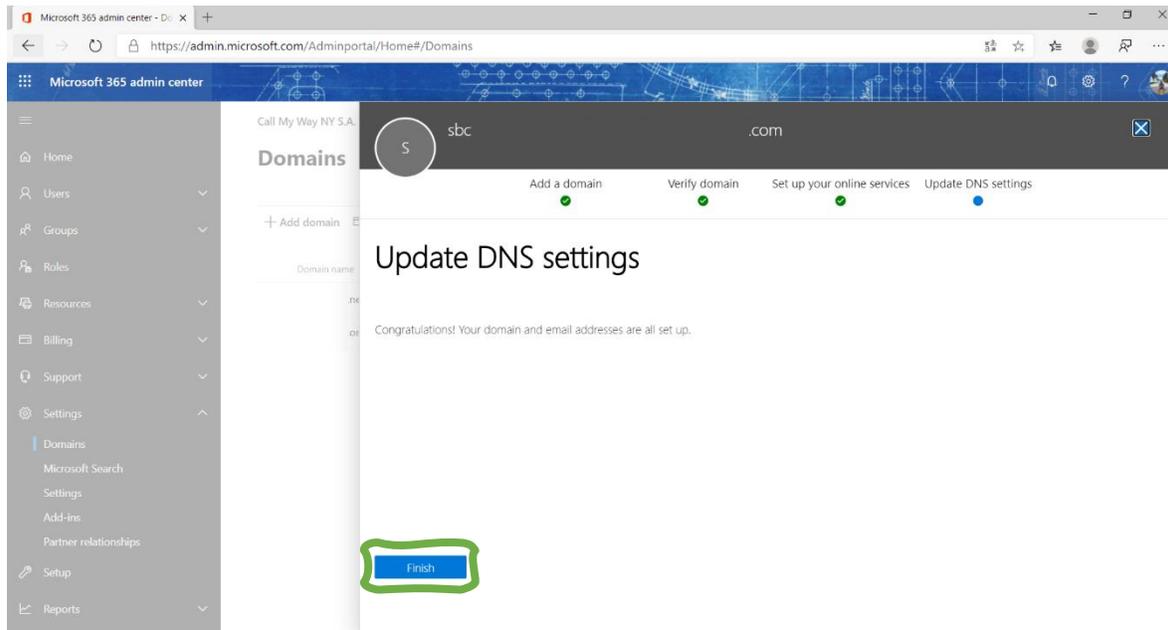
3. You must wait for the Call My Way confirmation to continue the process. Once you receive the confirmation, press the "Verify" button.



4. Deselect all options and press the "Next" button.



5. Press the "Finish" button.



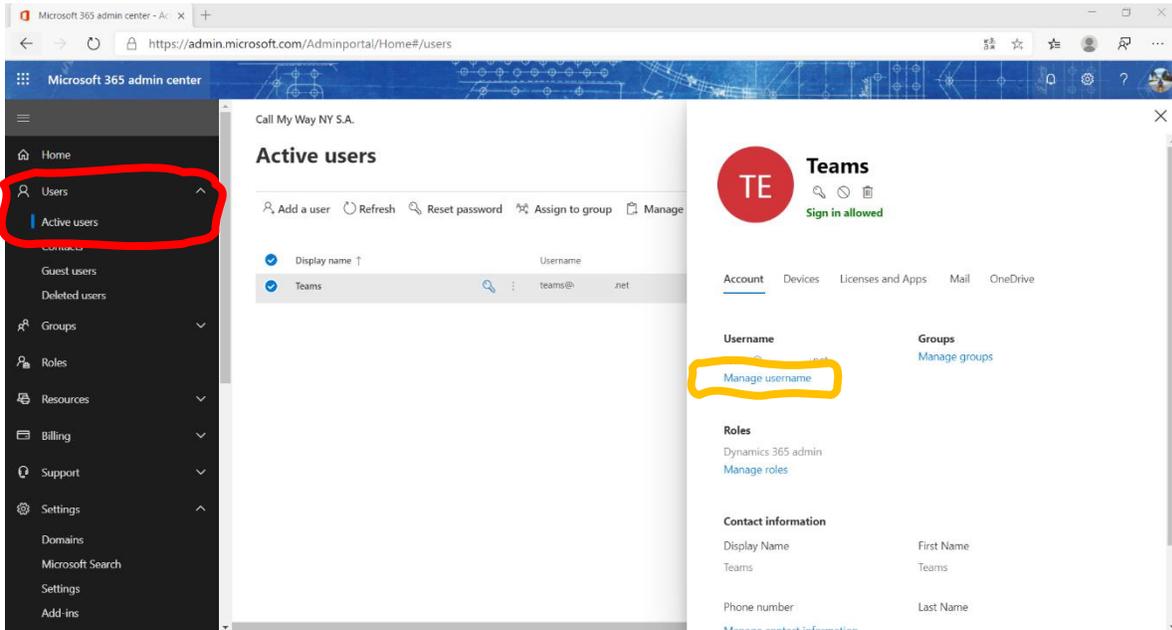
- To activate the newly added domain, it is necessary to associate a user with it; said user must have an Office 365 type E license, either E1, E3 or E5. For this purpose, you can use an existing user or create a new one.

1. Using an existing user:

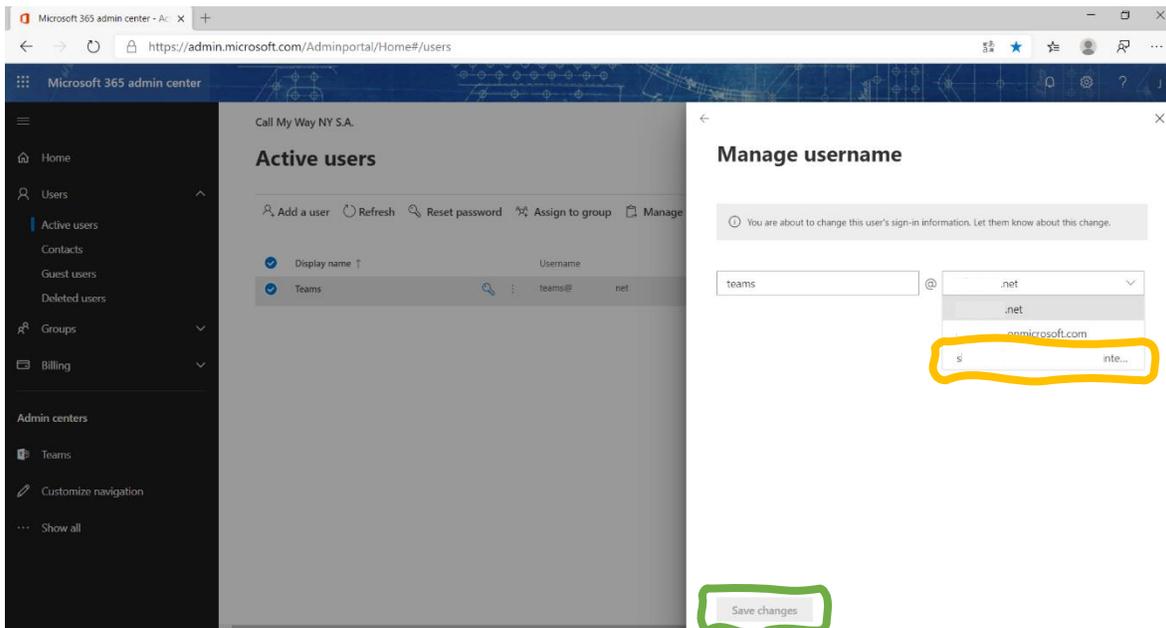
In the menu on the left side, enter the option "Users" - "Active users", press the name of the user to use and follow the steps below:

Continue at next page

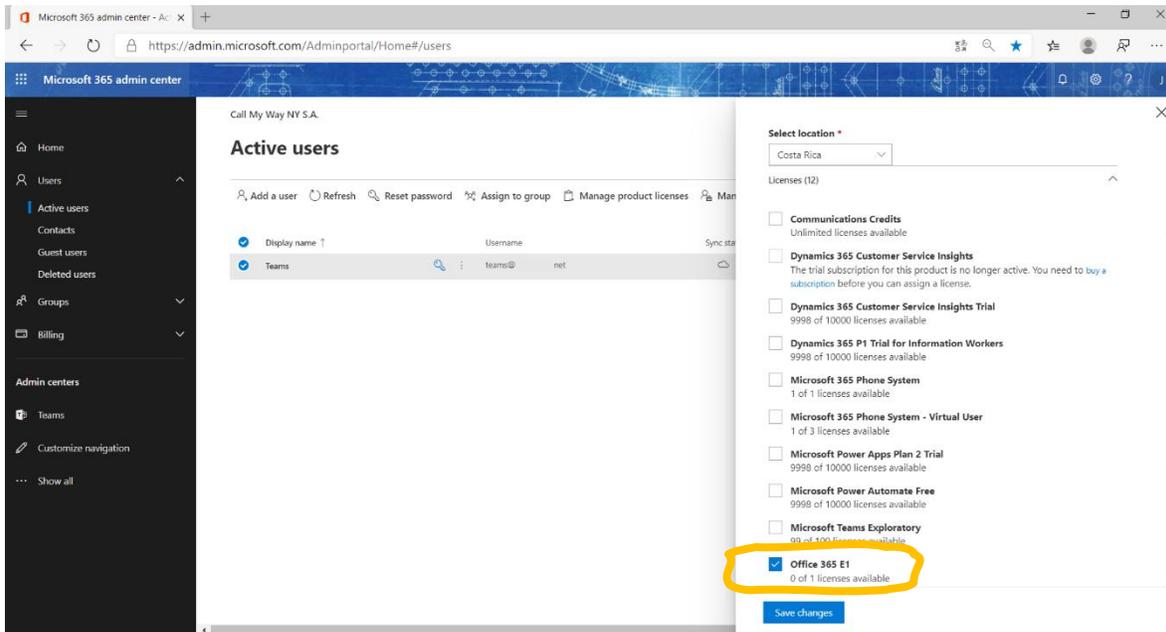
✓ Click on the option “Manage username”.



✓ Select the newly created domain and press the “Save changes” button.



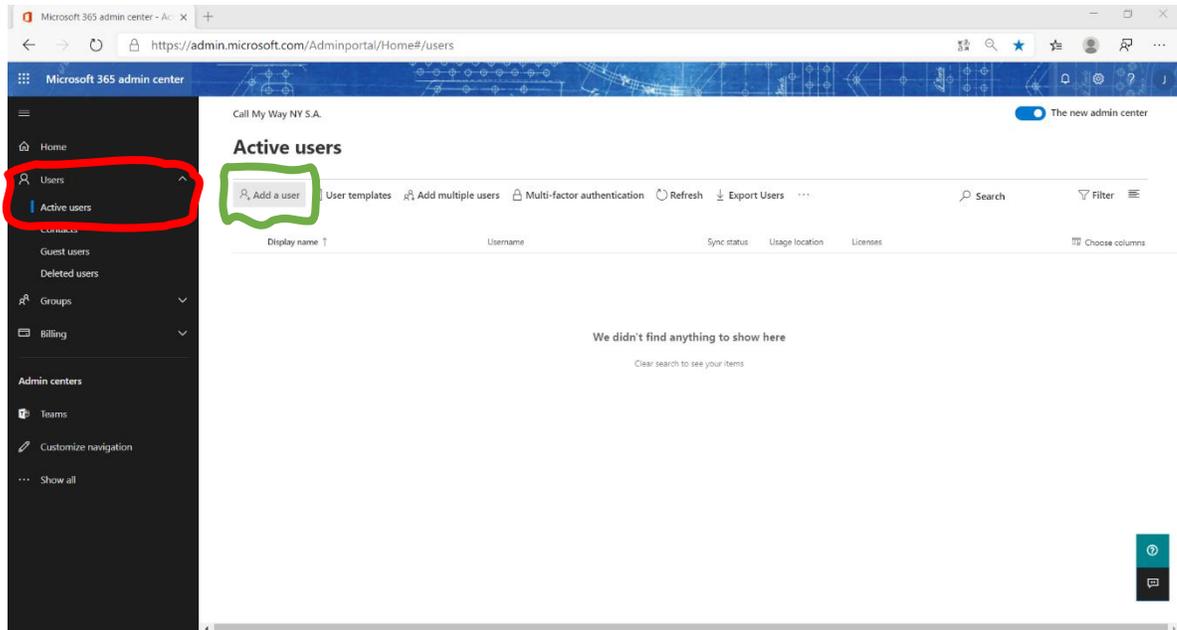
- ✓ Return to the previous interface, select the “Licenses and Apps” tab, and make sure that the user has an Office 365 type E license, either E1, E3 or E5.



- ✓ You must wait at least 15 minutes, before continuing with the process.
** Once the procedure is finished, you can restore user settings.

2. Add a new user

At the menu on the left side, enter the option "Users", press the "Add a user" button and follow the steps below:



✓ Complete the information as follows and press the "Next" button.

- First name: User first name
- Display name: User display name
- Username: Username (any) @ **"Domain recently created"**
- Password settings: Choose preferred option
- Deselect all options

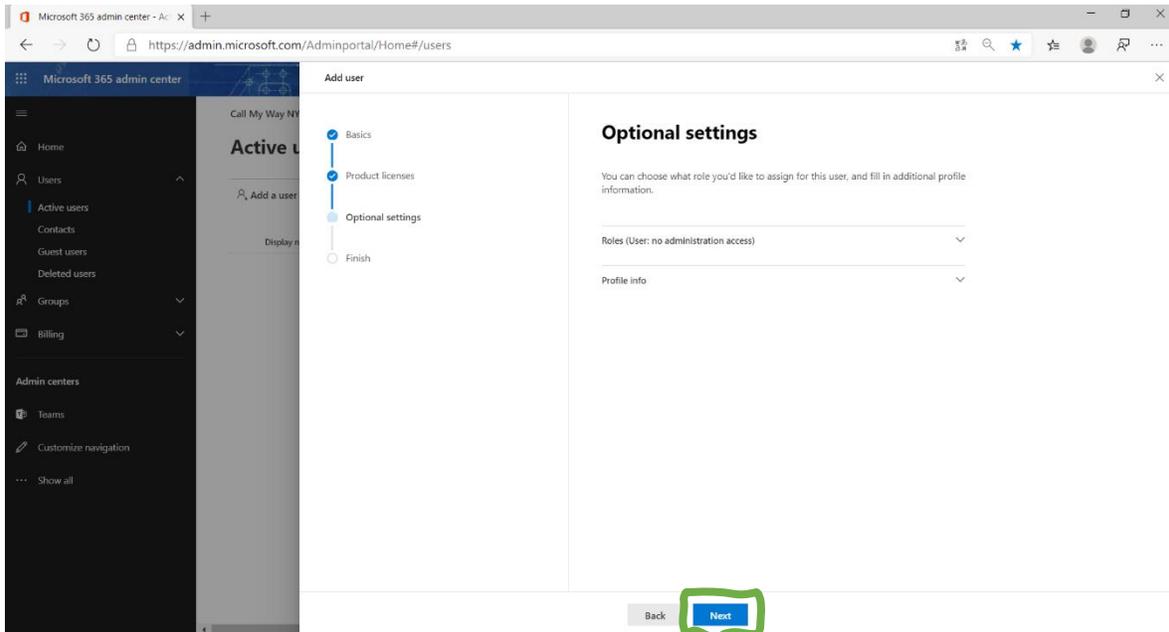
View image at next page

The screenshot shows the 'Add user' page in the Microsoft 365 admin center. The 'Set up the basics' step is highlighted with a yellow circle. The form includes fields for 'First name' (Activar), 'Last name' (Dominio), 'Display name' (Activar Dominio), and 'Username' (activar.dominio). Under 'Password settings', the 'Auto-generate password' option is selected. A 'Next' button is highlighted with a green circle at the bottom of the form.

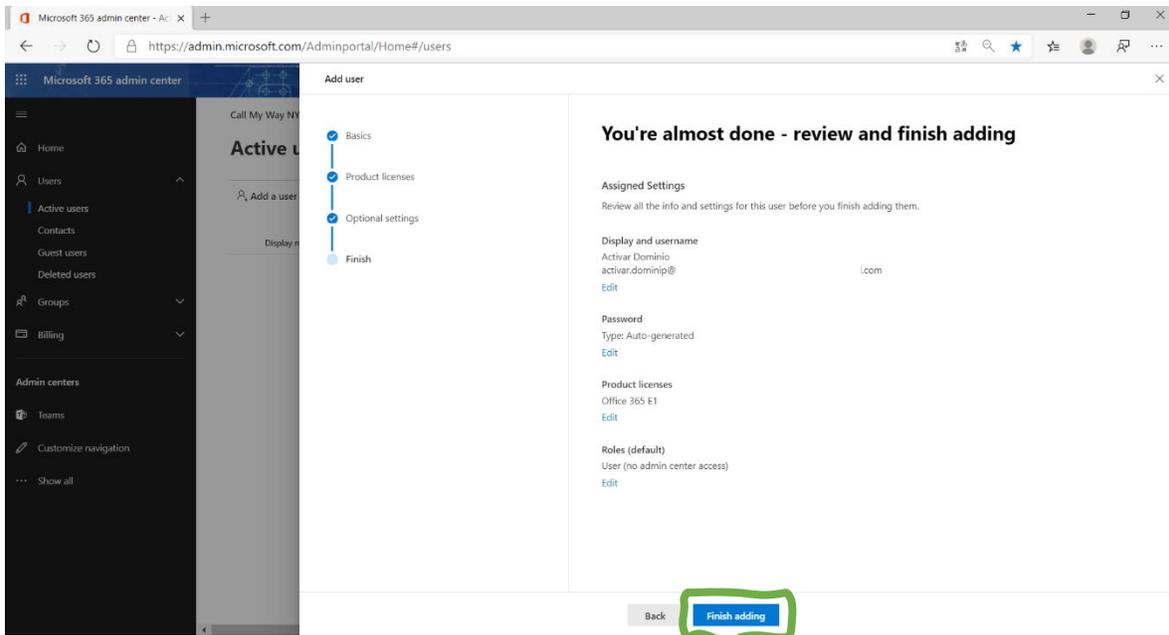
✓ Select an E1, E3 o E5 license and then “Next”.

The screenshot shows the 'Add user' page in the Microsoft 365 admin center, now on the 'Product licenses' step. The 'Select location' dropdown is set to 'Costa Rica'. Under 'Licenses (1)', the 'Office 365 E1' license is selected and highlighted with a yellow circle. A 'Next' button is highlighted with a green circle at the bottom of the page.

✓ Press “Next”.



✓ Press “Finish adding”.



✓ You must wait at least 15 minutes; you continue with the process.
** Once the procedure is finished you can delete the user.

Windows PowerShell Configuration

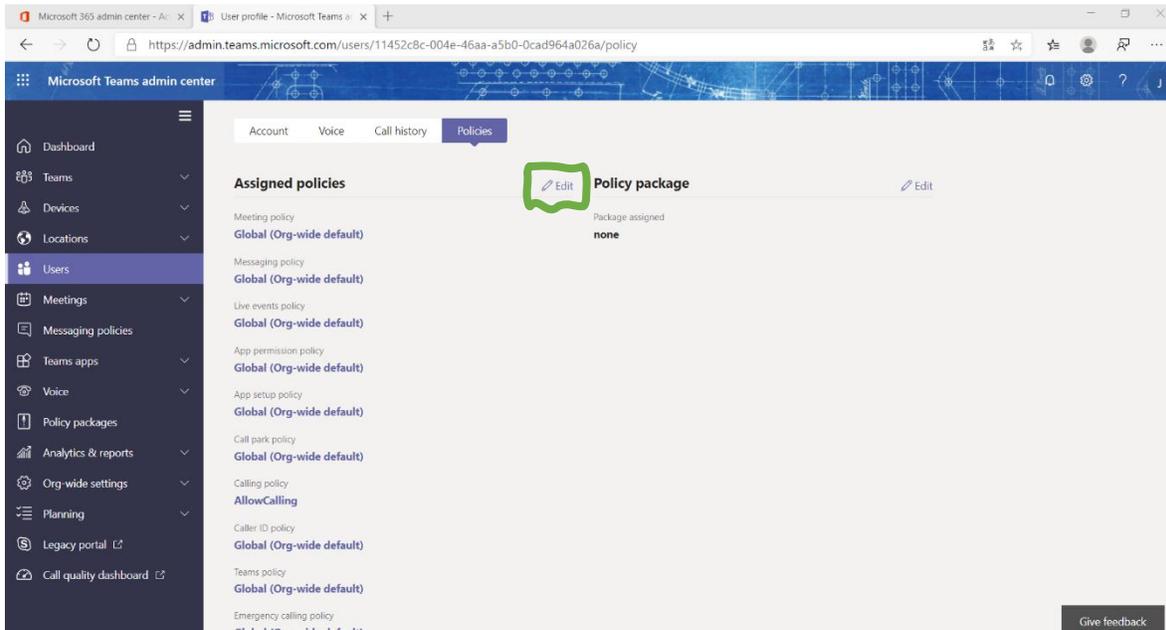
- Download and install “Skype for Business Online Connector module”, which will allow you to manage Teams from Windows PowerShell. You can download the connector from the link: <https://www.microsoft.com/en-us/download/confirmation.aspx?id=39366>
- Run the Windows PowerShell program as an administrator, and enter the following commands to create the session:
 - ✓ Set-ExecutionPolicy RemoteSigned
** It should be run only the first time the computer is going to be used for this purpose.
 - ✓ Start-Service WinRM
 - ✓ Import-Module SkypeOnlineConnector
 - ✓ \$Session = New-CsOnlineSession -UserName “user” -Verbose
** When entering this command, the system will request the authentication data of the indicated user; said user must have the role "Global Admin".
 - ✓ Import-PSSession \$session
- Once the session is created, the Teams connection with the SBC is configured, the dialing plan is defined and the service is enabled for the users. To do this you must execute each of the commands shown in the document provided by our technical support team.
- You must wait at least 15 minutes, before continuing with the process.

TEAMS Administration Center Configuration

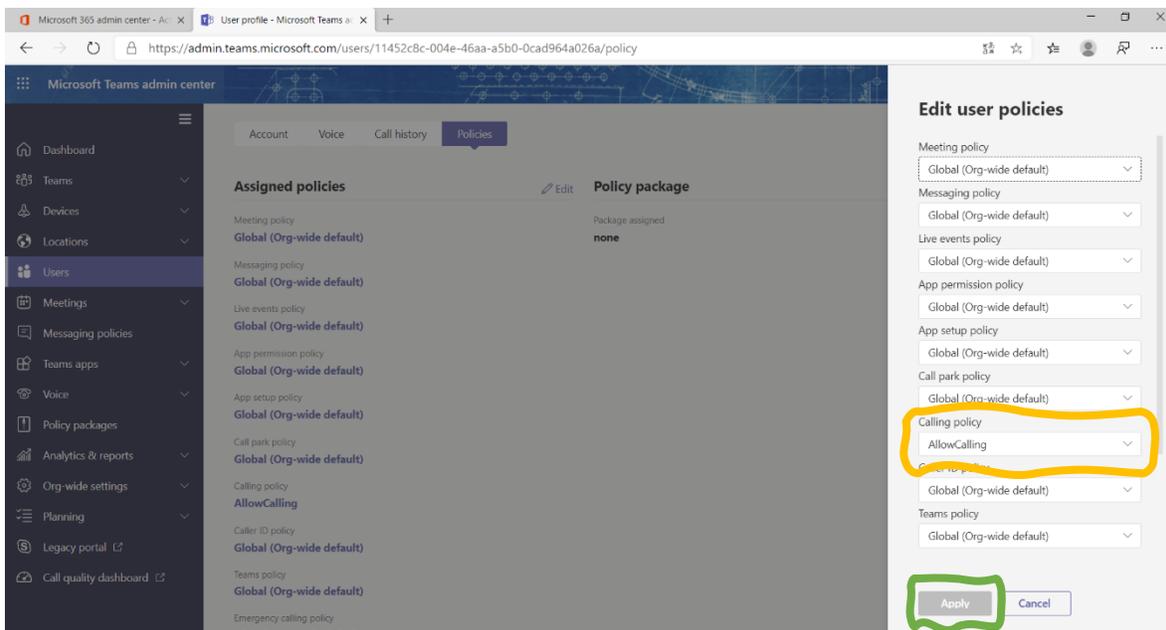
- Enter the Teams administration website, with a user who has the role of “Global Admin”, through the following link: <https://admin.teams.microsoft.com/>
- The call policy of each user must be changed. In the menu on the left side, enter the option "Users", press the name of the user to modify, select the "Policies" tab and follow the steps below:

The screenshot shows the Microsoft Teams Admin Center interface. The left-hand navigation menu is visible, with the 'Users' option highlighted in red. The main content area displays the profile for 'Juan Carlos Navarro Romero'. Below the profile information, there are two charts: '7-DAY QUALITY' and '7-DAY ACTIVITY'. The '7-DAY ACTIVITY' chart shows 0 Meetings and 42 Calls. At the bottom of the profile page, there are four tabs: 'Account', 'Voice', 'Call history', and 'Policies'. The 'Policies' tab is highlighted with a green box.

- ✓ Click on the "Edit" option in the "Assigned Policies" column:

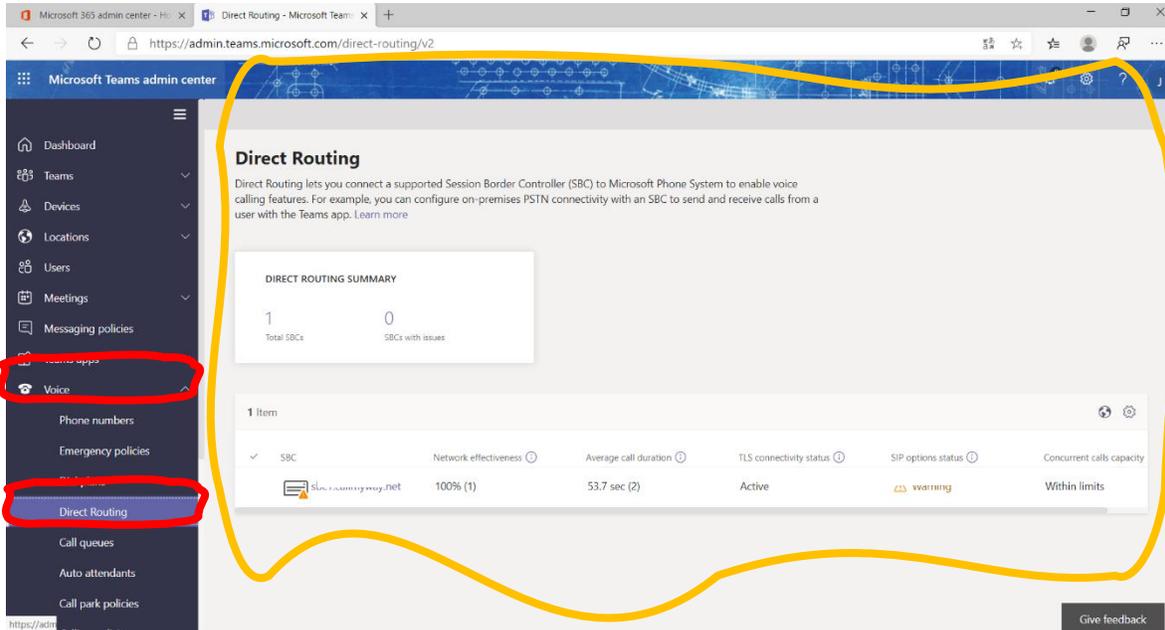


- ✓ Set the "Calling policy" parameter to "AllowCalling" and press the "Apply" button.



- Inform the technical support department of Call My Way, by any of the means mentioned above, the conclusion of the process. You must wait for the Call My Way indication to make a test call.

- Once finished testing; in the menu on the left side, enter the option “Voice” - “Direct Routing”, take a screenshot and send it to the technical support department of Call My Way.



ANNEXES



LIABILITY EXEMPTION AGREEMENT

By signing this document you and your representative permanently waive all your rights to claim or obtain any type of compensation for inconveniences, changes or charges that your account and / or Office 365 service may present, after the integral configuration of the IsMyConnect service by from Call My Way NY SA

Likewise, it undertakes to eliminate the user provided to Call My Way NY S.A. or to modify the password of this one, immediately after the technical support department of Call My Way NY S.A. notify them that the configuration process is complete.

Me, _____, ID Number _____, representing _____, declare that I agree with the provisions of this document.

The agreeing, I in the city of: _____, the day _____ year _____.

By