

# Teams Direct Routing - 02 - Add the Domains

p-tdr

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## Overview

In this article you will be adding your unique Teams Direct Routing domains to your Office 365 tenant. These routing domains are created and managed by Evolve IP. Additionally, you will be creating a new user/service account for each of the routing domains.

Here's an example of the routing domains and user/service accounts. Do **NOT** add the below domains to your Office 365 tenant. You will receive your own unique domains from Evolve IP.

Location	Routing Domain*	User/Service Account UPN
Evolve IP East	c1005437.phl01.us.teams.evolveip.net	eip-tdr@c1005437.phl01.us.teams.evolveip.net
Evolve IP West	c1005437.las01.us.teams.evolveip.net	eip-tdr@c1005437.las01.us.teams.evolveip.net

**\*Note:** you will receive unique routing domains for your configuration from the Evolve IP delivery team.



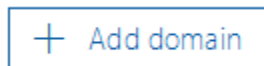
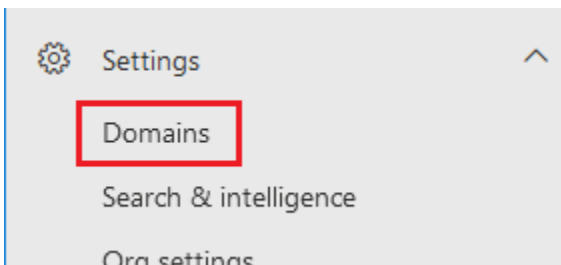
### IMPORTANT

- Adding a domain to your Office 365 tenant requires the [Domain Name Administrator](#) role, or the [Global Administrator](#) role.
- Creating the user/service accounts for each of the routing domains requires the [User Administrator](#) role, or the [Global Administrator](#) role.

## Adding Your Domains

After Evolve IP has created your direct routing domains, perform the following steps to add each domain to your Office 365 tenant:

- Sign into your [Microsoft 365 Admin Center](#)
- In the left navigation pane, browse to: **Settings > Domains**
- In the main window, click the **+ Add Domain** button.




- Enter or paste in your Teams direct routing domain, and click **Use this Domain** at the bottom of the page.
- Select **Add a TXT record to the domain's DNS records**, and click **Continue** at the bottom of the page.

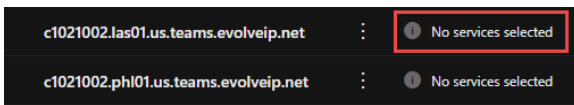
- Add a TXT record to the domain's DNS records  
Recommended if you can create new DNS records at your registrar or DNS hosting provider. [Learn more about DNS](#)

- Copy the **TXT Value** and/or take a screenshot of the information as shown below, and email the info to Evolve IP. The TXT Value needs to be added to your domain's DNS zone, which is done by Evolve IP.
- Once the TXT value has been added to your DNS zone by Evolve IP, you can click the **Verify** button, which forces Microsoft to check for the DNS record.
- To verify the domain later, click the **Close** button in the bottom-right corner of the page.

### TXT value

 MS=ms38868671

- After clicking **Verify**, the next page will ask you how you want to connect to your domain?
- Click **More Options** in the center of the page.
- Select the **Skip and Do This Later** radio button, and click **Continue**.
- Click **Done**.
- The domain status will read, **No Services Selected**, which is normal.



## Add the User/Service Account

For each routing domain added to your Office 365 tenant, you need to create a user/service account using the domain, and temporarily assign it an Office 365 license that includes MS Teams (e.g. Office 365 E1).

- Sign into your [Microsoft 365 Admin Center](#)
- In the left navigation pane, browse to: **Users > Active Users**
- Click the button to **Add a User**

### User/Service Account Details

Item	Value
First Name	Evolve IP Teams
Last Name	Direct Routing - East or Direct Routing - West
Display Name	Evolve IP Teams Direct Routing - East or Evolve IP Teams Direct Routing - West
Username (UPN)	eip-tdr @ your.direct.routing.domain.net [pick either the east (phl01) or west (las01) from the drop-down menu]

Password	<ul style="list-style-type: none"> <li>Select: Let me create the password (create a complex 16-character alpha-numeric password with special characters)</li> <li>Deselect: Require this user to change their password when they first sign in</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>You can document the password, or just reset it if ever needed.</li> <li>After the configuration is done, there will be no requirement to ever sign into this account again</li> <li>After the back-end direct routing configuration is completed, you can disable the user account (block sign-in).</li> <li>The user/service account should never be deleted.</li> </ul>
Location	If needed set the location to the United States.
Licenses	Select an Office 365 license that includes MS Teams (e.g. Office 365 E1)
Roles	User (no administration access)
Profile Info	None, unless you have organizational requirements to add profile info.

Item	Value
First Name	Evolve IP Teams
Last Name	Direct Routing - NNpeer01 or Direct Routing - NNpeer02
Display Name	Evolve IP Teams Direct Routing - NNpeer01 or Evolve IP Teams Direct Routing - NNpeer02
Username (UPN)	eip-tdr @ your.direct.routing.domain.net [pick either the NNpeer01 (AMS) or NNpeer02 (DFT) from the drop-down menu]
Password	<ul style="list-style-type: none"> <li>Select: Let me create the password (create a complex 16-character alpha-numeric password with special characters)</li> <li>Deselect: Require this user to change their password when they first sign in</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>You can document the password, or just reset it if ever needed.</li> <li>After the configuration is done, there will be no requirement to ever sign into this account again</li> <li>After the back-end direct routing configuration is completed, you can disable the user account (block sign-in).</li> <li>The user/service account should never be deleted.</li> </ul>
Location	If needed set the location to your country.
Licenses	Select an Office 365 license that includes MS Teams (e.g. Office 365 E1)
Roles	User (no administration access)
Profile Info	None, unless you have organizational requirements to add profile info.

## Verify the User/Service Account

After creating the user account, wait 10-15 minutes and then sign into the **Microsoft Teams** services using PowerShell.

Run the below command to verify the user account is enabled for MS Teams:

```
Get-CsOnlineUser eip-tdr@your.direct.routing.domain.net | FL DisplayName,  
SipAddress, IsSipEnabled, TeamsUpgrade*
```

- A **SIP Address** should be present and include the domain.
- **IsSipEnabled** should equal **True**, which means the account is licensed for MS Teams.
- The **Teams Upgrade Effective Mode** should equal **TeamsOnly**

#### Example Output

```
DisplayName           : Evolve IP Teams Direct Routing East  
SipAddress            : sip:eip-tdr@c1002345.phl01.us.teams.  
evolveip.net  
IsSipEnabled          : True  
TeamsUpgradeEffectiveMode : TeamsOnly  
TeamsUpgradeNotificationsEnabled : False  
TeamsUpgradeOverridePolicy :  
TeamsUpgradePolicy    : UpgradeToTeams  
TeamsUpgradePolicyIsReadOnly : ModeAndNotifications
```

If the **Teams Upgrade Effective Mode** is **not** set to **TeamsOnly**, run the following PowerShell command:

```
Grant-CsTeamsUpgradePolicy -Identity eip-tdr@your.direct.routing.domain.  
net -PolicyName UpgradeToTeams
```

#### NOTE

Due to the recent high load on Microsoft's Teams environment, provisioning and changes to the account may take hours to complete.

## Next Steps

#### NOTE

Make sure you have added 2 routing domains to your tenant, and created 2 user/service accounts. If not, you're not ready to move onto the next steps.

We recommend that you **wait about an hour** before continuing to the next steps. This allows Microsoft's back-end services to fully sync up with the new routing domains.

- [Teams Direct Routing - 03 - Configure Direct Routing](#)
- [Teams Direct Routing - 04 - User Provisioning](#)