

Who is the intended audience for this guide?

We designed this guide for businesses with the following characteristics:

- All customers installing Spectrum Business Cloud Calling for the first time
- Customer admin(s) who are configuring voice and have access to Microsoft Teams Admin Center
- Customers who have Microsoft Teams installed, and Teams Phone licenses obtained for each end user of the new service.

What is Cloud Calling?

Providing reliable PSTN connectivity for Microsoft Teams users, including telephone numbers, toll free numbers and service, industry database updates, call completion, and e911 calling. The service also provides customers with a Cloud Calling Portal, powered by iPilot to assist admins with telephone number management and provisioning, as well as other benefits, such as disaster recovery.

How do we get started?

Cloud Calling for Microsoft Teams requires an existing instance of Microsoft Teams. You are required to perform various tasks to ensure that your service is deployed to suit your needs. Spectrum Business will support you throughout the life of your service.

What will Spectrum Business provide?

- Telephone numbers, including optional Toll-Free Numbers
- Reliable network for calling and exceptional service; 100% uptime guarantee
- U.S.-based, dedicated operations to help remotely activate service
- U.S.-based, ongoing service support

What do you need to do?

- Obtain Teams licenses and Teams Phone licenses for each end user.
- Verify admin access to the Microsoft Teams Admin Center (TAC)
- Look for, read and follow the directions of all emails from Spectrum Business that will be sent to the appropriate contacts provided during the sales process
- Complete the Letter of Authorization (LOA) to move your telephone numbers from your old service to Spectrum
- Complete and provide the MS Tenant ID form to Spectrum and identify if you are currently using Teams as a phone system.
- Have the knowledge and ability to create and manage users within TAC.
- Ensure emergency 911 addresses have been added in TAC prior to adding telephone numbers
- When prompted by Spectrum, push telephone numbers from the [Cloud Calling portal](#) to Teams; select a default 911 address to each telephone number during this push (Note: this can be updated in TAC anytime thereafter)
- Manage telephone numbers in the platform, including 911 addresses, user assignment, and calling policies

- Set up disaster recovery in the [Cloud Calling portal](#) (optional)
- As a last step, cancel service from your previous provider
- If customer is disconnecting a phone number post activation, they will have to unassign and remove the number from TAC and from any disaster recovery plan in the [Cloud Calling portal](#).
- Get familiar with the Cloud Calling user guide located [here](#).

Day of Installation Check List

I have acquired the necessary Teams and Teams Phone licenses for each end user. See Licensing section of the [user guide](#) for details.

I have received and have access to the Spectrum [Cloud Calling Portal](#).

I have admin access to the Microsoft Teams Admin Center (TAC).

I have the knowledge and ability to create and manage users within TAC.

I have created at least one emergency address in the TAC that I can assign to my telephone numbers.

I have the ability, when prompted by Spectrum, to push telephone numbers from the [Cloud Calling Portal](#) to Teams; select a default 911 address to each telephone number during this push (Note: this can be updated in TAC anytime thereafter).

I have read and understand the Cloud Calling user guide located [here](#).

If migrating from Microsoft Calling Plans or Direct Routing, I understand what I need to do prior to or during my installation/cutover. See below and section 4 of the [user guide](#) for details.

I will have someone on the installation/turnup call that can perform all required actions and has access to TAC and the Cloud Calling portal.

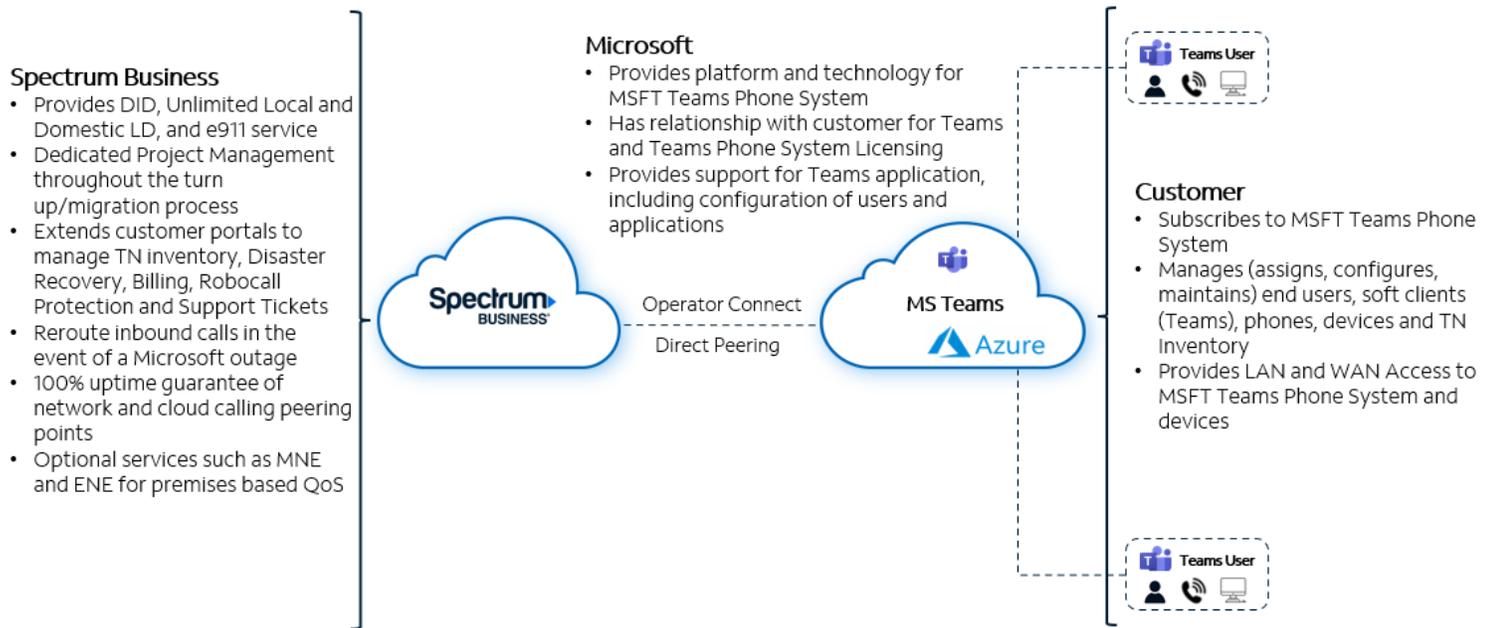
Are you already using Microsoft Teams as a phone system with another provider?

If your already using Microsoft Teams as a phone system with another provider, you may need to take some extra steps when migrating depending on how you're currently set up. See details below and refer to section 4 of the [user guide](#) for additional steps you will need to take just prior to or during your installation call.

- Customers migrating from Microsoft Calling Plans to Spectrum Business.
On day of cutover you will need to remove the Microsoft Calling Plan licenses from users. This should not be done prior to your installation/cutover call as it will impact your ability to make or receive PSTN calls. Spectrum will inform you when this should be done during your cutover call.
- Customer migrating from Direct Routing to Spectrum Business.
On day of cutover you will need to [resets users' OVRPs to Global](#) in the Teams Admin Center. This should not be done prior to or during your installation/cutover call as it will impact your ability to make or receive PSTN calls. Spectrum will inform you when this should be done during your cutover call.
- Customer migrating from another Operator Connect provider.
No additional steps will need to be taken. You will follow our standard installation procedure.

Roles & Responsibilities

Please review this section carefully and understand that it is the customers responsibility to configure and maintain all the features and functions of Microsoft Teams.



Support

- **Cloud Calling User Guide is available on our [website](#).**
- **24/7/365 Support Phone Number:** 888-812-2591. Available only to a valid Authorized Decision Maker for your account.