

Telstra Calling for Office 365 Admin Centre

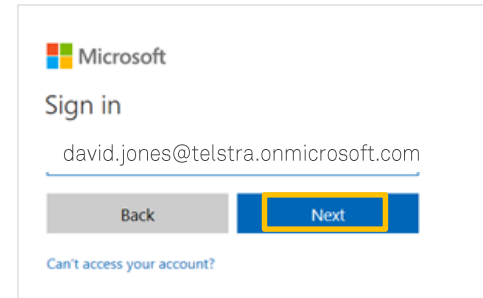
Log into the Telstra Calling for Office 365 Admin Centre

To log into the Telstra Calling for Office 365 Admin Centre:

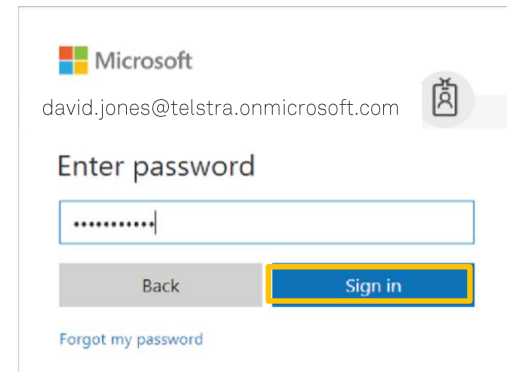
1. From your browser log into the following URL:
<https://login.microsoftonline.com/>
2. Enter your Office 365 username and select *Next*
3. Enter your Office 365 password and select *Sign in*

If you are signing in for the first time you will be prompted to change your password

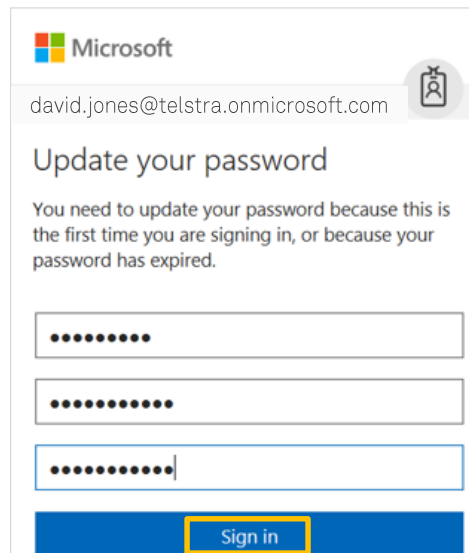
1. Type your old password
2. Type your new password
3. Confirm your new password
4. Select *Sign in*



Microsoft
Sign in
david.jones@telstra.onmicrosoft.com
Back Next
Can't access your account?



Microsoft
david.jones@telstra.onmicrosoft.com
Enter password
.....
Back Sign in
Forgot my password

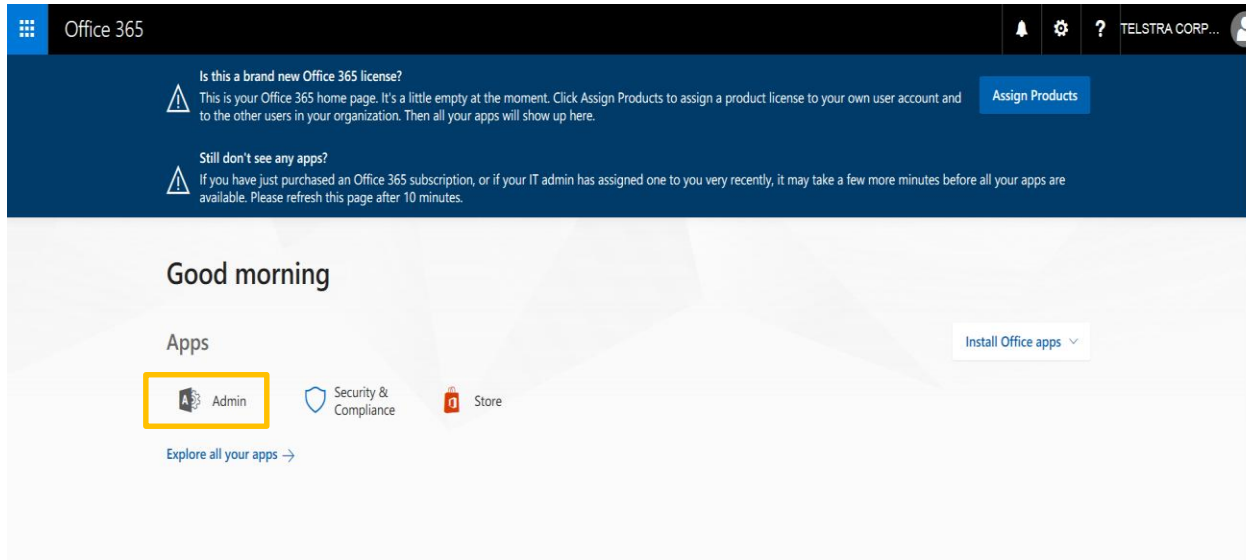


Microsoft
david.jones@telstra.onmicrosoft.com
Update your password
You need to update your password because this is the first time you are signing in, or because your password has expired.
.....
.....
.....
Sign in



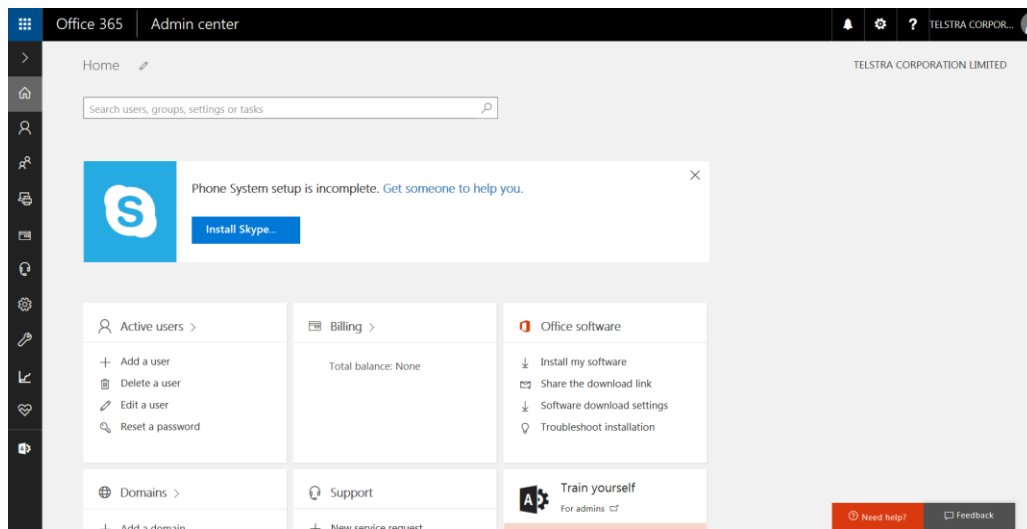
Log into the Telstra Calling for Office 365 Admin Centre

5. Click on *Admin* to open the Admin Centre




Telstra Calling for Office 365 Admin Centre

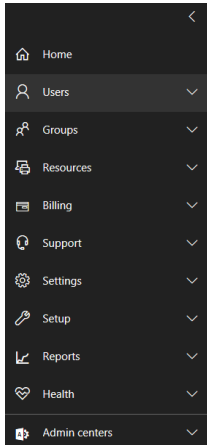
The O365 Admin Centre allows you to manage users, groups, resources and Telstra Calling



Navigating the Office 365 Admin Centre

Use the navigation menu to move around the Office 365 Admin Centre:

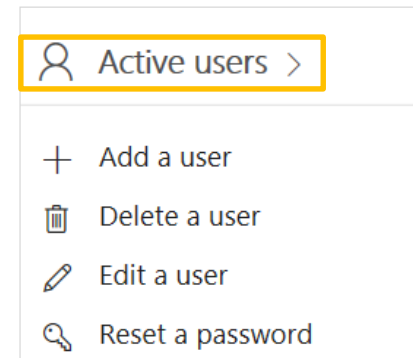
1. When an Administrator first logs into the Admin Centre the navigation menu is collapsed. Click  to expand the navigation menu
2. Click on the relevant category



View the Active Users List

To view Active users:

1. From the **Admin Centre**, select **Home** from the **Navigation menu**
2. Select **Active users**
3. A list of active users will now be available to view. If you are looking for a certain user, type the users name in the search field
4. Select Search



Add a User and activate Telstra Calling

To add a new user:

1. From the Admin Centre Select **Active users** select **Add a user**
2. Type the new user information

Julie Smith
julie5@busexpeng.onmicrosoft.com

First name: Julie, Last name: Smith

Display name: Julie Smith

Username: julie5, Domain: busexpeng.onmicrosoft.com

Location: Australia

Contact information

Password: Auto-generated

Roles: User (no administrator access)

Product licenses: Decision required

The person will use this name to sign in. For most users, it will also be their email address. Each user must have a unique username. Names can include letters from the basic Latin alphabet, numbers, periods, and hyphens. It's best to have names that are easy for people to remember. For small organizations, we recommend using just a first name, a first name and last initial, or a first initial and last name.

4. Select Product licenses, turn on the licenses that you want to assign to the user i.e. Office 365 Enterprise E5 and turn on Telstra Calling
5. Click **Add**

NOTE: Once new users are set up for Skype for Business PSTN Calling, assign them a phone number in the Skype for Business admin center. (If you don't see them there, check back in a few minutes.)

Office 365 Enterprise E5 On

Phone System Off

You don't have any licenses available. To purchase additional licenses, please contact your partner(s).

Telstra Calling for Office 365 On

20 of 25 licenses available

Office 365 Enterprise E1 Off

You don't have any licenses available. To purchase additional licenses, please contact your partner(s).

Note: if a user is licensed as E1 or E3 they must also enable **Phone system**. Office 365 Enterprise E5 licenses already include Phone system.

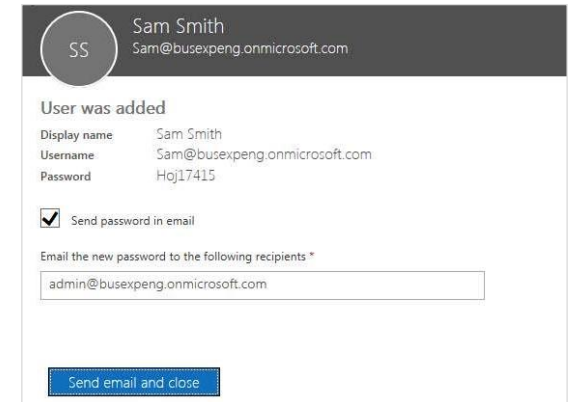


Add a User and activate Telstra Calling

5. Click *Send email and close*

The Administrator will email the user their new password

Note: If you have no available licenses, you can remove licenses from existing users who no longer require them, or delete user accounts that are no longer needed.



SS Sam Smith
Sam@busexpeng.onmicrosoft.com

User was added

Display name	Sam Smith
Username	Sam@busexpeng.onmicrosoft.com
Password	Hoj17415

Send password in email

Email the new password to the following recipients *

admin@busexpeng.onmicrosoft.com

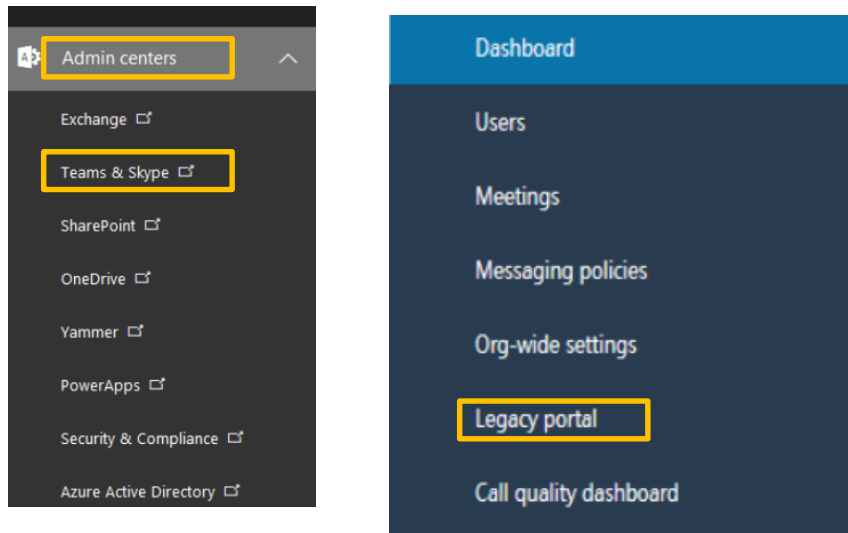
Send email and close



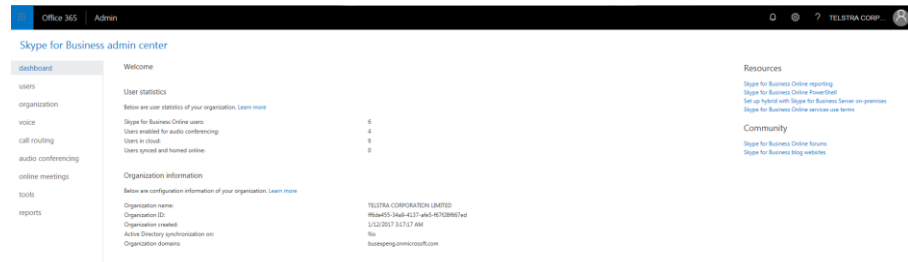
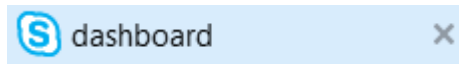
Assign a User a Phone Number

To assign a user a Phone Number:

1. On the Office 365 Admin Center navigation menu select **Admin centers** and **Teams and Skype** and **Legacy portal**



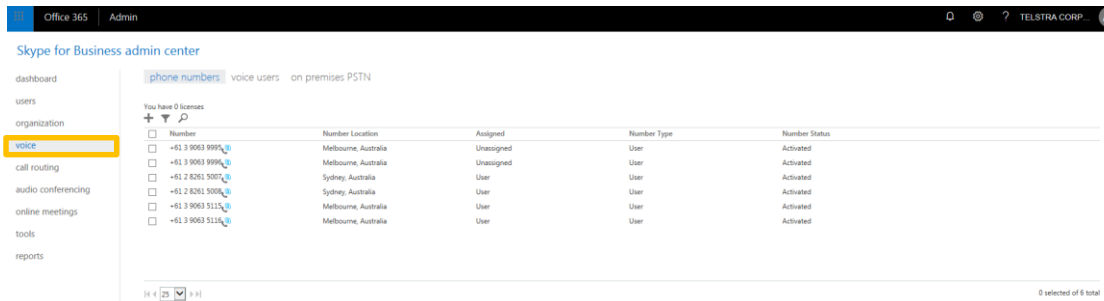
2. The Skype for Business admin center opens in a new tab



Assign a User a Phone Number

3. Select **Voice** from the Skype for Business admin center navigation menu

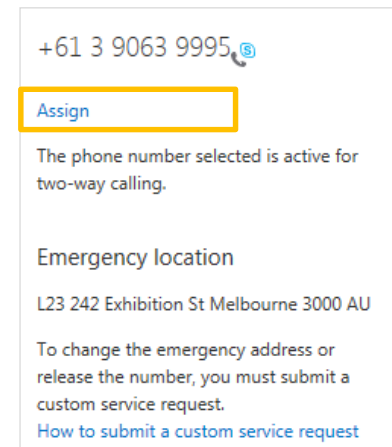
You will now see a list of assigned and unassigned phone numbers.



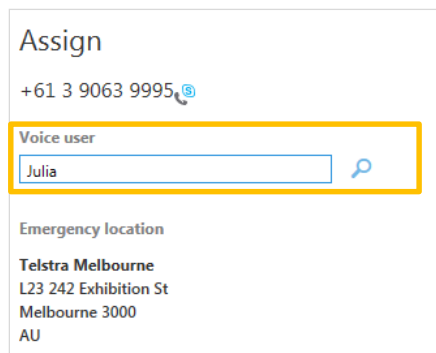
The screenshot shows the 'Skype for Business admin center' interface. The 'voice' menu item is highlighted in the left-hand navigation pane. The main content area displays a table of phone numbers with columns for 'Number', 'Number Location', 'Assigned', 'Number Type', and 'Number Status'. The first row shows an unassigned number: +61 3 9063 9995, located in Melbourne, Australia.

Number	Number Location	Assigned	Number Type	Number Status
<input type="checkbox"/> +61 3 9063 9995	Melbourne, Australia	Unassigned	User	Activated
<input type="checkbox"/> +61 3 9063 9996	Melbourne, Australia	Unassigned	User	Activated
<input type="checkbox"/> +61 2 8261 5007	Sydney, Australia	User	User	Activated
<input type="checkbox"/> +61 2 8261 5008	Sydney, Australia	User	User	Activated
<input type="checkbox"/> +61 3 9063 5111	Melbourne, Australia	User	User	Activated
<input type="checkbox"/> +61 3 9063 5112	Melbourne, Australia	User	User	Activated

4. Click a checkbox for an unassigned phone number and select **Assign** from the right of the screen
5. Add the user's name in the **Voice user** field and select **Search**



The 'Assign' dialog box shows the selected phone number +61 3 9063 9995. The 'Assign' button is highlighted with a yellow box. Below the button, it states: 'The phone number selected is active for two-way calling.' The 'Emergency location' is listed as 'L23 242 Exhibition St Melbourne 3000 AU'. A note indicates that to change the emergency address or release the number, a custom service request must be submitted, with a link to 'How to submit a custom service request'.



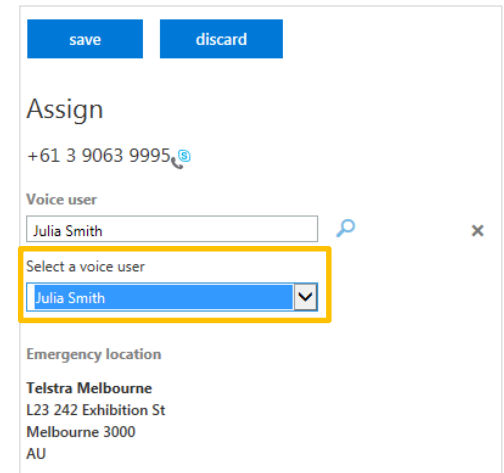
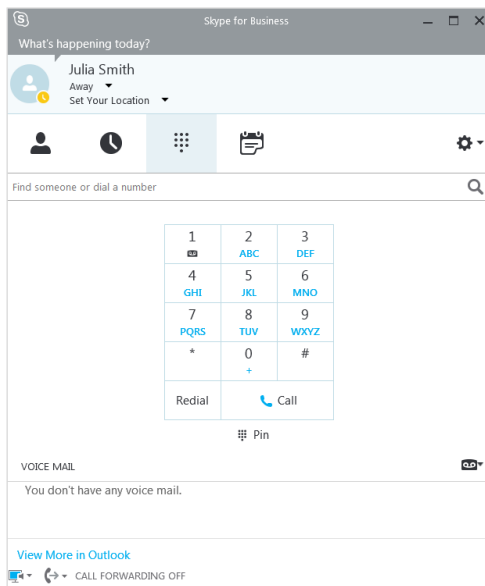
The 'Assign' dialog box shows the 'Voice user' field with the name 'Julia' entered. The 'Voice user' label and the input field are highlighted with a yellow box. Below the field, the 'Emergency location' is listed as 'Telstra Melbourne, L23 242 Exhibition St, Melbourne 3000, AU'.



Assign a User a Phone Number

6. Select the user from the *Select a voice user* drop down
7. Select **Save** to assign the number. It takes a few seconds to assign the phone number to the user.

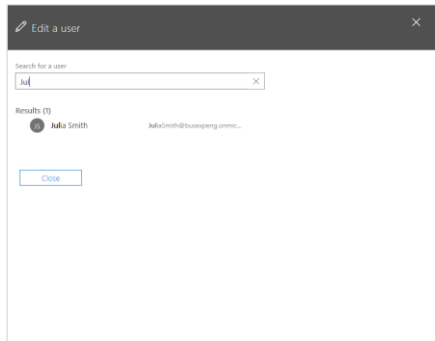
Logged in as a User, In the Skype for Business client a dial pad option appears which can be used to make calls



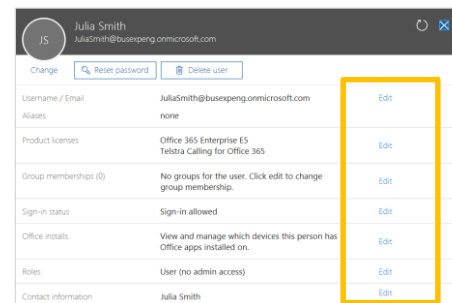
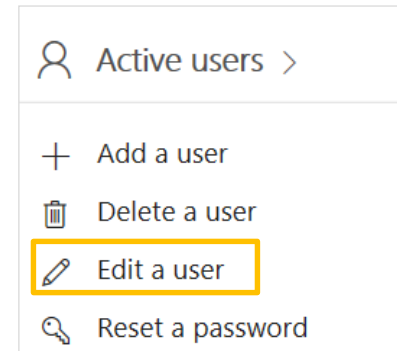
Edit a User

To edit an existing user:

1. Select **Admin** below **Apps**
2. From **Active Users** select **Edit a user**
3. Search for the user you wish to **Edit**



4. Select the user
5. Click on **Edit** in the area you wish to change
6. Complete your changes and click on **Save**
7. Click **Close**

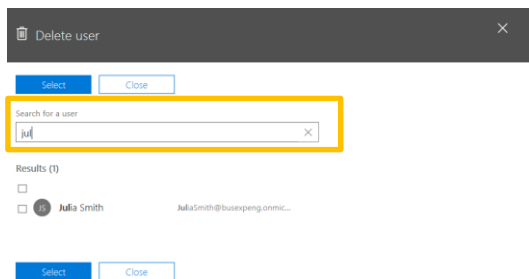


Deleting a User

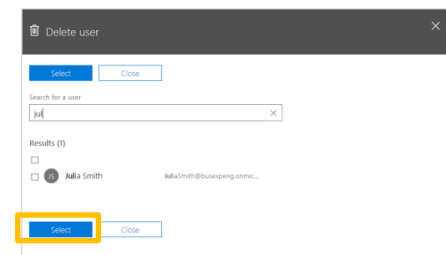
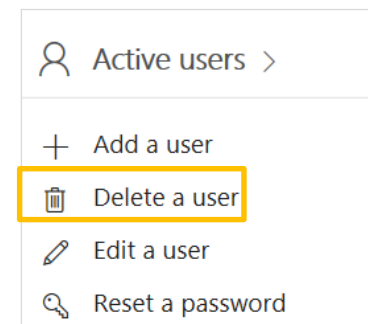
When a user no longer needs an Office 365 user account, such as when they leave the organization, you should delete their user account. Deleting the user account frees the Office 365 or other licenses assigned to them and makes sure that unauthorized persons cannot continue to use the account.

To delete the account for one or more users:

1. Select **Admin** below **Apps**
2. From **Active Users** select **Delete a User**
3. **Search** for the user you wish to Delete

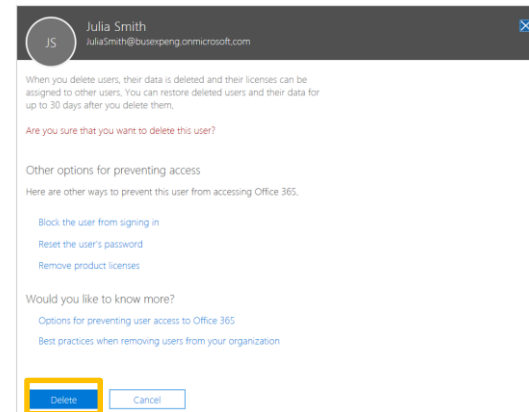


4. Select the name of the user and click **Select**



Deleting a User

4. In the confirmation box, select *Delete*



5. Click *Close*


Note: When you delete a user account, the account becomes inactive. However, for approximately 30 days after you have deleted it, you can restore the account.

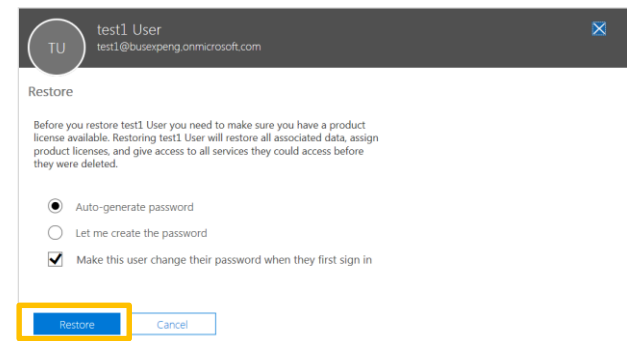


Restore one or more Users

When you restore a user account within 30 days after deleting it, the user account and all associated data are restored. The user can sign into Office 365 with the same user ID, their mailbox is fully restored, and they have access to all services they previously accessed. Before you restore a user account, make sure there are Office 365 licenses available that you can assign to the account. Also, when you restore an account, you may encounter conflicts with user names or proxy addresses.

To restore one or more users:

1. Select **Admin** below **Apps**
2. Select  from the navigation menu
3. Select **Deleted users**
4. Select the user you want to restore
5. Select **Restore**
6. Click **Send email and Close**
7. User will now appear in the active users list




The screenshot shows a dialog box titled 'test1 User' with the email 'test1@busexpeng.onmicrosoft.com'. The dialog is for restoring a user. It contains the following text: 'Restore', 'Before you restore test1 User you need to make sure you have a product license available. Restoring test1 User will restore all associated data, assign product licenses, and give access to all services they could access before they were deleted.' There are three radio buttons: 'Auto-generate password' (selected), 'Let me create the password', and 'Make this user change their password when they first sign in' (checked). At the bottom, there are two buttons: 'Restore' (highlighted with a yellow box) and 'Cancel'.

Note: When you delete a user account, the account becomes inactive. However, for approximately 30 days after you have deleted it, you can restore the account.



Control Licences

To find out how many licenses are valid and available for your subscription:

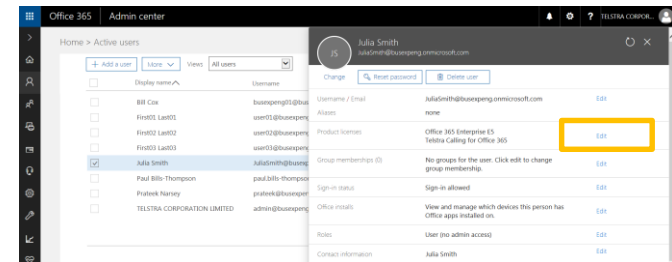
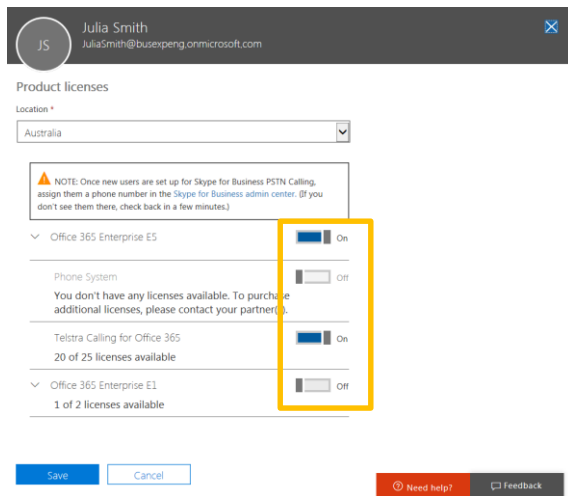
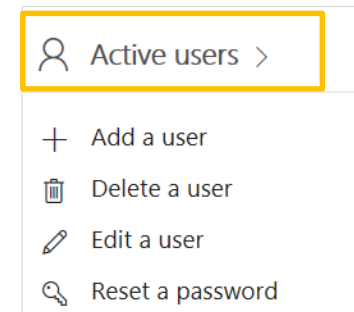
1. Select **Admin** below **Apps**
2. Select  from the navigation menu
3. Select **Licences**
4. Check the **Valid**, **Expired** and **Assigned** columns to work out how many valid licences are still available, subtract the number of Assigned licenses from the Valid licences



Assign or remove a license for one User

To find out how many licenses are valid and available for your subscription:

1. Select **Admin** below **Apps**
2. Select **Active Users**
3. Select the user
4. Select **Edit** to the right of Product Licences
5. Select the license you wish to apply and select the **ON/OFF** switch




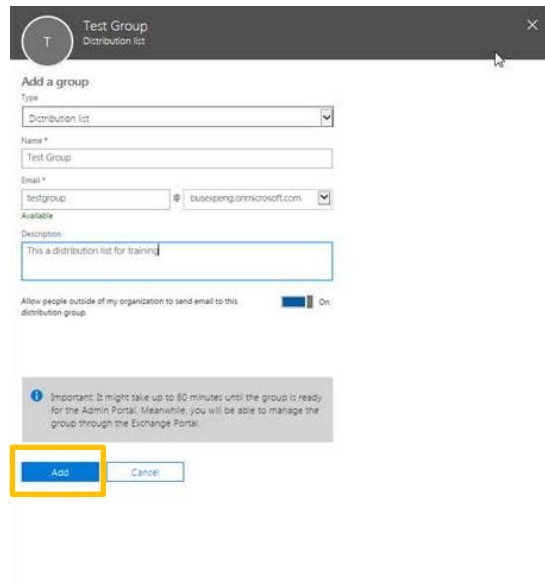
6. Select **Save** and then **Close**



Creating a Distribution List


You can set up a distribution list in the Admin Centre to allow you email a group of users. To create a distribution list:

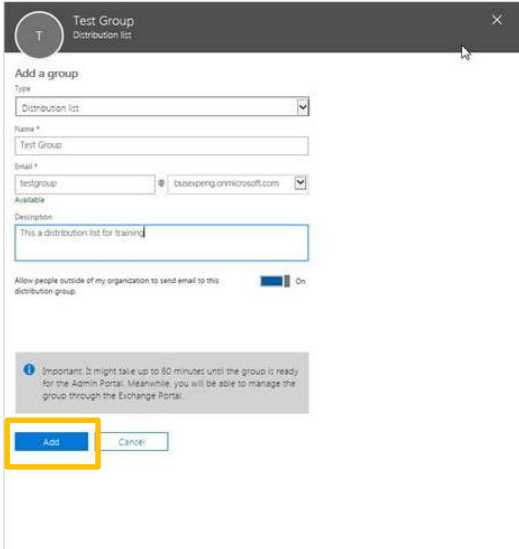
1. Select **Admin** below **Apps**
2. Select  from the navigation menu
3. Select **Groups**
4. Select **Add a Group**
5. Select the type of group you wish to create – **Distribution list** and add the group details
6. Select **Add and Close**



Adding Members to a Distribution List

To add members to a distribution list:

1. Select **Admin** below **Apps**
2. Select  from the navigation menu
3. Select **Groups**
4. Select the group you wish to add members too
5. Click on **Edit** to the right of Members
6. Click on **Add Members**
7. Select the members you wish to add and click **Save**
8. Click **Close** (x 3)



Test Group
Distribution list

Add a group

Type
Distribution list

Name *
Test Group

Email *
testgroup @ busospong.onmicrosoft.com

Available

Description
This a distribution list for training

Allow people outside of my organization to send email to this distribution group. On


Important: It might take up to 60 minutes until the group is ready for the Admin Portal. Meanwhile, you will be able to manage the group through the Exchange Portal.

Add Cancel



Setting up a Shared Mailbox

To set up a shared mailbox in the Admin Centre:

1. Select **Admin** below **Apps**
2. Select  from the navigation menu
3. Select **Shared mailboxes**
4. Select **Add a Mailbox**
5. Enter the mailbox details
6. Select **Add**

Training Team

Add a mailbox

Name *
Training Team

Email *
trainingteam@busexpeng.onmicrosoft.com

This will be the alias of the mailbox. It needs to be unique in your organization. It can contain letters from the basic Latin alphabet, numbers, periods, and hyphens. The email address should not start with a number.

Add Close

Training Team
trainingteam@busexpeng.onmicrosoft.com

Add a mailbox

The shared mailbox was created. It may take a few minutes before you can add members.

View details

Next steps

- Edit details for this mailbox
- Add members to this mailbox
- Learn how to use shared mailboxes in Outlook (You can share this link with users.)

Would you like to know more?

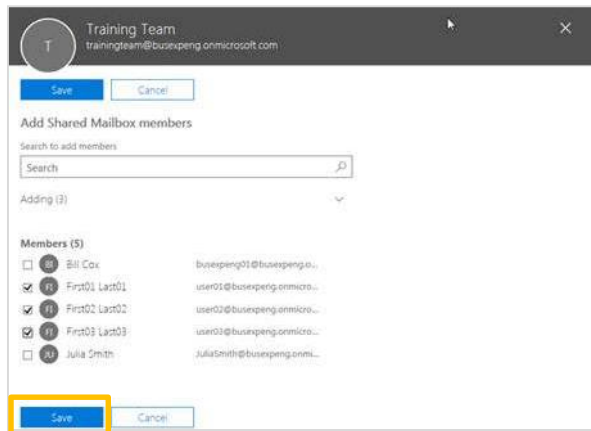
Other ways to collaborate in Office 365



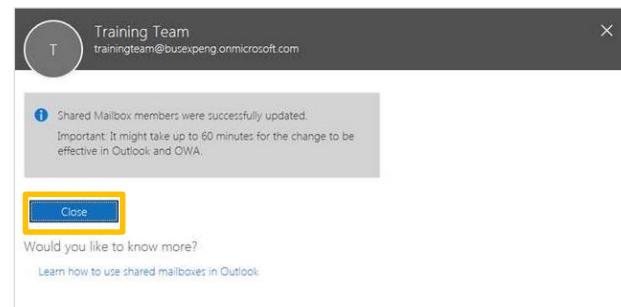
Adding Members to the Shared Mailbox

To add members to the shared mailbox

1. Select *Add Members to this Mailbox*
2. Select the users you wish to add and select *Save*



5. Users have been added to the mailbox
6. Select *Close*



Microsoft TechNet - References

Click on the relevant link to obtain the configuration requirements for Teams, Outbound Call barring and Dial Plan creation:

- Enable the Teams client (via PowerShell)
<https://docs.microsoft.com/en-us/MicrosoftTeams/user-access>
- Enable Outbound Calling barring (via PowerShell)
<https://docs.microsoft.com/en-us/skypeforbusiness/audio-conferencing-in-office-365/outbound-calling-restriction-policies>
- Dial Plan creation (via PowerShell)
<https://docs.microsoft.com/en-us/skypeforbusiness/what-are-calling-plans-in-office-365/what-are-dial-plans>



Telstra Calling for Office 365 Admin Centre Reporting Guide

Log into the Telstra Calling for O365 Admin Centre

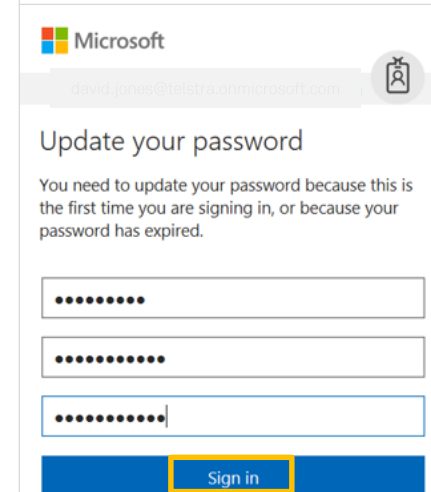
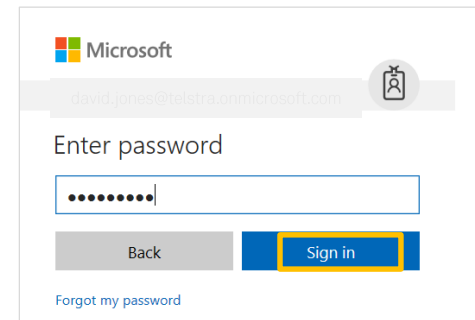
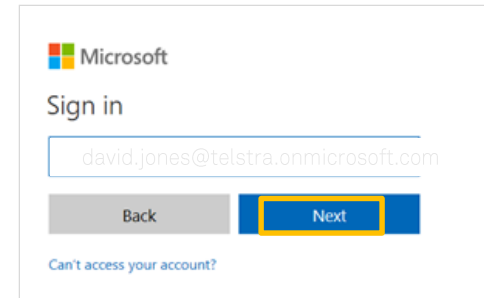
As an Administrator of an Office 365 service you also have access to Reporting in the Office 365 Admin centre to view and analyse information about the service and individual users. There are several different reports you can run within the *System Usage* reports.

To log into the Telstra Calling for O365 Admin Centre:

1. From your browser log into the following URL:
<https://login.microsoftonline.com/>
2. Enter your Office 365 username and select *Next*
3. Enter your Office 365 password and select *Sign in*


If you are signing in for the first time you will be prompted to change your password

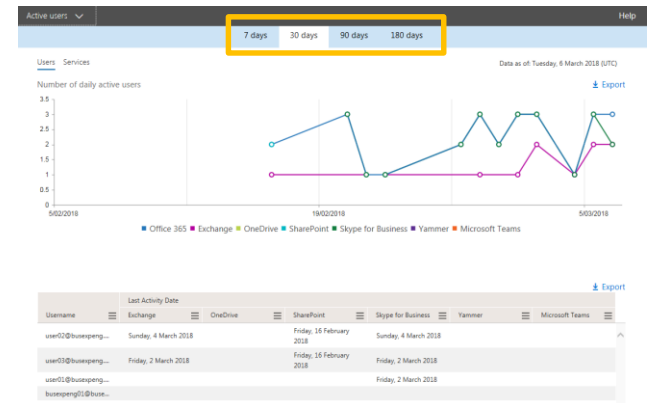
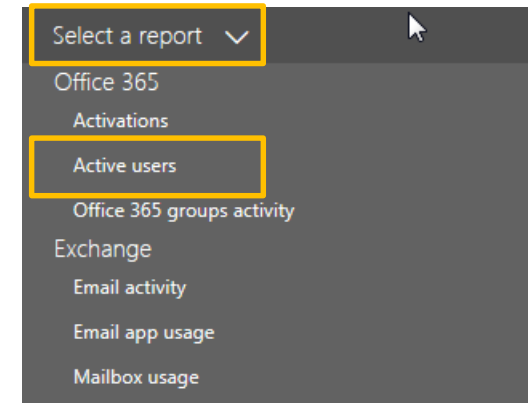
1. Type your old password
2. Type your new password
3. Confirm your new password
4. Select *Sign in*



Generate Instant Reports


To generate Instant Reports:

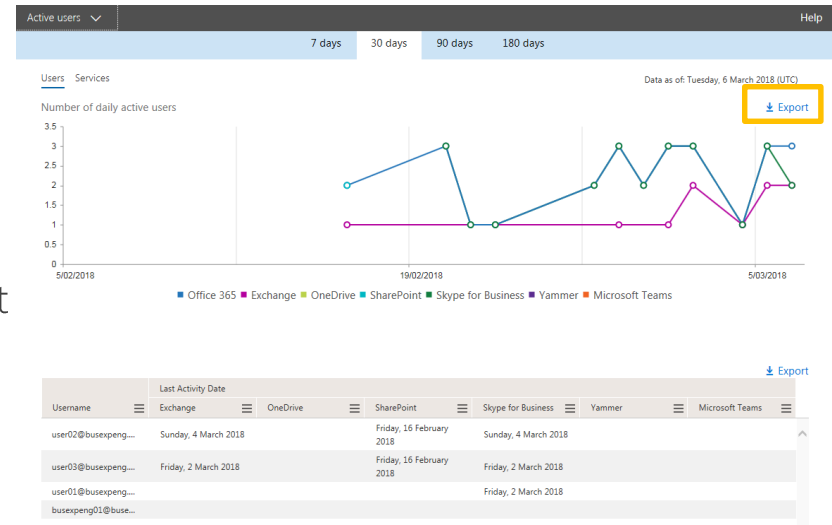
1. Click on **Admin** to open the Admin Centre
2. Select  and **Usage**
3. Click on the **Select a report** drop down and select the report you want to generate
4. The report you have selected will appear in a 30 day format. You can change to 7 days, 90 days or 180 days, by selecting the relevant options



Exporting a Report

To export a report to Excel:

1. Click on **Admin** to open the Admin Centre
2. Select  and **Usage**
3. Click on the **Select a report** drop down and select the report you want to generate
4. Whilst viewing the report select **Export**
5. Click on the dropdown for **Save** and select **Save As**
6. Browse and **Save** the report file



Do you want to open or save **Office365ActiveUserCounts3_8_2018 4_34_03 AM.csv** from **reports.office.com**?


Open Save Cancel x

7. Your report will now be saved in Excel

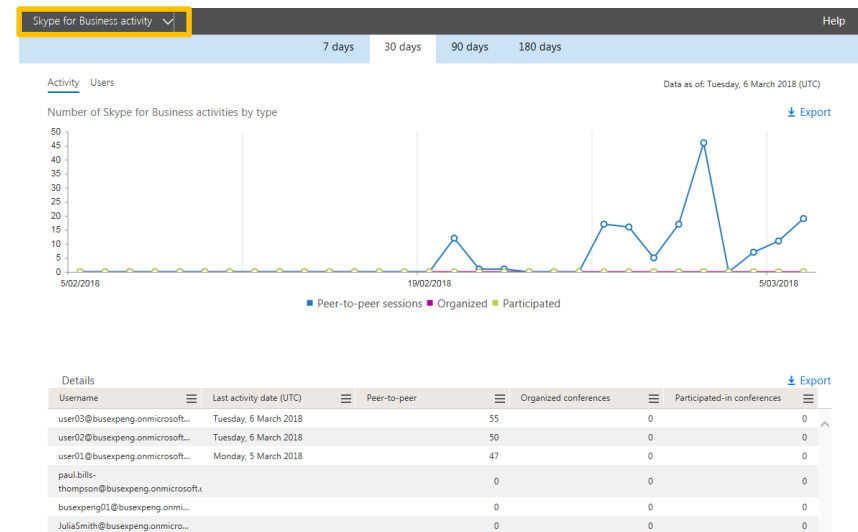


How to get to the Skype for Business activity report

The Skype for Business reports give you details on activity across your organization. These details are very helpful when you are investigating, planning, and making other business decisions for your organization. To run a Skype for Business activity report:

1. Click on **Admin** to open the Admin Centre
2. Select  and **Usage**
3. Click on the **Select a report** drop down and select **Skype for Business Activity**

You can get a view into your user's Skype for Business activity by looking at the Activity and Users charts. Or the Skype for Business Activity report can be viewed for trends over the last 7 days, 30 days, 90 days, or 180 days.



How to get to the Skype for Business activity report

Skype for Business activity –

You can see how much your users are using peer-to-peer, organized and participated in conferencing sessions

Skype for Business peer-to-peer activity –

You can see how much your users are using IM, Audio/video, application sharing and transferring files

Skype for Business conference organizer activity –

You can see how much your users are organizing conferences that use IM, Audio/video, application sharing, Web, dial-in/out – 3rd party, and dial-in/out Microsoft

Skype for Business conference participant activity –

You can see how many IM, audio/video, application sharing, Web and dial-in/out conferencing conferences are being participated in

Skype for Business device usage –

You can see the devices including Windows-based operating systems and mobile devices that have the Skype for Business app installed and are using it for IM and meetings

Skype for Business PSTN usage –

You can see the number of minutes spent in inbound/outbound calls

Skype for Business users blocked –

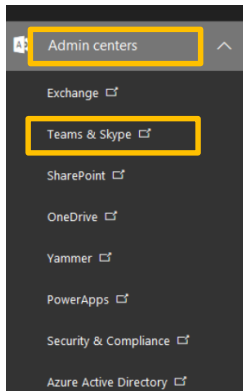
You can see a list of blocked users in your organization



How to get to the Skype for Business Call Quality Dashboard

The Skype for Business Online Call Quality Dashboard displays call quality information for troubleshooting network issues that can impact call quality. To access the Microsoft Call Quality Dashboard:

1. Click on **Admin** to open the **Admin Centre**
2. From the navigation menu select **Admin centers** and **Teams and Skype**



3. In the Skype for Business Office 365 Admin Center select **tools** from the navigation menu and **Skype for Business Online Call Quality Dashboard**



How to get to the Skype for Business Call Quality Dashboard

Office 365 Admin TELSTRA CORP...

Skype for Business admin center

dashboard You can use the tools to manage or troubleshoot the Skype for Business Online service for your organization.

users **Troubleshooting Skype for Business Online sign-in for administrators**
Diagnoses and resolves Skype for Business Online sign-in issues.

organization **Skype for Business Connectivity Analyzer tool**
Determines whether your Office 365 setup meets the requirements to make connections from mobile devices that have Skype for Business apps installed.

voice **Microsoft Remote Connectivity Analyzer**
Tests connectivity to the Office 365 DNS servers.

call routing **Setting up Skype for Business Online external communications**
Sets up Skype for Business Online external communications to let your Skype for Business users IM and talk with Skype users and Skype for Business contacts in other organizations.
[Learn more](#)

audio conferencing

online meetings

tools **Skype for Business Online Call Quality Dashboard**
Displays call quality information for troubleshooting network issues that can impact call quality. [Learn more](#)

reports **Skype for Business Call Analytics (Preview)**
Allows you to search for users, view the quality details of their calls and meetings, and troubleshoot issues.

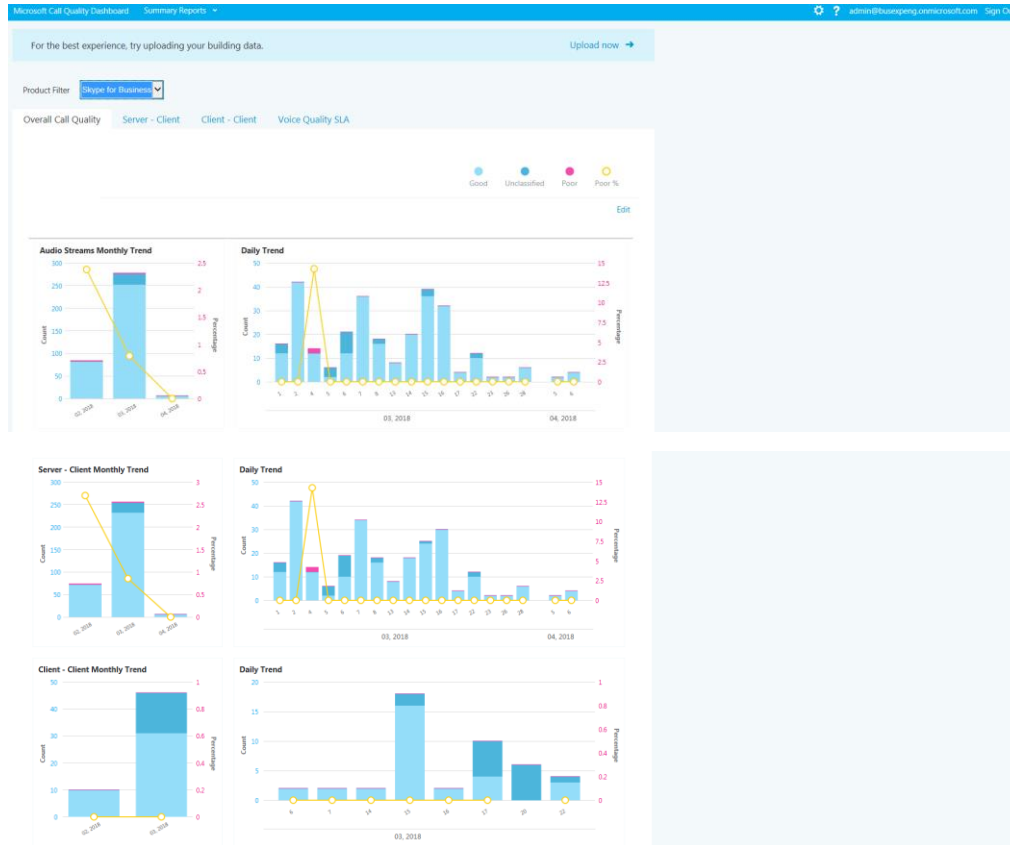
4. From the top right corner of the Microsoft Call Quality Dashboard select

Sign In

As soon as you log in the CQD will begin collecting and processing data. This can take a few hours to process enough data to display meaningful results.

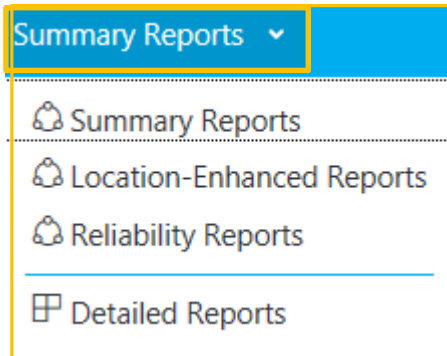


How to get to the Skype for Business Call Quality Dashboard



How to get to the Skype for Business Call Quality Dashboard

5. You can select from Summary Reports to display the data differently. Select Summary Reports and choose the report you want to use.



6. Review the data and once complete select [Sign Out](#) to sign out of the Microsoft Call Quality Dashboard.



Thank you

