

1) Microsoft Teams - Adding Domains in Microsoft Admin Center

Rev. 1.0.2

Step 1) - Login to to Microsoft Admin Center

Go to the Microsoft 365 Admin Center admin.microsoft.com

Make sure that the account you are using has at least **Teams Admin Role** or **Global Admin Role** and is using a license type that supports voice for instance **E5**, **E3+Phone system**, **E1+Phonessystem**.

When above is cleared then on the left pane

Select **Show all** > then go to > **Settings** then go to > **Domains**.

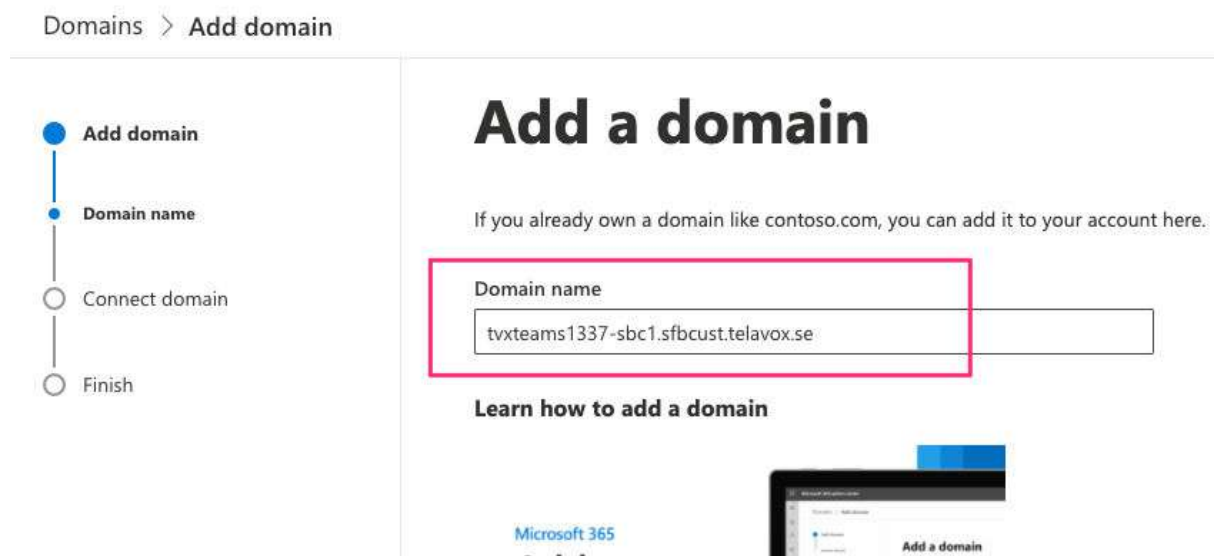
Step 2) - Create the DNS (Domains)

When you are in the **Domains** section in the admin portal you will have the button with

+ **Add domain**

Click this button and fill in the **first** out of the **two** DNS (Domains) provided by your **Telavox Representative**. To make it simple, start off with the one which has **sbc1** in its name.

It should look like below picture



Domains > **Add domain**

Add a domain

If you already own a domain like contoso.com, you can add it to your account here.

Domain name
txteams1337-sbc1.sfbcust.telavox.se

Learn how to add a domain

Microsoft 365

Add a domain

When this is done click on **“Use this domain”** in the bottom of the page then proceed to **Step 3)**

Step 3) - Adding a TXT-Record to the DNS (Domain)

Choose "Add a TXT record to the domain's DNS Records" as shown below

How do you want to verify your domain?

Before we can set up your domain, we need to verify that you are the owner of tvxteams1337-sbc1.sfblust.telavox.se.


- 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](#)
- If you can't add a TXT record, add an MX record to the domain's DNS records**
Recommended only if TXT records aren't supported by your domain host or registrar.
- Add a text file to the domain's website**
Recommended if you've already set up a website using this domain, for example, www.tvxteams1337-sbc1.sfblust.telavox.se

Then press "Continue" at the bottom of the page. When this is done proceed to **Step 4)**

Step 4) - Saving the TXT Record

You will then be presented with the TXT records (as shown below) copy the TXT Value and save it somewhere locally together with its domain name - this will be needed later.

TXT name

 tvxteams1337-sbc1. (or skip if not supported by provider)

TXT value

 MS=ms82926170

When this is done press "Verify" at the bottom of the page.

This will generate an ***error message** (Error message is expected and more info can be found at the end of this guide)

Ignore this error message for now and press "close" at the bottom of the page.

The error message will look something like **the below picture**

⊗ We didn't find the record you added for tvxteams1337-sbc1. [redacted] telavox.se. Please check the values of the expected record's fields against the record you added, in case there is some typo. If you just added this record please allow 5 to 10 minutes for the change to be replicated through the system, sometimes it can take significantly longer depending on your registrar. These nameservers were used to query the records:

Step 5) - Completing TXT Records with its corresponding Domains

The **TXT Value** (Record) that you saved from **Step 4)** needs to be aligned with the **DNS** (Domain) that you have created. It should look like the example below:

```
tvxteams1337-sbc1.sfbcust.telavox.se  
MS=ms37437805
```

When this is done we will need to repeat the same process for the DNS (Domain) named **sbc2**
This is done via repeating the process from **Step 1)** again so you end up here again.

The **end result** - which will need to be sent back to **Telavox** should look like below

```
tvxteams123456-sbc1.sfbcust.telavox.se  
MS=ms37437805  
  
tvxteams123456-sbc2.sfbcust.telavox.se  
MS=ms69432301
```

When this is has been done - await confirmation from Telavox and proceed to **step 6)**

Step 6) - Completing Domains when DNS is rolled out from Telavox

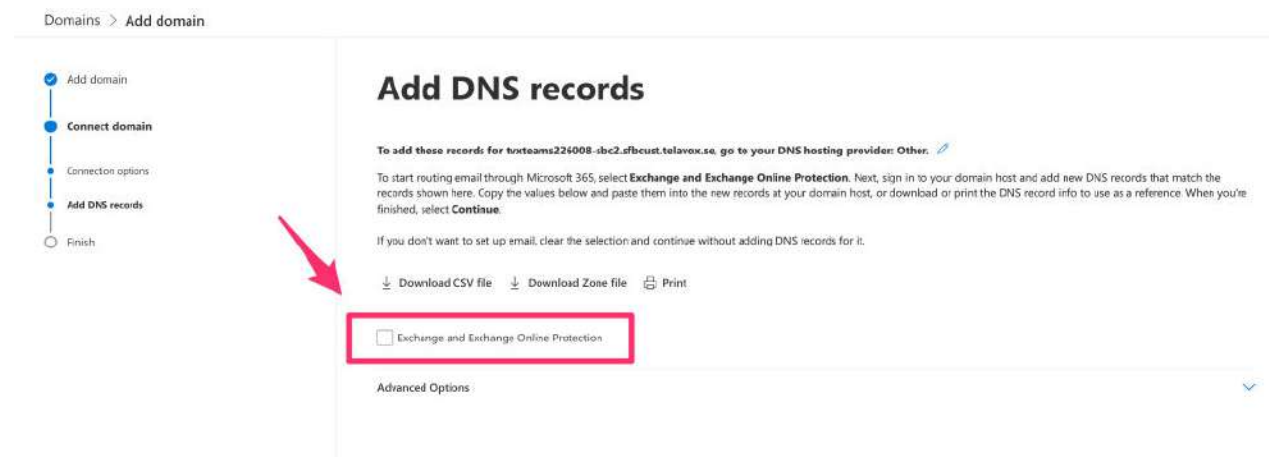
6.1) Now we need to complete Domain setup in the Microsoft admin portal where both **sbc1** and **sbc2** are currently in the state of incomplete setup. This is done via clicking the first domain **sbc1** and you end up in the “How do you want to verify your domain” section.

6.2) Click “Add a TXT record, add an mx record to the domains DNS records” then press continue

6.3) You will now be prompted with the **TXT-Record** you had outputted from **Step 4)** which is the same as before. Now press verify.

6.4) You will now be prompted by “How do you want to connect your domain” just press continue.

6.5) On the next page you will have “Add DNS records” unselect “Exchange and Exchange Online protection”



Telavox will not provide and host any email services this is why this box is unselected. To move forward press “Continue” - Now **one** of your domains is set up.

Repeat the same process for **sbc2** so both domains have been verified.

Next step is to go to the **Direct Routing Guide** provided by your **Telavox representative**.

* Error Message explanation:

When we are at this state when the **DNS (Domains)** is not created in **Telavox DNS Servers** you will see under Domains “Incomplete setup” on the two created domains with the error message attached in **step 4**. This is due to the fact that Telavox needs the **TXT-Record** to verify domain ownership and thus they cannot be created at the same time and therefore will be in a limbo state until both have completed their setups.