FRONTIER DIRECT CALLING

GETTING STARTED WITH DIRECT ROUTING

Complete These 3 Steps Prior to Your Kickoff

STEP 1 Pilot Service Account Creation

Initially the user service account must be a **Teams Administrator, User Administrator & Domain Name Aministrator,** during the validation stage. The iPilot Service Account uses lyncdiscover.yourdomain.com to connect to your tenant. Please create the Service Account with the **onmicrosoft.com** domain.

- Navigate to **Microsoft 365 Admin Center**
- Select Users > Active Users > Add a user.
  - No license assignment required.
  - Teams Admin, User Admin, & Domain Name Admin Required.
  - Be sure not to check the box that requires password change upon first login.

NOTE: If Multi-Factor Authentication (MFA) is enabled you are required to whitelist the following IPs from the MFA Service Settings:

North America: 204.10.95.128/25
74.119.9.32/27
204.10.94.64/27

Role Reduction is recommended after initial setup. Ongoing provisioning requires Teams Admin. Do not reduce roles until tenant is validated and Direct Routing is configured.

STEP 2 Microsoft Licensing Requirements

To complete the automated onboarding process, you will need one of the following combinations of licenses available and unassigned until your Tenant is validated, and Direct Routing has been configured.

- (2) E1 or E3 with the add-on (2) Microsoft Teams Phone Standard·
- (2) E5, as Microsoft Teams Phone Standard is included. Or
- (2) Business Basic, Standard or Premium with the add-on MicrosoftTeams Phone Standard

NOTE: You can verify your Microsoft subscriptions **HERE** to ensure you have the required combination of licenses for successful onboarding.

© 2023 Frontier Communications Parent, Inc. All Rights Reserved.

FRONTIER

STEP 3 Tenant Validation & Direct Routing Configuration

If you followed the first 2 steps you are now ready to validate your tenant and configure Hosted Direct Routing.

- **Navigate to iPilot, sign in using SSO.**
  - Under SETTING select INTEGRATION / MSTEAMS VALIDATE TENANT.
  - Once there, enter the iPILOT Service account credentials that you created earlier.
- **Select Update.**
  - You will see a variety of status screens as the process is completed. This can take up to 30 minutes, as the automation will move through multiple steps, each of which have their own propagation times.
  - When the process is completed, the two green validation boxes will appear.

Contact your Frontier representative today 844.435.1678 or visit **agents.frontier.com**

© 2023 Frontier Communications Parent, Inc. All Rights Reserved.