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Microsoft Teams

Global Admin Guide

March 2026

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Global Admin Guide

The Cymbus Global Admin is the one Microsoft 365 superuser who is authorized to manage the Microsoft Teams integration for your account. This user is responsible for setting up the integration and syncing user data on an as-needed basis.

Setup and ongoing sync management of the Cymbus for Microsoft Teams integration requires specific changes be made in both your Microsoft 365 tenant and account. For this reason, the administrator must be an Account Manager or Admin end user in the Voice Portal AND a Global Admin (superuser) on the organization's Microsoft 365 tenant.

Responsibilities

The Global Admin user is responsible for the following:

1. Setting up and authorizing the integration between Business Cloud Communications and Microsoft Teams. See Integration Setup.
2. Initial user license mapping.
3. After the initial setup, any Account Manager or Admin end user can update user licenses when needed, but the changes will not be applied to Teams until the Global Admin user syncs the integration. See User Management.
4. Syncing the integration on an as-needed basis. See Sync Management.

Double Authentication

When the Cymbus Global Admin user clicks **Sync Now** in the integration portal, they are asked to log in to Microsoft 365, at which point the integration checks the user's credentials for both Cymbus and Microsoft to confirm that they are, in fact, the person authorized to perform the sync.

Because of this double authentication, **only the Cymbus Global Admin has the authority to sync integration data between Cymbus and Microsoft Teams.** The sync cannot be performed by any other Global Admin in the Microsoft tenant, and the role cannot be assigned to multiple users.

Important
If you have been assigned as the Cymbus Global Admin but do not have superuser access in your organization's Microsoft Office tenant, please notify your voice service provider so this role can be reassigned to a user with the required access.

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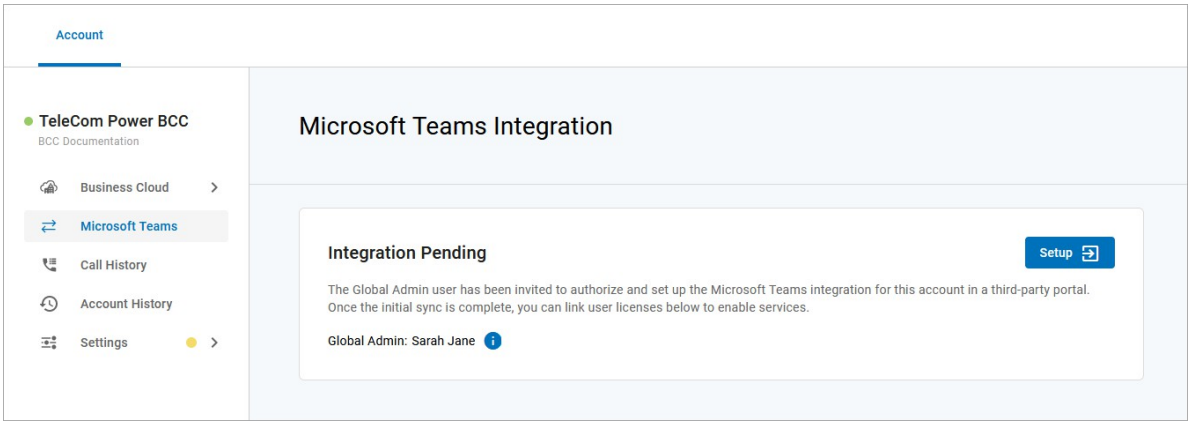
Integration Setup

When the Microsoft Teams integration was enabled on your account, an email invitation was sent to the Cymbus Global Admin with instructions to enable and set up the Microsoft Teams integration in the end user portal. The instructions are detailed below.

Tip
For best results, use Google Chrome or Firefox and disable any pop-up blockers.

Enable the Integration

1. Log in to the Voice Portal.
2. Go to the Microsoft Teams page and click **[Setup]** on the right to open the integration portal in another tab.



3. Once the integration portal loads, click **[Sync Now – Changes Queued]**.

Permissions
When you click **Sync Now**, two requests are made to grant permission for the integration to set up and modify users' phone numbers and voice routing policies in your Microsoft 365 tenant. By accepting these requests, an access token is taken from your session by the portal and is used by the automatic configuration process. Microsoft has limited the use of this token to approximately 60–90 minutes.

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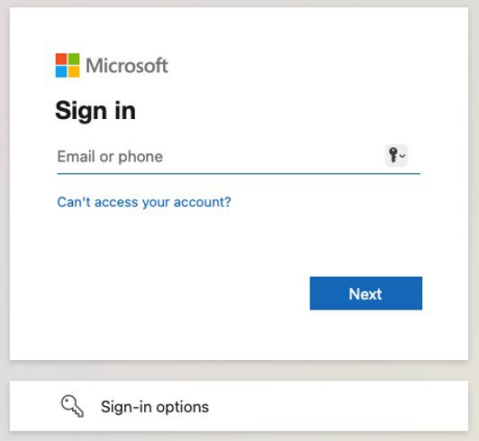
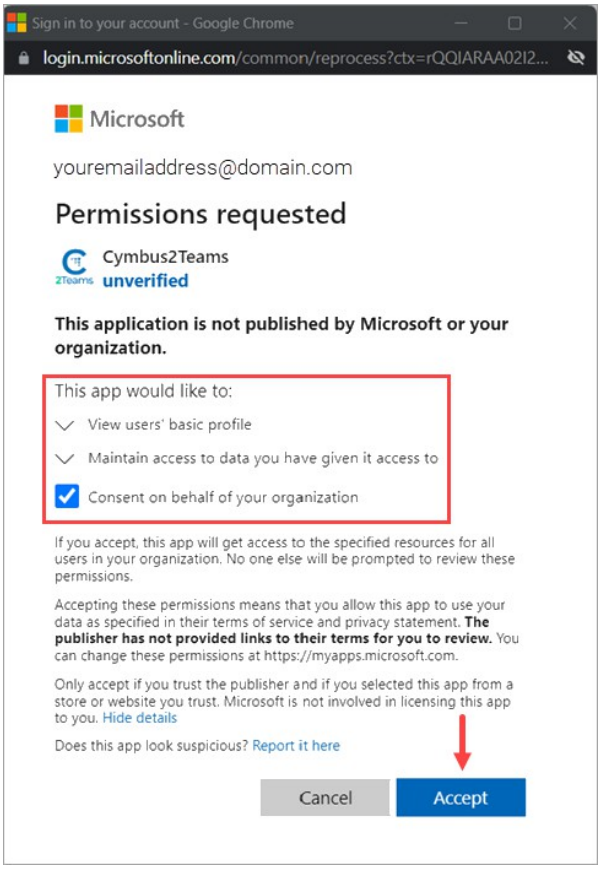
4. When asked to sign in, enter the email address and password for the Microsoft 365 tenant for which you are enabling the integration. You must be a Global Admin user on this account, or the sync will not work.



5. In a pop-up, Microsoft will ask you to grant permission for the integration to view and maintain access to data in your Microsoft 365 tenant on behalf of your organization. If you don't see this window, make sure your browser allows pop-ups.

   Check Consent on behalf of your organization and click **[Accept]**.



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It will take a few minutes for Microsoft Teams data to populate in the Voice Portal. If you get an error or the data doesn't load within 24 hours, please contact your voice service provider for assistance.

Map User Licenses

Next, to enable voice services in the Microsoft Teams app, map voice users to Microsoft 365 licenses.

You can map only as many users as you have integration licenses. For example, if you have 10 Microsoft Teams users and 5 integration licenses, only 5 BCC users can be mapped. If you need additional licenses, please contact your Cymbus administrator.

If you need additional licenses, please contact your Cymbusadministrator.

1. Go back to the Voice Portal tab in your browser.
2. On the Microsoft Teams page, map voice portal users on the left to Microsoft Teams licenses on the right. For users who do not have a Microsoft Teams license, leave blank or select *None*.
    - Only 10 users are shown per page, so be sure to go through every page until each user is mapped appropriately.
    - Microsoft users who have a Calling Plan are not displayed in the list.
3. Scroll down and click **[Save]** at the bottom of the page to save the changes.

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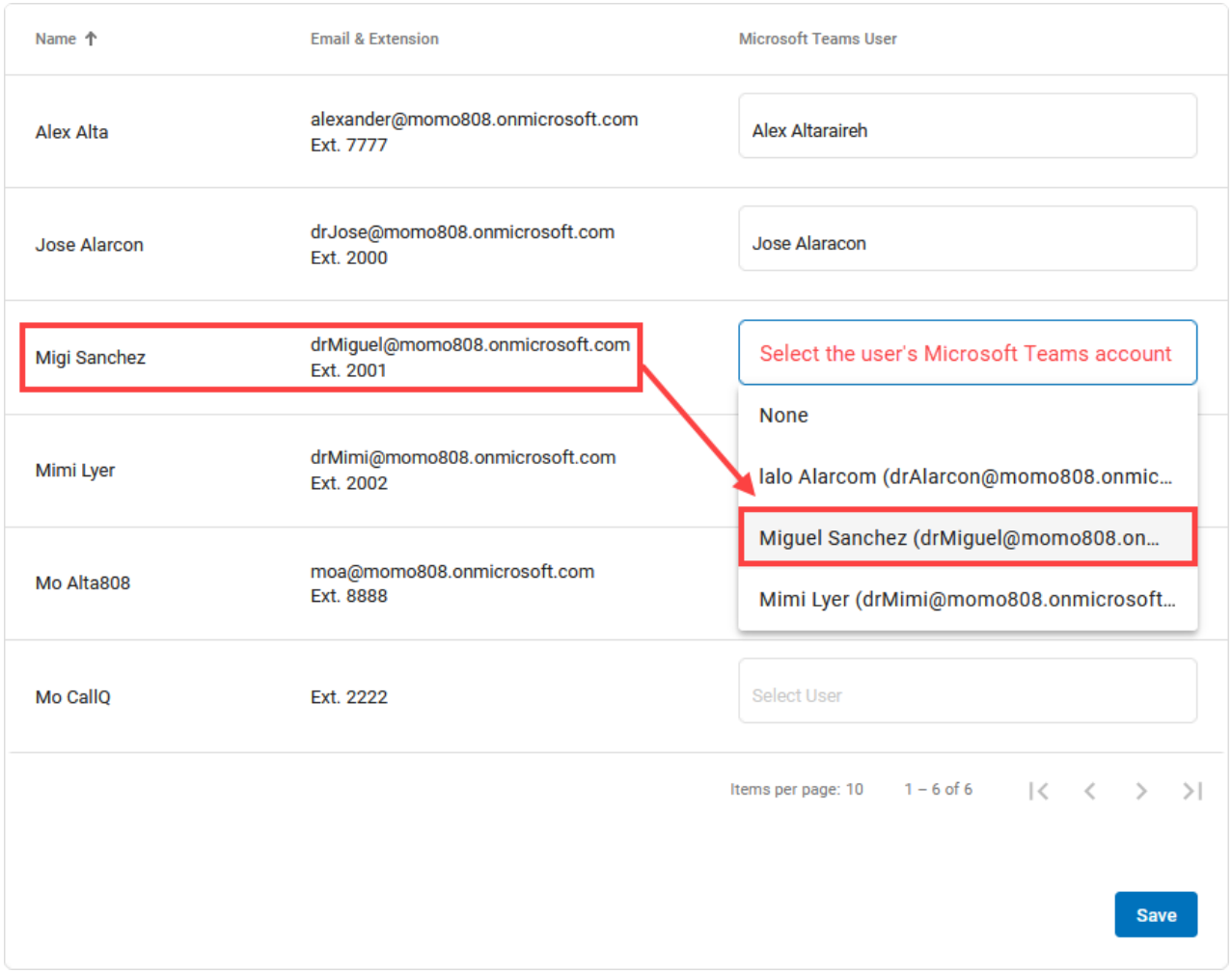
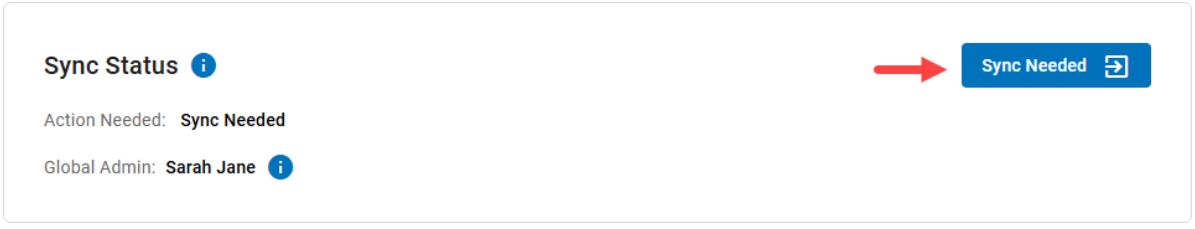


Sync the Integration

While any Admin user can update the user license mapping, **only the Global Admin can sync the integration and apply the changes to Microsoft Teams**.

1. On the Microsoft Teams page in the Voice Portal, click **[Sync Users]** or **[Sync Needed]** to open the integration portal in your browser.



2. Click **[Sync Now — Changes Queued]**.

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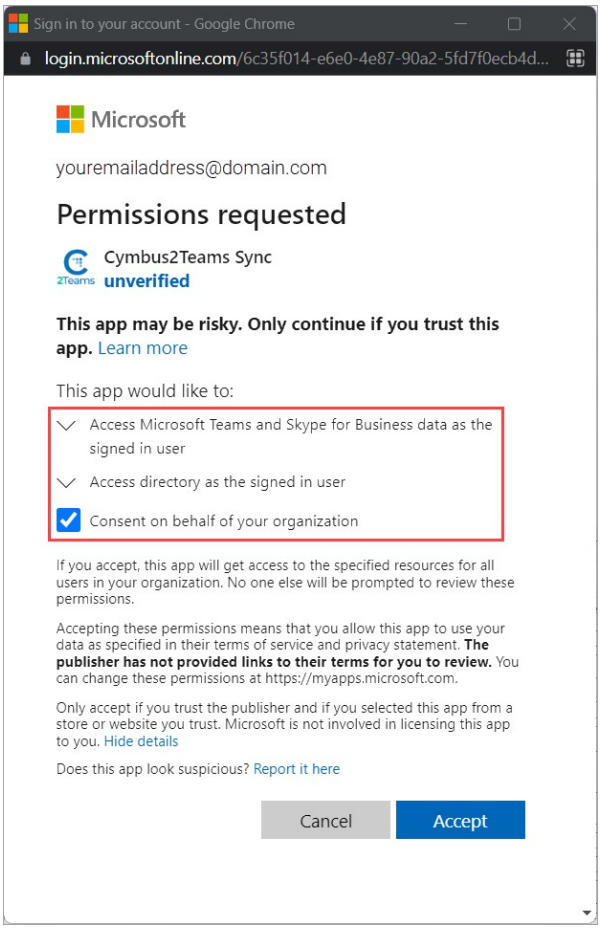
3. When asked to sign in, enter or select the linked Microsoft Account for which you are a Global Admin user. Microsoft access credentials are not stored by the portal.

4. In a pop-up window, Microsoft will ask you to grant a second set of permissions, this time to allow the integration access to Microsoft Teams data and the directory as the signed in user (you). This is required to add the configuration files required to enable voice calling for your users.

   Check *Consent on behalf of your organization*, then click **[Accept]**.



It may take up to 10 minutes to sync the user data between services. Once the sync is complete, mapped users can place and receive calls in the Microsoft Teams app using their Business Cloud Communications voice service.

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Important
In some cases, it may take **up to 2 hours** after the sync before Teams users can use the dial pad to make and receive calls. If your users do not have service after 2 hours, contact Customer Support.

Sync Management

Once the integration is set up, it should need to be updated and synced only when user mapping changes are required. For example, if a user leaves the organization or no longer needs the app, their integration license can be reassigned to another BCC user.

Any Account Manager or Admin end user on the account can update and save user license mapping (see User Management for instructions). However, only the Global Admin can sync the integration and apply the changes to Microsoft Teams.

What Syncing Does

The *Sync Now* function does the following:

- Reads data from the customer's Microsoft 365 tenant to discover users who have Phone System licenses. These users are included in the Microsoft Users drop-down menu and can be mapped to integration licenses.
- Reads data from the customer's Alianza account to sync any user changes (license mapping, phone numbers and extensions, call handling settings, voicemail, etc.) with Teams.
- Logs all activities performed by the automatic configuration process. If necessary, Alianza's technical support team can look at these logs to troubleshoot a problem with the integration.

Sync Reminder Emails

Whenever unsynced changes are pending or a sync has failed, a sync reminder email will be sent to the Global Admin user with instructions to sync the integration. It is important for the sync to be processed as soon as possible. A reminder email will be sent once per day until the sync is completed successfully.

The Global Admin will not be notified of any user changes (such as a user being deleted) on the Microsoft side of the integration. However, if any such changes are made, they will need to sync the integration for those changes to be seen on the Cymbus side. Please work with your organization to know when this needs to be done.

See also: Email Notifications

How to Sync the Integration

When you receive a sync reminder email, follow these steps to sync the integration.

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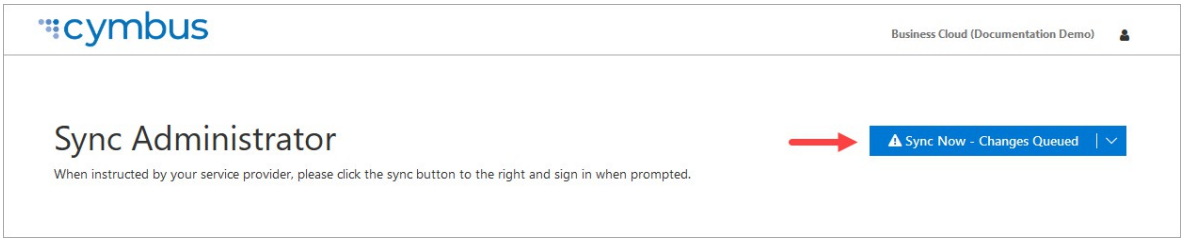
1. Do one of the following to access the integration portal:
   - Go directly to https://admin.teams.cymbus.com/.
   - Log in to the Voice Portal, go to the Microsoft Teams page, and click **[Sync Users]** or **[Sync Needed]**.

2. In the integration portal, click **[Sync Now — Changes Queued]**.



3. When asked to sign in, enter or select the linked Microsoft account for which you are a Global Admin user to authorize the sync.

Once the sync is complete, the changes will be applied to Microsoft Teams. Mapped users can place and receive calls in the Microsoft Teams app using their Business Cloud Communication voice service.

Notice
To change the number of integration licenses or remove the integration from the account entirely, please contact Customer Support.

User Management

The integration is managed in the Voice Portal in **Account > Microsoft Teams**. Here, any Account Manager or Admin user can view and update the sync status, name of the Global Admin user, and user license mapping for the integration. However, only the Global Admin user can sync the integration to apply the changes to Teams.

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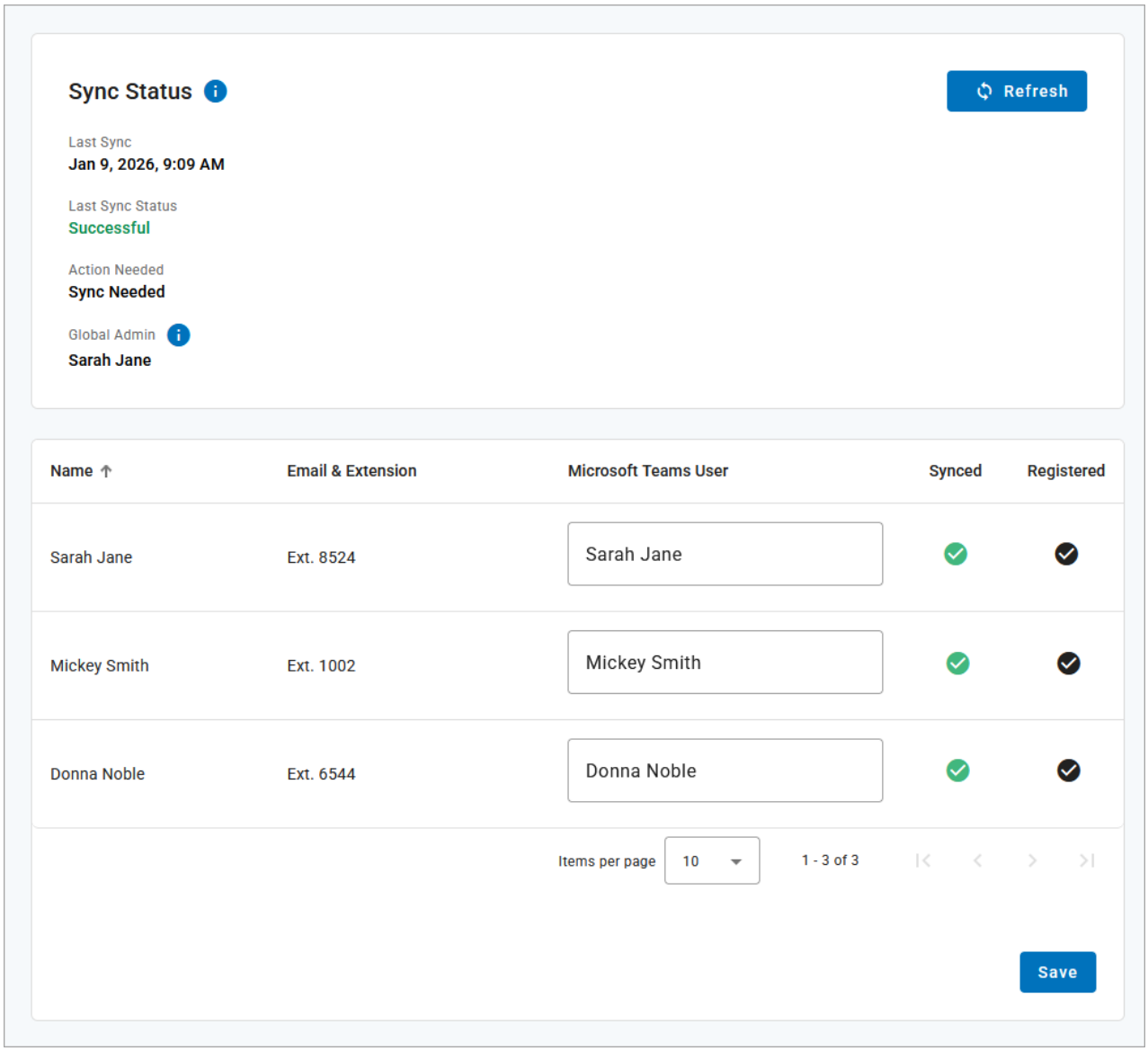

Mapping Users to Licenses

You can map (link) as many users as the account has integration licenses. For example, if the account has 10 Microsoft Teams users and 5 integration licenses, only 5 BCC users can be mapped. If additional licenses are required, contact your Cymbus administrator for assistance.

1. Go to **Account > Microsoft Teams**. Business Cloud Communications users are listed on the left, and the Microsoft Teams users who have the prerequisite Teams Phone license (E5 or an add-on) are in the drop-down menu on the right.
2. Identify which voice users should use an integration license, then select their Microsoft Teams license from the menu on the right.
    - For users who do not have a Microsoft Teams license or should not use the integration, select *None* or leave blank.

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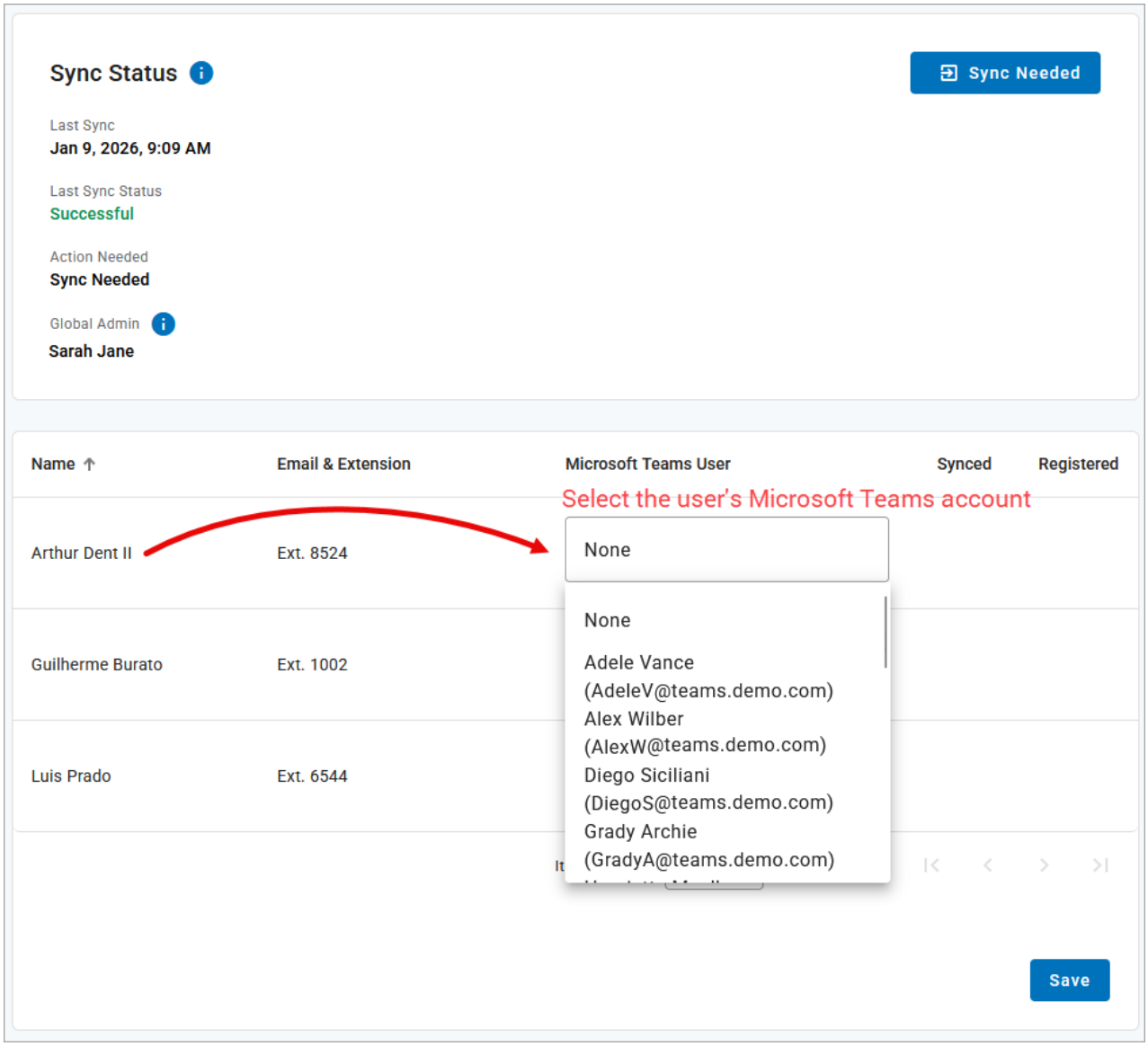
- Only 10 users are shown per page, so be sure to go through every page until each user who needs the Microsoft Teams integration is mapped appropriately.

3. Scroll down and click **[Save]** at the bottom of the page to save the changes.



Sync Required
Saving this page will not automatically update the integration. When user mapping changes are saved, the Global Admin must sync the integration to apply the changes to Teams.

Unassign Integration Licenses from Users

1. Locate the user in the list.

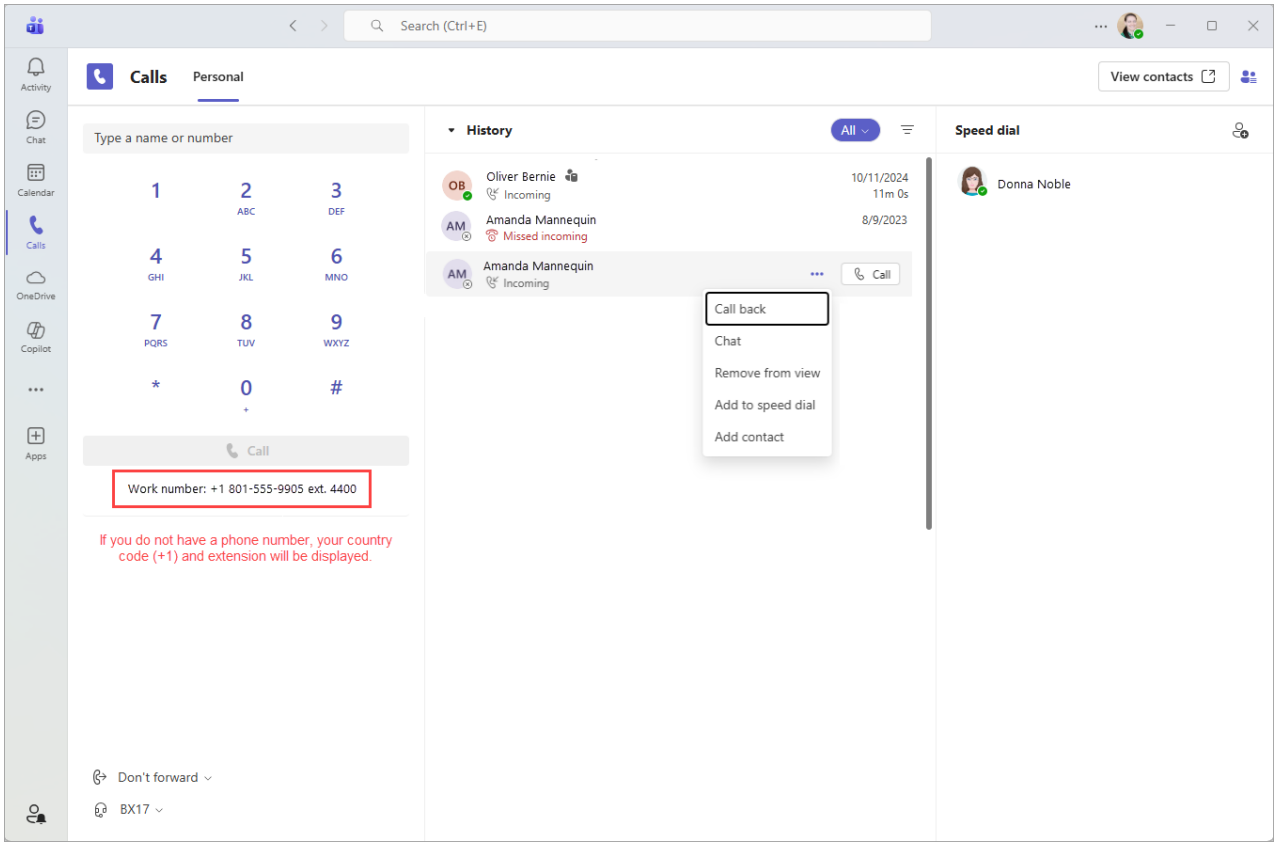
2. Change the *Microsoft Teams User* drop-down option to *None*.
3. Click **[Save]**.

The integration must be synced before the license can be assigned to another user.

Teams Configuration

Once the integration is set up, voice calling is enabled in the Microsoft Teams app via the native dial pad, allowing users to make and receive external calls with their own phone number and extension on any Teams device.

See the Teams User Guide for details.



Voice Calling Policies

When the integration is set up, a number of calling policies are added to your Microsoft 365 account, which any Global Admin can see in the Voice section of the Microsoft Teams admin center.

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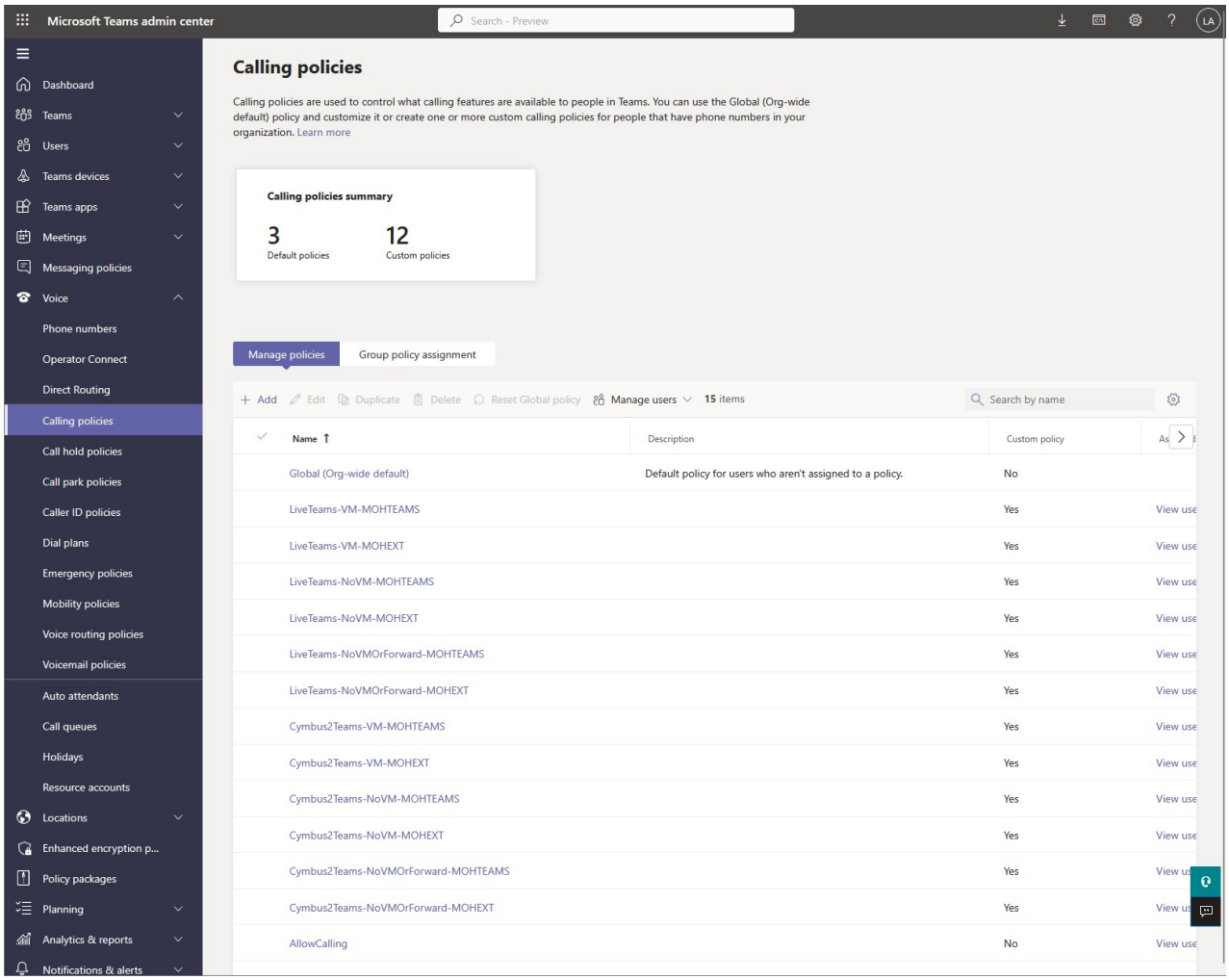

Warning

Do not make changes to Voice policies and templates in the Microsoft Teams admin center. Any changes could break the integration and may be undone the next time the account is synced.

Email Notifications

The following email notifications may be sent to the Global Admin user to manage the Cymbus for Microsoft Teams integration.

Activate the Microsoft Teams integration

Name,

You have been invited to activate and manage the Microsoft Teams integration for the [AccountName] account as the Global Admin. Please follow the steps below to get started.

Enable the integration

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1. Log in to the Cymbus Voice Portal.
2. Go to the Microsoft Teams page and click **[Authorize]** on the right to open the integration portal in another tab.
3. Once the integration portal loads, click **[Sync Now].**
4. In a pop-up window, Microsoft will ask you to grant certain permissions for the integration on behalf of your organization. Check *Consent on behalf of your organization,* then click **[Accept]**.
5. When asked to sign in, enter the email address and password for the Microsoft Account for which you are a Global Admin user.

It will take a few minutes for Microsoft Teams data to populate in the Cymbus Voice Portal. If you get an error or the user data doesn't load within 24 hours, please contact your Cymbus administrator for assistance.

Map user licenses

Next, map voice users to Microsoft Teams licenses. If you need additional licenses, please contact your account administrator.

1. Go back to the Cymbus Voice Portal.
2. On the Microsoft Teams page, identify which voice users should use an integration license, then select their Microsoft Teams license from the drop-down menu on the right. For users who do not have a Microsoft Teams license or should not use the integration, select *None* or leave blank.
3. Click **[Save]** at the bottom of the page.
4. Go back to the integration portal and click **[Sync Now — Changes Queued]** to sync your changes.
5. When asked to sign in, select the associated Microsoft Account for which you are a Global Admin user.

Once the sync is complete, the users who are mapped to Microsoft Teams licenses can place and receive calls using their Business Cloud Communication service in the Microsoft Teams app.

Ongoing management

Any Cymbus Admin user on the account can update user license mapping whenever changes are needed. However, as a Global Admin in both Cymbus and Microsoft 365, only you can sync the integration and apply the changes to Microsoft Teams. When a sync is required, an email will be sent to you with instructions.

If you have any questions, please contact your Cymbus administrator for assistance.

Thank you,

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The Cymbus Team

Sync required to update the Microsoft Teams integration

Name,

User mapping changes made in the Cymbus Voice Portal are currently pending. Follow the steps below to sync the data with Microsoft Teams.

1. Go to http://admin.teams.cymbus.com/.
2. Click **[Sync Now – Changes Queued]**.
3. When asked, log in to your associated Microsoft 365 account for which you are a Global Admin to authorize the sync.

You have received this email because you are responsible for managing the Microsoft Teams integration for your organization. If you have any questions, please contact your Cymbus administrator for assistance.

Thank you,

The Cymbus Team

Microsoft Teams integration sync failed

Name,

The most recent Microsoft Teams integration sync has failed. Please try again.

1. Go to http://admin.teams.cymbus.com/.
2. Click **[Sync Now – Changes Queued]**.
3. When asked, log in to your associated Microsoft 365 account to authorize the sync.

You have received this email because you are responsible for managing the Microsoft Teams integration for your organization. If you have any questions, please contact your Cymbus administrator for assistance.

Thank you,

The Cymbus Team

Microsoft Teams integration licenses have changed

The number of licenses for the Microsoft Teams integration has changed:

- Previous count: XX
- Updated count: XX

You can map any new licenses to users in the Cymbus Voice Portal.

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You have received this email because you are responsible for managing the Microsoft Teams integration for your organization. If you have any questions, please contact your Cymbus administrator for assistance.

Thank you,

The Cymbus Team

The Microsoft Teams integration was removed

Name,

The Microsoft Teams integration has been removed from the [AccountName] account. Users who were linked to Microsoft Teams licenses via the integration can no longer make and receive calls using the dial pad in the Teams app.

1. Go to http://admin.teams.cymbus.com/.
2. A final sync must be performed to remove the configuration files from Teams.

   Click **[Sync Now – Changes Queued]**.
3. When asked, log in to your associated Microsoft 365 account to authorize the sync and complete the removal process.

If you believe the integration was removed in error, please contact your Cymbus administrator for assistance.

Thank you,

The Cymbus Team

The Global Admin user has been reassigned

Name,

The Cymbus Global Admin user for the Microsoft Teams integration on the [AccountName] account has been reassigned to another user, which means you are no longer responsible for managing it.

If you have any questions about this change, please contact your Cymbus administrator for assistance.

Thank you,

The Cymbus Team

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You are the Global Admin user for the Microsoft Teams

Name,

You have been assigned as the Cymbus Global Admin for the [AccountName] account. Because user data cannot be synced between systems automatically, you are responsible for manually syncing the integration between Cymbus and Microsoft Teams any time user mapping changes are made. When a sync is required, an email will be sent to you with instructions.

If you are not a Global Admin in Microsoft 365, please contact your Cymbus administrator for assistance.

Thank you,

The Cymbus Team

Troubleshooting

The Microsoft Teams integration doesn't always return the most helpful error messages, so here are a few common issues you might come across. If you can't resolve an issue for your customer, open a ticket with your service provider and include a description of the issue and the phone number(s) involved in the call.

Configuration Delays

Some elements of the configuration within Microsoft 365 can be subject to delays as information propagates between different parts of the Microsoft system. This can vary from day to day, so we recommend that you aim to carry out these steps at least 48 hours prior to your go-live date to allow for this.

If you get an unexpected error on any step, we suggest waiting 24 hours and trying again before reporting a problem to Microsoft.

Global Admin Didn't Receive Invitation

The invitation to set up and authorize the integration is sent to the Global Admin when the service is enabled on the account. If they haven't received the invite, ask them to check their junk/spam email filters to see if the message was blocked. If it hasn't been delivered, check that it was sent to the correct email address.

The invitation is sent to the email address listed in the user's settings. If necessary, you can update their email address in **User > Edit > Settings**, then contact your voice service provider to resend the invitation.

If necessary, contact your Cymbus service provider to reassign the Global Admin user to another user who has the necessary permissions.

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Global Admin Doesn't Have Microsoft 365 Superuser Access

If the user assigned as the Global Admin does not have superuser access in Microsoft 365, work with the organization to identify who does have that access, then contact your voice service provider to reassign the Global Admin to the new user.

Global Admin Logged Into Wrong Microsoft 365 Tenant

To accept the invite while logged into a different Microsoft 365 tenant to the one being configured, right-click and copy the **[Sync Users]** button link in the end user portal, then paste it into a private browsing session to complete the process.

Global Admin Unknown Account Error

Users who receive an admin invite and get an unknown error should try the following to resolve the issue:

- Log out of all Microsoft accounts.
- Accept the invite in a private/incognito browser session.
- Ensure they are using a supported browser such as Chrome or Edge.
- Ensure any pop-up blockers are disabled.

No Pop-Up Login Window

When you click to sync the integration, Microsoft will ask you to log in via a pop-up. If you don't see the window, your browser may be blocking pop-ups. Click the icon in the address bar to modify your settings, or see the following articles for detailed instructions:

- Allow pop-ups in Chrome
- Allow pop-ups in Firefox

Microsoft User(s) Not Showing in Portal

Has the Global Admin performed the first sync to enable the integration? While the first sync is performed, the drop-down menu may be blank or incomplete. Wait for the sync to complete before mapping users.

If a user is missing from the list, ask the customer to check the following:

- That the user has a Teams Phone license add-on or an E5 license. Users without Teams Phone cannot use the integration.
- That the user does *not* have a calling plan on their Microsoft license. If they do have a calling plan, it needs to be removed before they are eligible to use the Microsoft Teams integration. See Unassign licenses from users.

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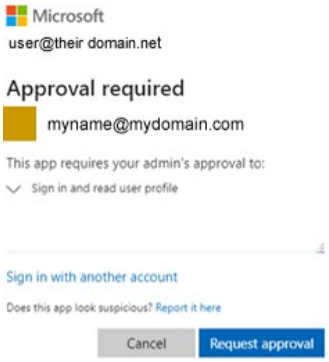
Dial Pad Not Showing for Users

An absent dial pad can be due to several different reasons:

- The user does not have an extension assigned to their account.
- A sync has not been performed since the user was added to the portal.
- The user does not have a phone system license.
- Insufficient time has elapsed since the user setup was performed.
- Microsoft 365 has an internal error.

Error Message: Approval Required

This message is most often seen where two-stage or Multi-Factor Authentication has been applied on the Microsoft account. It will require MFA approval from the Microsoft Admin on the hosting domain where challenged.



Error Message: Failed Sync

Unable to activate domains for voice on Microsoft Office 365 because no unassigned licenses were found.

During the initial setup and when performing the sync with the Microsoft 365 account, there must be at least two extra unassigned Microsoft 365 Business or E1/E3/E5 user licenses available temporarily for few hours. For details, see Microsoft Teams Licensing.

To resolve this issue, check your Microsoft Office 365 account under Billing > Licenses to make sure two unassigned Microsoft 365 Business or E1/E3/E5 user licenses are available, and then reattempt the sync in the Admin Portal.

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