



How to Set Up Operator Connect with Atlantech Online

A step-by-step guide for Microsoft 365 Administrators

What is Operator Connect?

- Operator Connect is a new feature in Microsoft Teams that allows you to integrate your phone system with your preferred carrier.
- With Operator Connect, you can make and receive calls from Microsoft Teams using your existing phone number and telephone service, if they're an Operator Connect carrier.
- Operator Connect works with any device that supports Teams, including desktop, mobile, and web.

Why choose Atlantech Online as your Operator?

- Atlantech Online is a leading provider of cloud-based communication solutions for businesses of all sizes.
- Atlantech Online offers reliable, secure, and cost-effective voice services that are certified with Operator Connect.
- Atlantech Online has a dedicated team of experts who can help you with the setup, migration, and support of your phone system.

Prerequisites

Before you start, make sure you have the following:

- A Microsoft 365 or Office 365 subscription that includes Teams and Phone System.
- An Atlantech Online account with an active voice plan.
- A domain name that is verified by Microsoft and Atlantech Online.
- A Windows admin account with global admin or Teams service admin permissions.

STEP-BY-STEP GUIDE

Follow these steps to set up Operator Connect with Atlantech Online:

- Sign in to the **Microsoft Teams admin center** with your Windows admin account.
- Go to **Voice > Operator Connect** and select **All Operators**
- Select **Atlantech Online** from the list of available operators and click **Next**.
- Within Operator Settings, select **United States: Teams Phone calling**
- Enter company size and contact information (full name, email address, and phone number).
- Review the terms and conditions and click **Accept**.
- Wait for the verification process to complete. This may take a few minutes.
- Once verified, you will see a confirmation message and a list of phone numbers that are available for Operator Connect.
- **Select the phone numbers** that you want to assign to your users and click **Next**.
- Assign the phone numbers to your users by **selecting their names** from the drop-down menu and clicking **Save**.
- Click **Finish** to complete the setup.

Congratulations! You have successfully set up Operator Connect with Atlantech Online. Your users can now make and receive calls from Teams using their Atlantech Online phone numbers.