



MS Teams



This article talks about MS Teams Connector Portal (TeamMate) and the MS Teams Integration App in comm.land 2.6

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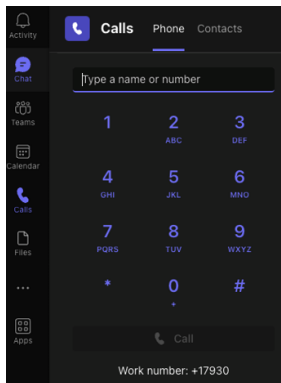
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Getting Started

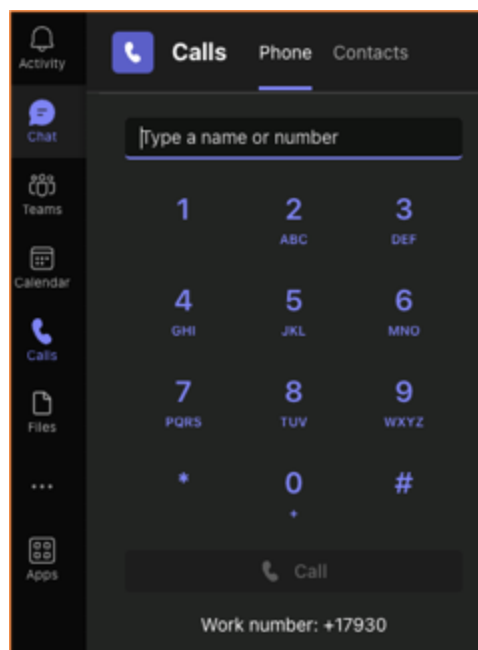
We've partnered with TeamMate Technology to provide MS Teams direct routing integration to our Hosted, Private, and Global customers. We've also made managing Teams devices easier with our Integration app within comm.land 2.6 and above. Continue reading to learn how to sign up as a Teams Connector Reseller and how the new Integration app will make your life easier.

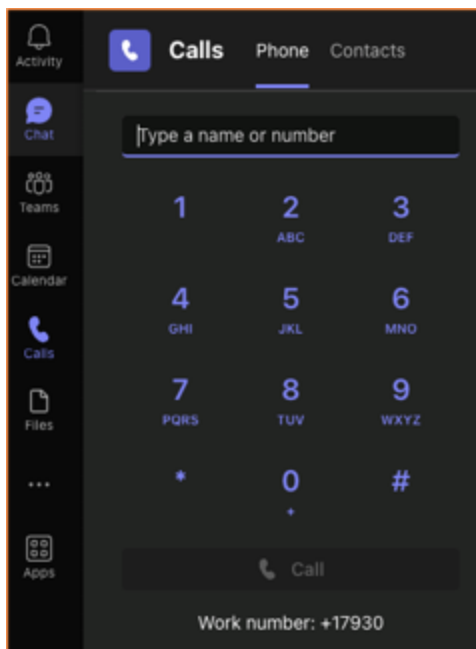
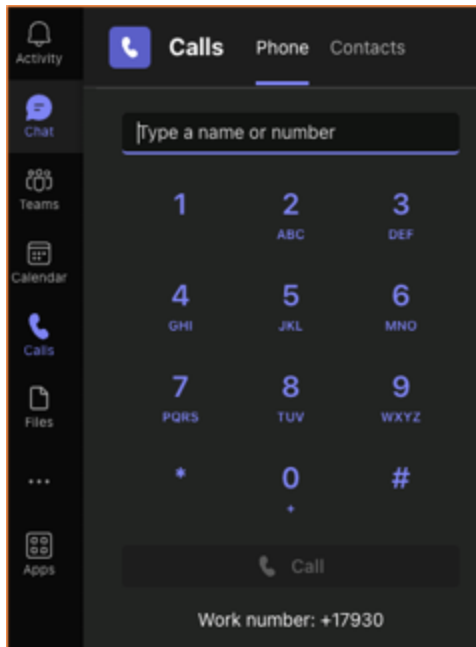


Before using the Integration app to manage devices, you need to be a MS Teams Connector Reseller in our Teams Connector Portal (TeamMate)

To sign up to be a Teams Connector reseller with us please see the [this form.](#)

Once we receive the completed form and process your request, you will receive an invitation email from us containing a link and pin number for registering to the Teams Connector reseller portal.





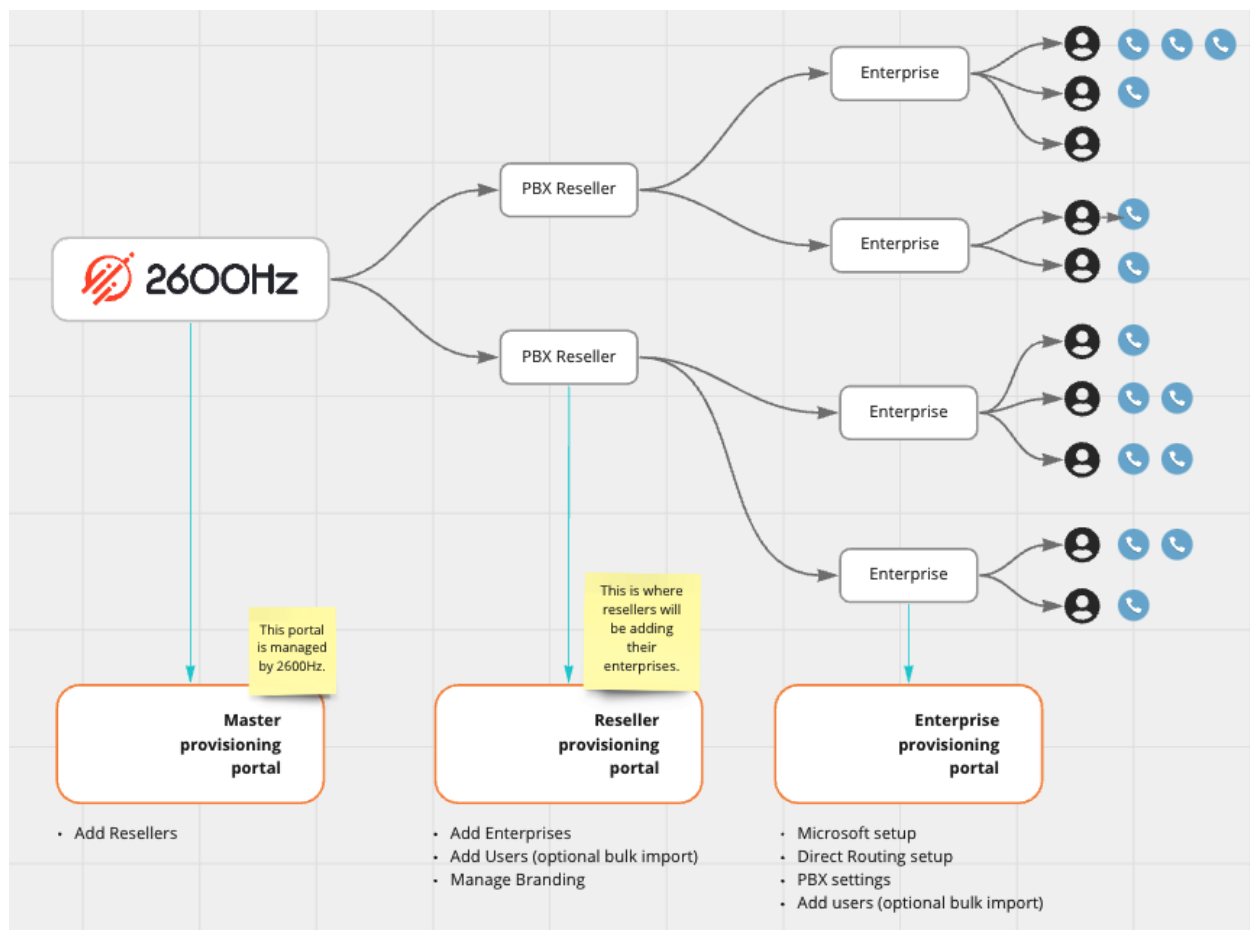
Pricing

Once you're registered MSTEams using TeamMate technology you will see additional charges to your account. This will be based on the number of users you sign up for the integration:

- Your KAZOO user/device license plus \$2.50 for each Teams integration

- Includes the costs of TeamMate
- Does NOT include Microsoft Phone system licenses for end users
 - A Microsoft Phone System license or comparable add-on license is needed. Get more info on that [here](#).
- If you can commit to a volume of 1,000 Teams integrated users/devices, please contact sales@2600Hz.com for a volume discount.

Understanding the Portals



How-To setup a new enterprise

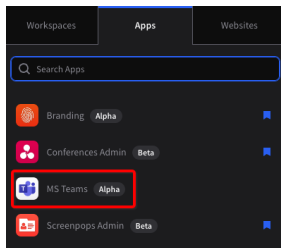


This is a how-to guide for setting up a new enterprise and having it linked to our MS Teams Integration app in comm.land 2.6 (and higher) for easy device management

Resellers can guide Enterprise MS Office administrators in the following configurations. There are a few preliminary steps we suggest you and your customers take before beginning the registration process, please visit the following [link](#).



MUST CREATE ENTERPRISE ACCOUNT IN COMM.LAND MS TEAMS INTEGRATION APP TO AVOID ANY ERRORS



Alright, once you are ready to set up a new enterprise, open up the MS Teams Integration app in comm.land

IF the app is not present, login to comm.land as an admin, select account settings, app selector, to enable the app for the desired users.

Welcome 🎉!

Before using the MS Teams Integration App, you will first need to sign up and configure the Microsoft Teams Connector portal. To set up the integration app:

- An account admin needs to enter their MS Teams Connector Reseller Name and Admin email.
- Microsoft 365 admin email is only needed if it is different than Teams Reseller Admin email and creating a new enterprise.
- After these credentials have been verified initially, admins will no longer be prompted to log in.
- Now, you can begin managing devices and users via the MS Teams Integration App.

ⓘ The two required fields are case sensitive and MUST match Teams Portal configuration.

Teams reseller name *

This info is required and is case sensitive

Teams reseller admin email *

This info is required and is case sensitive

Microsoft 365 admin email

An email will be sent to your 365 admin with required steps to complete your enterprise registration.

Sync with Teams

Upon opening app for first time on an account you will be presented with a welcome setup screen.

At this point you need to enter the following info

- Teams reseller name
 - This is found in the Teams Connector Portal (most likely your company name)
- Teams reseller admin email
 - email address of the admin of reseller account
 - Found in Teams Connector Portal>admins
- Microsoft 365 Admin email
 - The microsoft 365 administrator for the account - this is only needed if different than your reseller admin email, we will assume the teams reseller admin email is the same if this field left blank.

After all that info is entered, go ahead and hit “Sync with Teams”

Waiting on your Microsoft 365 admin...

An email was sent to your 365 admin which includes the necessary steps for them to complete your Microsoft Teams enterprise registration. Upon checking, it seems they have not completed these registration steps yet.

Cancel and start over Check again

You will then see a message, letting you know an email has been sent to the Microsoft 365 admin to finish setting up the Enterprise.

Dear Microsoft Teams Connector Enterprise Admin,

Welcome to the Enterprise Provisioning Portal by Microsoft Teams Connector Technology. Once you have completed this process you will be able to make and receive calls using your usual phone system from within Microsoft Teams using the Microsoft native dialpad.

There are a few steps to finalize your setup on the Microsoft Teams Connector Connector.

- Use the link below to login to Microsoft Teams Connector's Enterprise Provisioning Portal using your Microsoft Office 365 Global Administrator credentials. These credentials must be associated with a licensed (E1, E3, E5, Microsoft Business Voice) Microsoft Office user.
- Navigate to the 'Direct Routing Management' menu.
- Select a valid Domain Name in your Office 365 Tenant/Organization and input the Invitation Code included below.
- Next add in your PBX Settings and upload User information as instructed.

Grant permissions. The global administrator will click the link provided in the email they receive, log in to the Enterprise portal with their Global Administrator credentials, and authorize the requested permissions. There are two permission screens that are mandatory and will need to be granted before the enterprise can log into the connector. Once logged in there are prompts on the dashboard to grant **optional** additional permissions that enhance ConnecttoTeams' call troubleshooting and presence syncing.

Confirm Microsoft licensing. Upon logging in, the Global Administrator will use the sidebar menu to navigate to Direct Routing Management>> Direct Routing. Confirm there is one available Microsoft license free to be assigned.

- What if the portal says there are negative licenses available?
- What if the portal says I don't have any available licenses when I know that I do?

Configure Direct Routing. Click the "Direct Routing" tab. Select the desired Gateway then Click "Complete Direct Routing," ensure the verification process succeeds, and then click "Complete." Wait for the notification on the dashboard that lets you know set-up is complete. If the process takes longer than an hour open a ticket with ConnecttoTeams so we can unfreeze the process, as this indicates Microsoft's servers were under heavy traffic and timed out. The global administrator will receive an email when it is complete.

Decide if allowing SIP REFER or Media Encryption is desired for the Direct Route. If desired it is possible to configure **additional Direct Routes**. Decide if the enterprise wants to opt into Microsoft's secondary routes for redundancy.

- What if I have already set up Direct Routing in Teams before and it is blocking the new configuration process?

- What if I previously used the Microsoft Calling Plan and it is blocking the new configuration?
- What if the Direct Routing user is created but the Direct Routing fails to be established?
- Why is the domain I chose not working?

Configure PBX settings. Navigate to the “PBX Settings” tab. Input data from the enterprise’s PBX provider. This task can be delegated to someone other than the Microsoft

Global Administrator. Generally this is completed by the Service Provider/Reseller as they have correct information.

- Necessary PBX information includes:
 - PBX SIP Domain (required) - **this will be the account realm information.**
 - PBX SIP Proxy (if used)
 - PBX Type - 2600Hz Freeswitch

After those steps are completed and your enterprise is setup, head back to comm.land and open up the MS Teams Integration app again, it should auto bring down your users from the Connector portal and match them to users on the account by email address.

NOTE: You may need to hit “Check again” to pull down users.

MS Teams Integration Last sync: 11/16/2023

The system matches users on this account with Teams, but there might be discrepancies or blank data. Before syncing, please check the pre-populated configurations and fix any errors or discrepancies.

Only one account can be associated with a Teams User. To sync users with Teams, a phone number or extension is mandatory. Once a user is connected to Teams, you are restricted to only modifying a user's phone number.

Search






<input type="checkbox"/> User (Teams)	User (This account)	Associated Number	Status
Adele Vance	Adele V	Select a phone number	
Alex Wilber	Alex W	Select a phone number	
Diego Siciliani	Diego S	Select a phone number	
Grady Archie	Grady #@	Select a phone number	
Henrietta Mueller	Henrietta M	Select a phone number	
Isaiah Langer	Isaiah L	Select a phone number	
Johanna Lorenz	Johanna L	Select a phone number	
Joni Sherman	Joni S	Select a phone number	
Lee Gu	Lee G	Select a phone number	

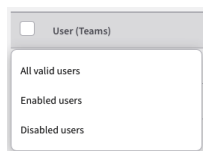
Sync with teams portal

Waiting on your Microsoft 365 admin...

An email was sent to your 365 admin which includes the necessary steps for them to complete your Microsoft Teams enterprise registration. Upon checking, it seems they have not completed these registration steps yet.

Look over your users, ensure they are matching to who you are wanting to assign a Teams device, select a phone number or extension, and slide status toggle for users you wish to enable.

<input type="checkbox"/> User (Teams)	User (This account)	Associated Number	Status
<input type="checkbox"/> Adele Vance	 Adele V	1008	<input checked="" type="checkbox"/>
<input type="checkbox"/> Alex Wilber	 Alex W	1011	<input checked="" type="checkbox"/>
<input type="checkbox"/> Diego Siciliani	 Diego S	1009	<input checked="" type="checkbox"/>
<input type="checkbox"/> Grady Archie	 Grady #	1012	<input checked="" type="checkbox"/>
<input type="checkbox"/> Henrietta Mueller	 Henrietta M	1010	<input checked="" type="checkbox"/>



or you can easily select “All Valid Users” via the checkbox at the top. then select “Enable” to slide all the status bars to enabled at once.

5 Users selected










Enable

Disable

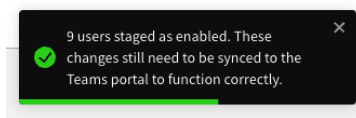
Search

<input type="checkbox"/>	User (Teams)	User (This account)	Associated Number	Status
<input checked="" type="checkbox"/>	Adele Vance	<div><div>A</div><div>Adele V</div></div>	<div>1008</div> <div></div>	<div></div>
<input checked="" type="checkbox"/>	Alex Wilber	<div><div>AW</div><div>Alex W</div></div>	<div>1011</div> <div></div>	<div></div>
<input checked="" type="checkbox"/>	Diego Siciliani	<div><div>DS</div><div>Diego S</div></div>	<div>1009</div> <div></div>	<div></div>
<input checked="" type="checkbox"/>	Grady Archie	<div><div>G#</div><div>Grady #@</div></div>	<div>1012</div> <div></div>	<div></div>
<input checked="" type="checkbox"/>	Henrietta Mueller	<div><div>HM</div><div>Henrietta M</div></div>	<div>1010</div> <div></div>	<div></div>

Once you make your selection on who you want to enable - you will see your changes are “staged” - nothing has gone to your Connector Portal quite yet...

<input type="checkbox"/> User (Teams)	User (This account)	Associated Number	Status
<input type="checkbox"/> Adele Vance	 Adele V	1008	<input checked="" type="checkbox"/>
<input type="checkbox"/> Alex Wilber	 Alex W	1011	<input checked="" type="checkbox"/>
<input type="checkbox"/> Diego Siciliani	 Diego S	1009	<input checked="" type="checkbox"/>
<input type="checkbox"/> Grady Archie	 Grady #	1012	<input checked="" type="checkbox"/>
<input type="checkbox"/> Henrietta Mueller	 Henrietta M	1010	<input checked="" type="checkbox"/>
<input type="checkbox"/> Isaiah Langer	 Isaiah L	1013	<input checked="" type="checkbox"/>
<input type="checkbox"/> Johanna Lorenz	 Johanna L	1014	<input checked="" type="checkbox"/>
<input type="checkbox"/> Joni Sherman	 Joni S	1015	<input checked="" type="checkbox"/>
<input type="checkbox"/> Lee Gu	 Lee G	1016	<input checked="" type="checkbox"/>

9 Staged changes [Sync with teams portal](#)



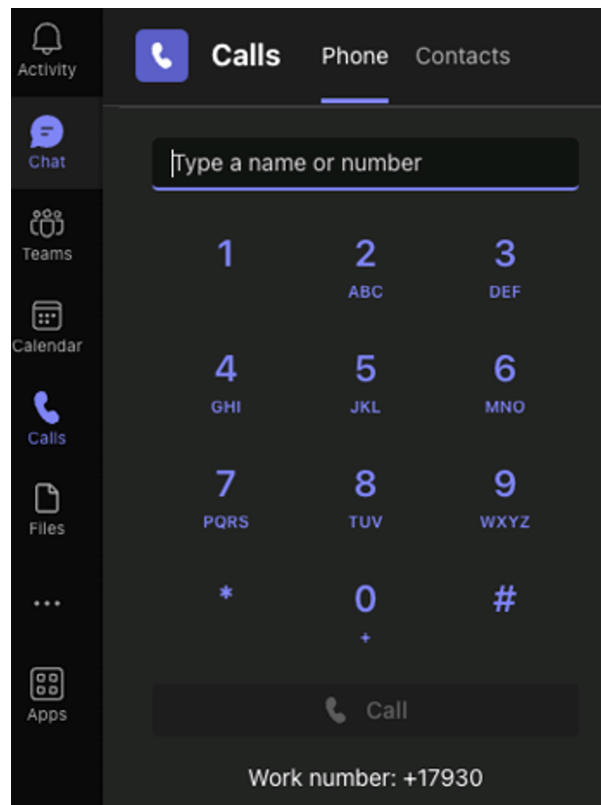
Go ahead and hit Sync with teams portal to make the changes - this will enable the user in the Connector Portal and make a device in KAZOO and assign it to the user.

You will see a notification, letting you know the users were enabled.

After the users are enabled, the account's Microsoft 365 admin will need to log into the Connector Portal and "sync" the new users to finalize.

Enterprise Admin Action Items		
Setting	Current Status	Action Required
Presence Monitoring	Granted Consent	-
Allow Management by Service Provider	Granted Consent	-
Teams Users	Pending Synchronization	Sync Teams Users

Give it some time to sync, then have the users login to Teams, they should now have the Teams native dialer.



Additional Resources

TeamMate Technology provides extensive documentation on the MS Teams Connector Portal. Here are a few that we found most helpful:

- An excellent walkthrough of the process: [TeamMate Provisioning](#)
- All reseller documentation: <https://connecttoteams.elevio.help/en/categories/3-reseller>
- Documentation on the reseller portal: <https://connecttoteams.elevio.help/en/articles/3>
- Knowledge base: <https://connecttoteams.elevio.help/en>
- Branding tutorial: [TeamMate Reseller Branding Settings](#)

- Step-by-step guide: <https://connecttoteams.elevio.help/en/articles/4>