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1. Streams App registration in Azure

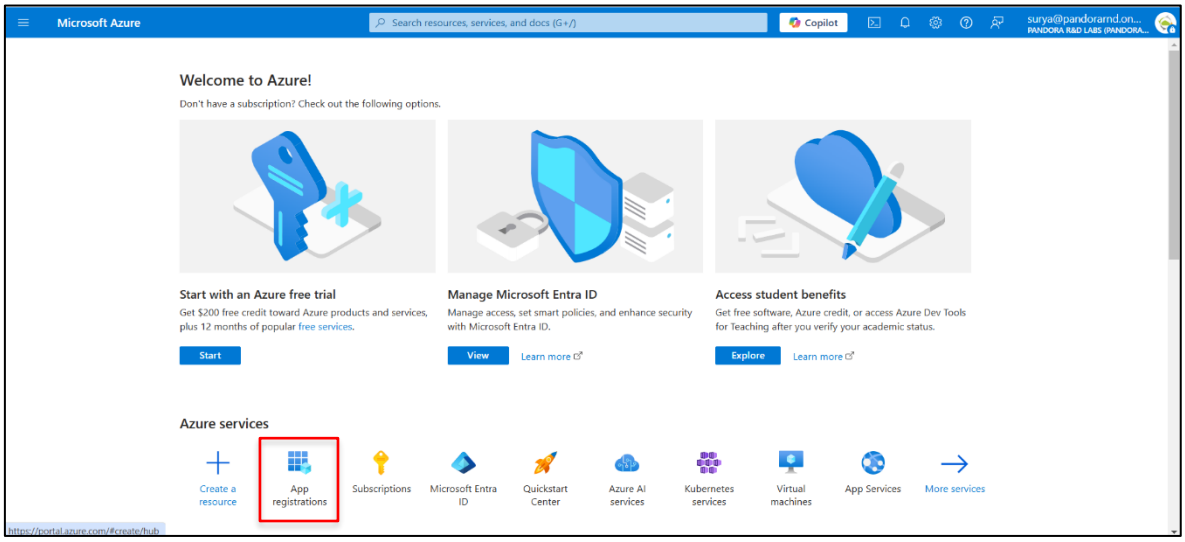
1.1 Introduction

Organizations utilizing the Streams app within Microsoft Teams must follow these steps to ensure the app can access and read user details from their Azure Active Directory (AAD). This setup enables seamless integration and ensures the Streams app functions as intended.

1.2 Streams App Registration in Azure

1.2.1 Access Microsoft Azure Portal

- Open a browser and go to the Azure Portal.
- Log in using your organization's Azure admin credentials.
- In the Azure Portal, click **App registration** as shown in the image below.

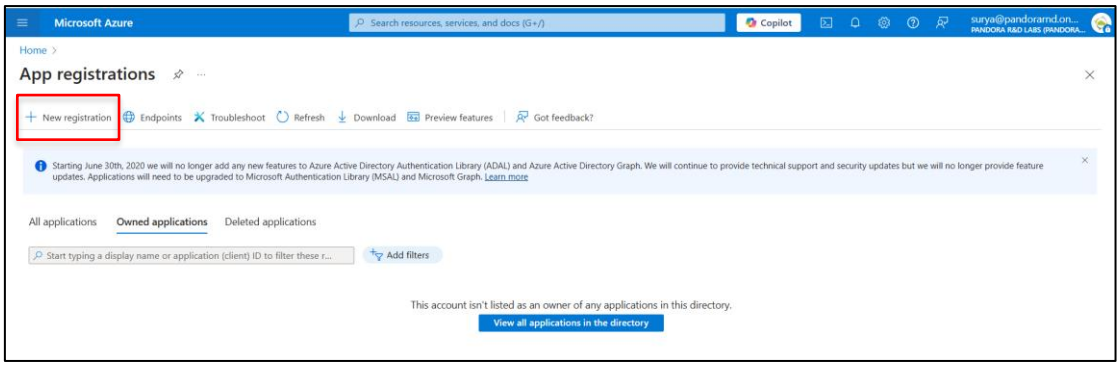


Note: If you don't see **App registrations** listed under Azure services, follow these steps:

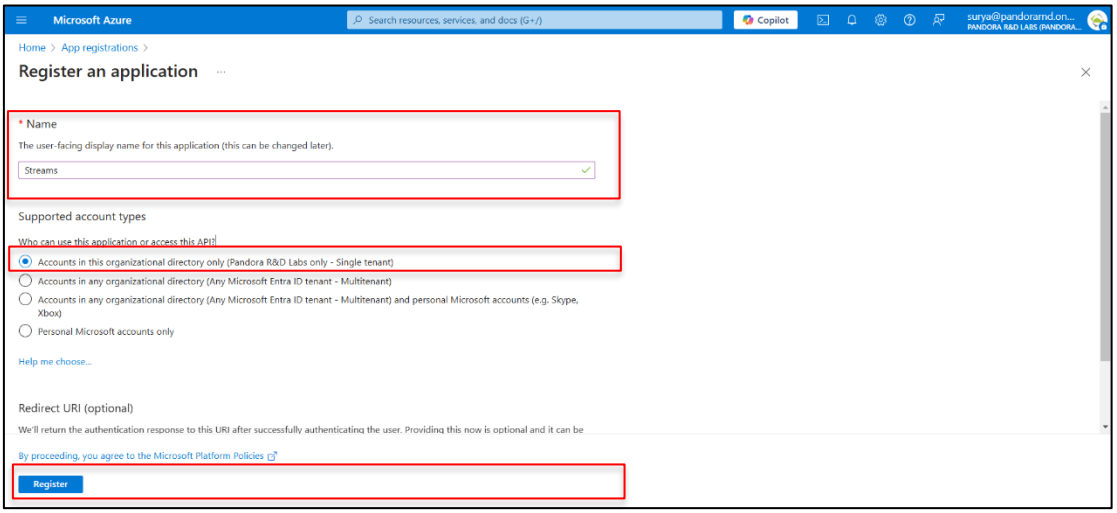
1. Click **More services** located at the bottom of the right-hand menu.
2. In the search bar that appears, type **App registrations**.
3. Select **App registrations** from the search results to proceed.

On the **App registrations** page,

- You'll find a **New registration** button at the top of the page.
- Click this button to begin the registration process.



On the **New registration** screen in Azure Active Directory, you'll need to fill in the required details for your application.

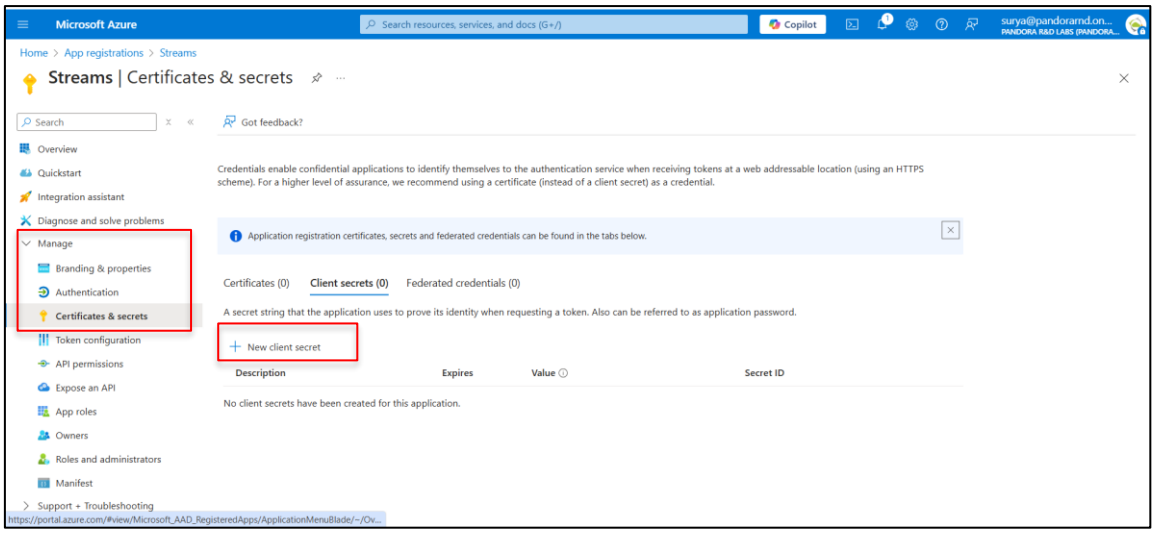


Filled in the necessary fields:

- **Name**, enter app name (Streams).
- Under **Supported account types** select **Accounts in this organization directory only (Single tenant).**
- Click **Register** to complete the creation of the app registration.

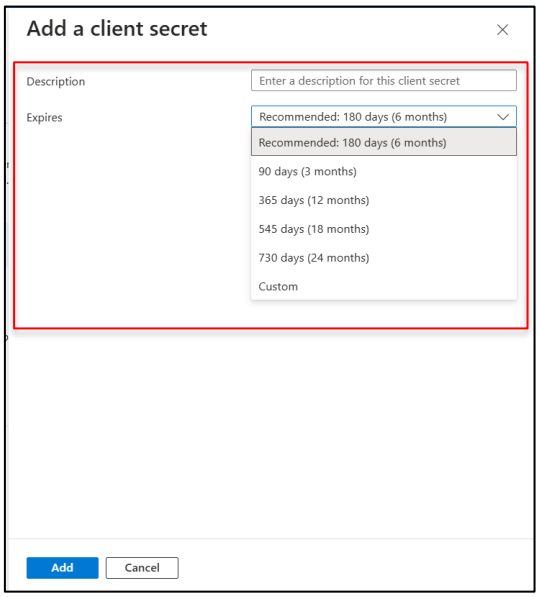
Once registered, you can configure further settings and permissions needed for the Teams integration as follows:

- Click **Certificates and secrets** from the **Manage** menu at the left.
- Subsequently, click **New client secret** to create a new secret for your app as shown in the image below.



Clicking **New client secret**, a popup is displayed as shown in the image below.

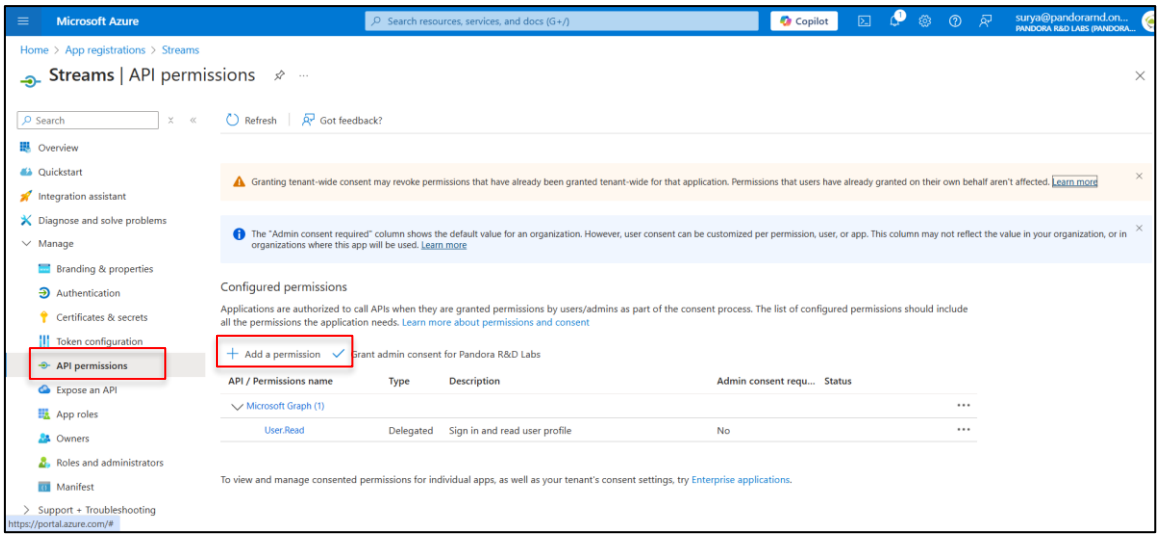
- In the **Description** field, you can provide a name for this secret, such as “Streams-App-Secret”.
- Set an **expiration** period for the secret.
- Next click **Add**



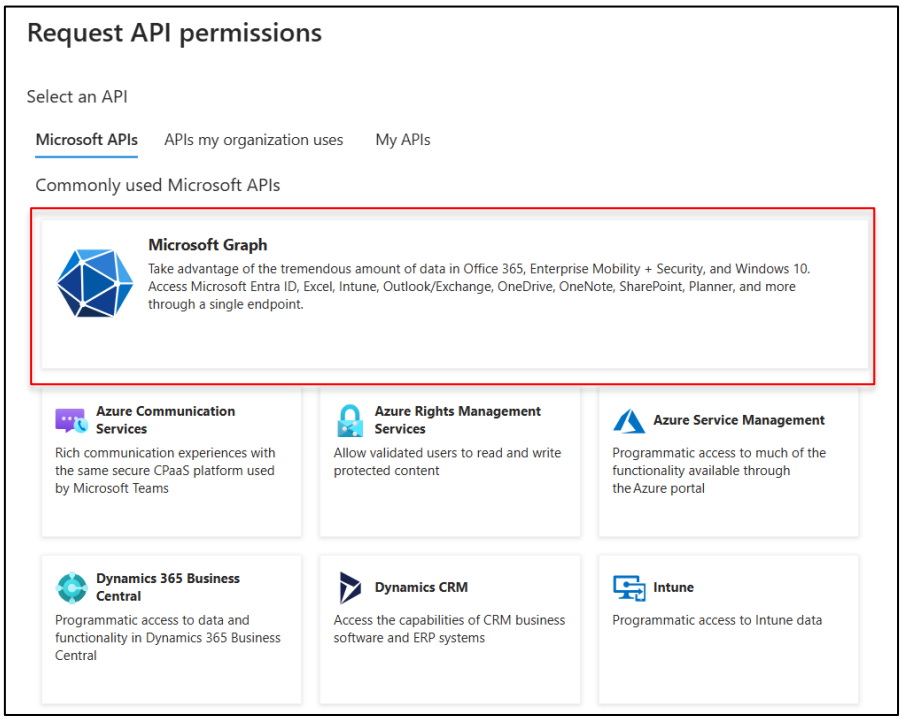
Note: The **expiration date** is the date by which the client secret must be updated in Microsoft Azure. Copy the **Expires** and **Value** of the **Client secrets** immediately and paste them into a text document, as it will be hidden once you navigate away from the page. The **Clients secrets** information will be required to authenticate the app when making API requests.

Following the creation of the client secret, you'll need to set up **API permissions** to allow your app to interact with Microsoft services and read user details from Azure Active Directory. Here's how to do it:

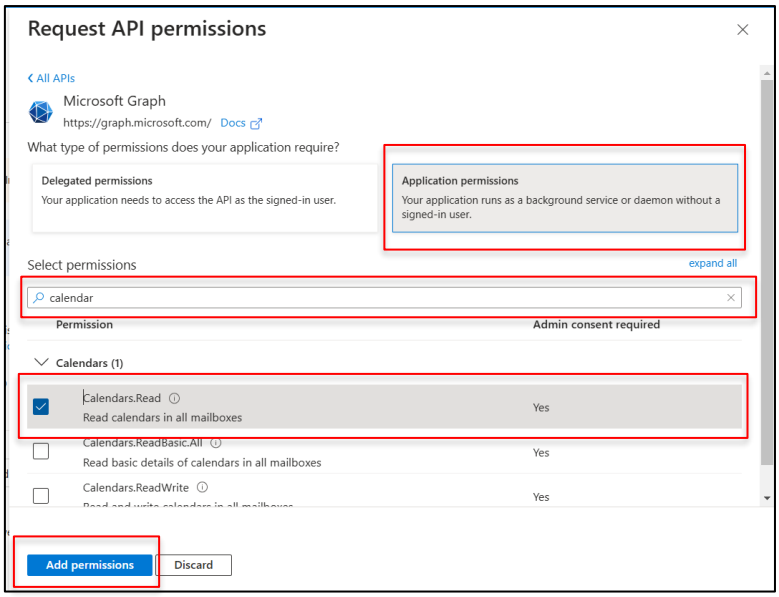
- In the **Manage** section of the app registration page, locate and click on **API permissions** from the left hand menu.
- Once you're on the **API permissions** page, click the **Add a permission** button at the top.



Under the **Request API permissions** window, you'll need to select **Microsoft Graph**, as this is the API that provides access to user details in Azure Active Directory.



Select **Application permissions** if your app needs to access the user data without the user's involvement, such as *User.Read.All or Directory.Read.All* permissions for reading users' information across the organization.



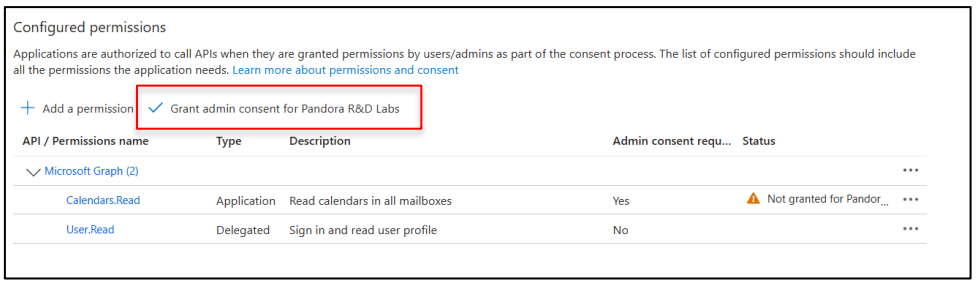
Search for and check the boxes next to the following permissions:

- **Mandatory permissions:**
  - **Contacts.Read:** Syncs personal contacts from the Azure Directory to the Streams Embedded app.
  - **OrgContact**.Read.All: Syncs Azure Directory contacts with the Streams for Teams Embedded app.
  - **User.Read.All:** Maps Streams and Teams users so that Teams personal contacts sync with the correct users. Also ensures that message notifications triggered by Streams go to the correct users.

- **Optional permissions:**
  - **TeamsAppInstallation.ReadWriteForUser.All:** Allows the Streams Admin Portal to install and uninstall the Streams for Teams embedded app for selected users in your Microsoft account
  - **Contacts.ReadWrite:** Syncs personal contacts from the Azure Directory into the Streams Embedded app and allows you to create and update these contacts.

Once the permissions have been added, you may need to grant admin consent to allow your application to access these resources on behalf of users in your organization.

- Hence grant consent from the **API permissions** page by clicking **Grant admin consent for** as shown in the image below.
- Then, click **Yes** in the popup window.

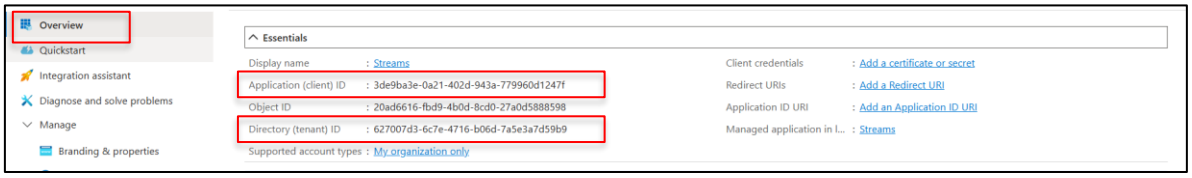


Note: You'll see a success message in the top right corner when admin access has been granted.

1.2.2 Steps to Access the Overview

In the **Manage** section on the left menu, click **Overview**. This will bring you to the general information page for the app registration. The **Overview** page will provide you with key details about your app, including:

- **Application (client) ID**
- **Directory (tenant) ID**



Note: Copy the **Application (client) ID** and **Directory (tenant) ID** and paste them into the text document. You'll input these credentials in the Streams Admin Portal to complete the authentication process and continue with the installation of the embedded app.

Connecting Multiple Streams Accounts to One Microsoft 365 Account

If company includes users who work across multiple Streams accounts and one Microsoft 365 account and would like to install the Streams for Teams app for all users, then you'll need to connect the multiple accounts to the Microsoft 365 account individually following the steps in the sections above.

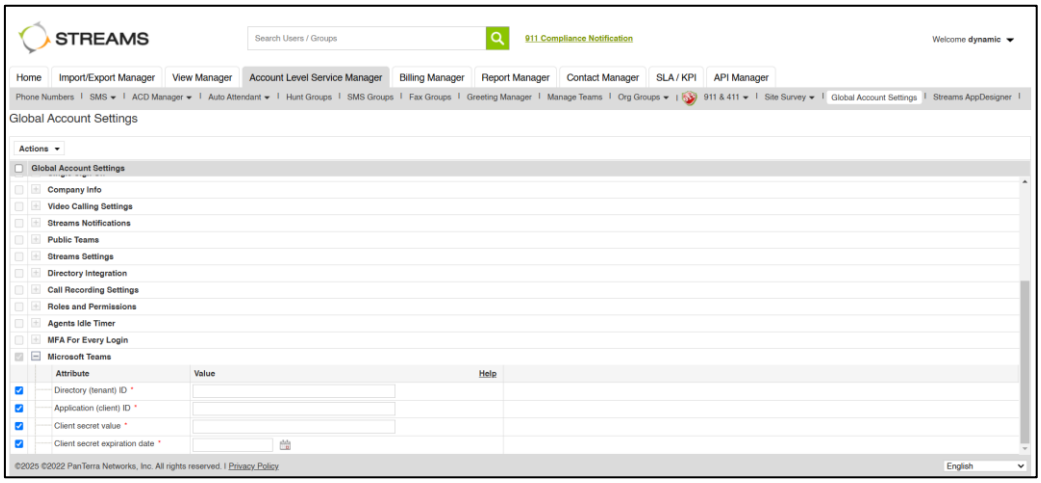
2. Authenticating Streams with Azure Credentials

This section outlines the requirements for organizations that need to provide access to read contact information within Azure Active Directory.

2.1 Account Level

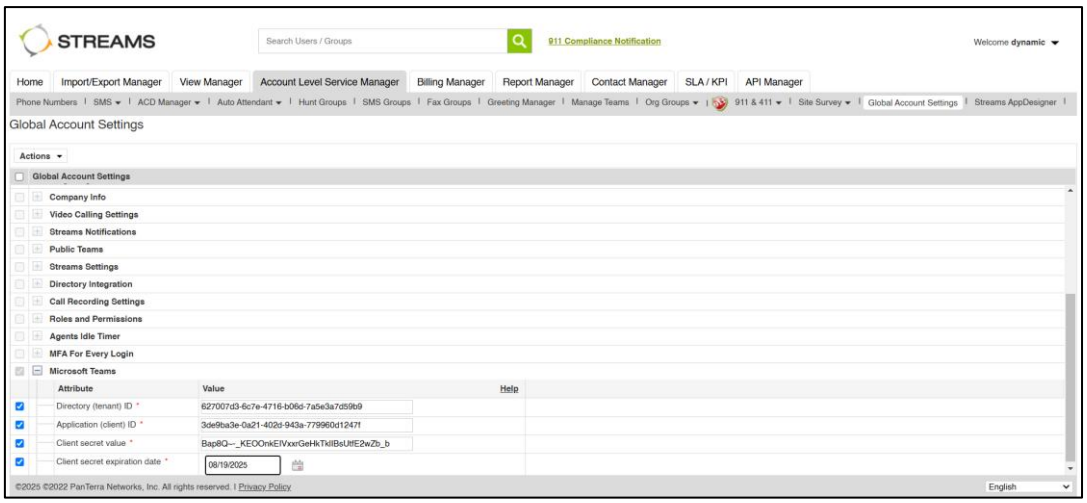
Granting Access to Azure AD Contact Information via Streams Admin - To enable access to read contact information in Azure Active Directory, the administrator must sign in to the Streams Admin portal and configure the necessary settings.

1. **Sign in** to the **Streams Admin** portal using administrator credentials.
2. Navigate to **Global Account Settings**.
3. Click on **Microsoft Teams**.



After navigating to **Global Account Settings > Microsoft Teams**, follow these steps to complete the setup:

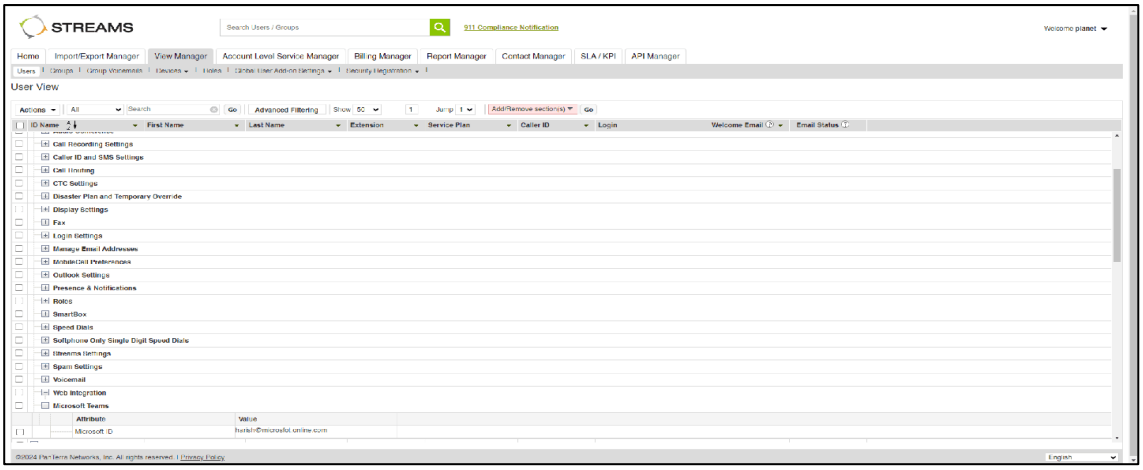
1. Paste the required values from your text document into the appropriate fields.
2. Double-check the entries to ensure accuracy.
3. Click **Save** under **Actions** Menu.



2.2 User Level

Granting User Access in Streams Admin - To provide the required details and configure Microsoft Teams integration, follow these steps:

1. **Sign in** to the **Streams Admin** portal using your credentials.
2. Navigate to **View Manager** > **Users**.
3. Locate and **open the user account** that requires access.
4. Click on **Microsoft Teams**.
5. Provide the required details as prompted to configure access.


STREAMS
Search Users / Groups
911 Compliance Notification
Welcome planet
Home
Import/Export Manager
View Manager
Account Level Service Manager
Billing Manager
Report Manager
Contact Manager
SLA / KPI
API Manager
Users
Groups
Group Voicemail
Devices
Lines
Global User Add-on Settings
Security Registration
User View
Actions
All
Search
Go
Advanced Filtering
Show 50
1
Jump 1
Add/Remove section(s)
Go
ID Name
First Name
Last Name
Extension
Service Plan
Caller ID
Login
Welcome Email
Email Status
Call Recording Settings
Caller ID and SMS Settings
Call Routing
CTC Settings
Disaster Plan and Temporary Override
Display Settings
Fax
Login Settings
Mobile Call Preferences
Outlook Settings
Presence & Notifications
Roles
SmartBox
Speed Dials
Softphone Only Single Digit Speed Dials
Streams Settings
Spam Settings
Voicemail
Web Integration
Microsoft Teams
Attribute
Value
Microsoft ID
herish@microsoft.online.com
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English

4. Streams SMS In Microsoft Teams

This help explains how to integrate and use the **Streams SMS** feature within the **Microsoft Teams** app. The **Streams SMS** functionality enables users to send and receive SMS messages directly from Microsoft Teams, enhancing communication efficiency.

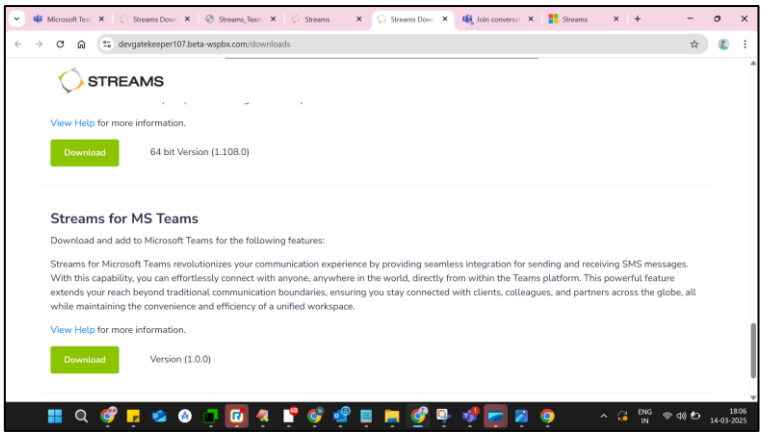
4.1 Desktop

5. Installing Streams Embedded in Microsoft Teams

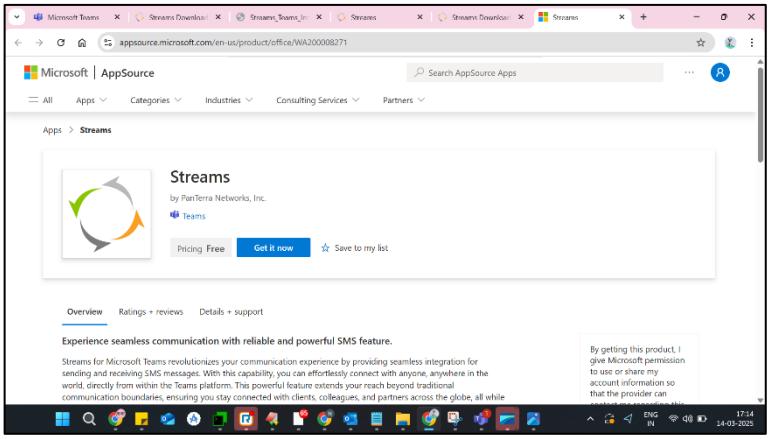
Users can install the **Streams Embedded** app in three ways:

1. **Add Streams App from the Teams App Store**
    - Click **Add (App)** button under **More** (three horizontal dots)
    - Next search for **Streams and** click **Add** button

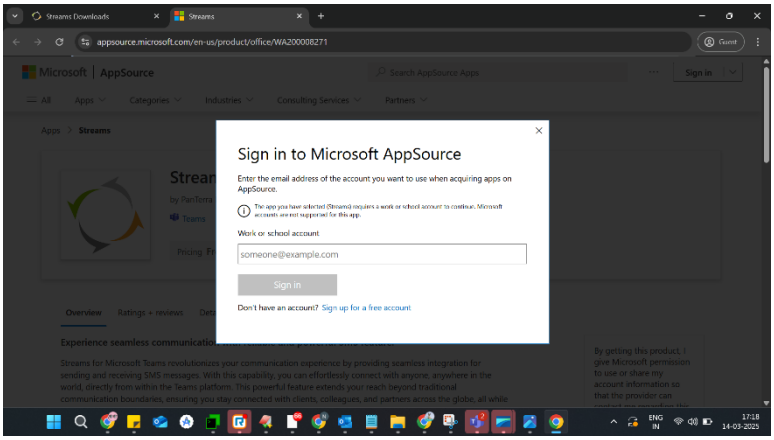
2. Streams Download



- Clicking **Download,** redirects to **appsource** as shown in the image below.



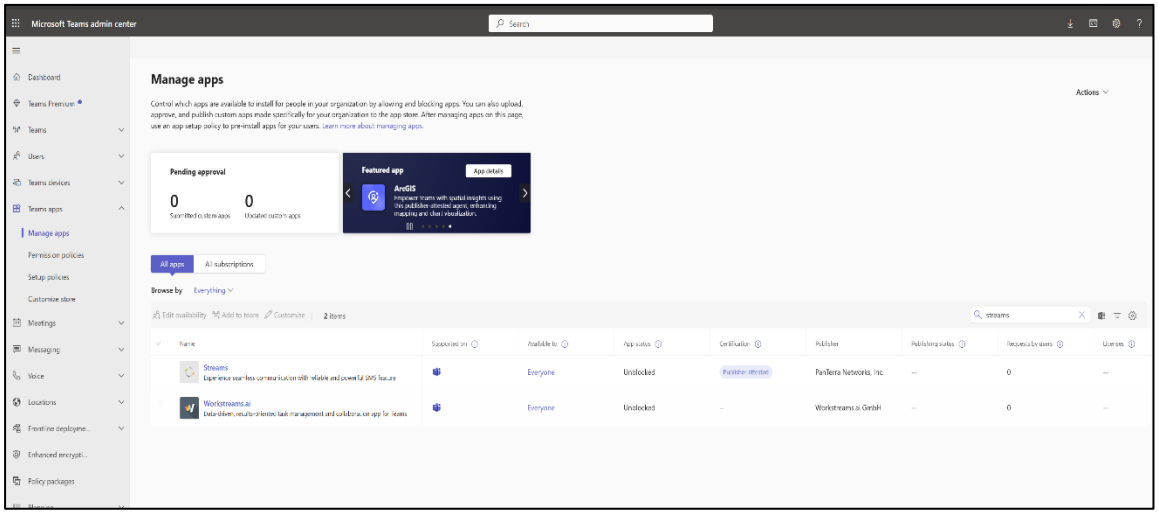
- Clicking **Get it now** displays a screen as shown in the image below.



- **Sign In** and follow the prompts to add the Streams app to Microsoft Teams.

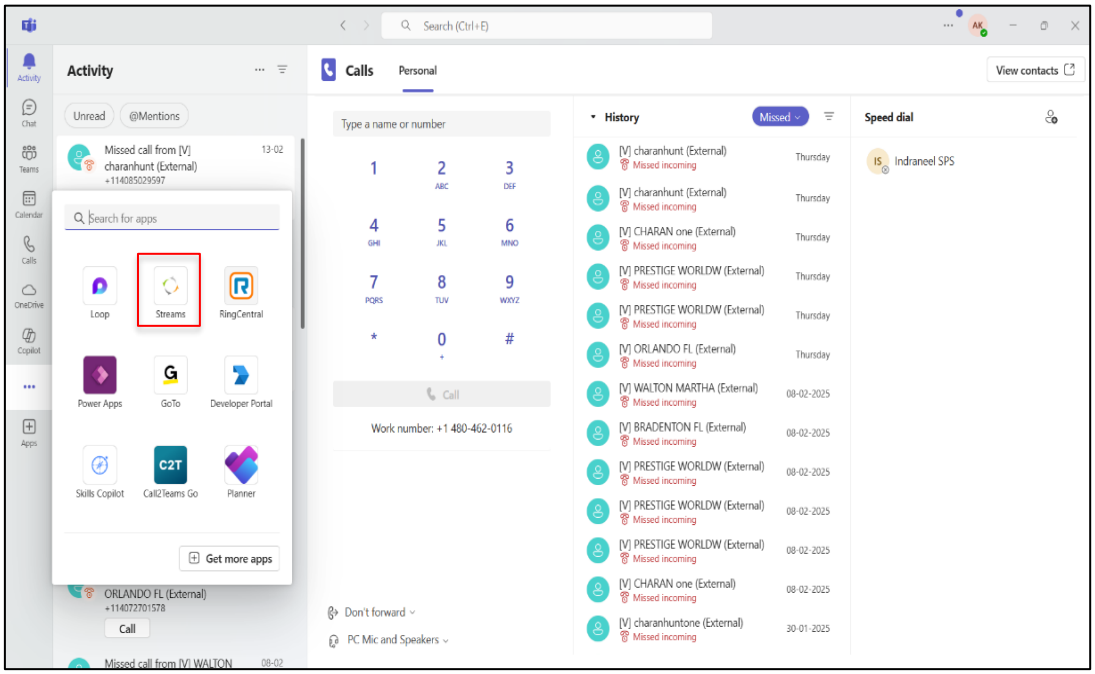
3. **Adding Streams via the Teams Admin Center**

   - Admins can add the Streams app by following these steps:
     1. **Sign in** to the **Microsoft Teams Admin Center**.
     2. Navigate to the **Manage apps** section.
     3. Search for **Streams** and manage app for the organization.

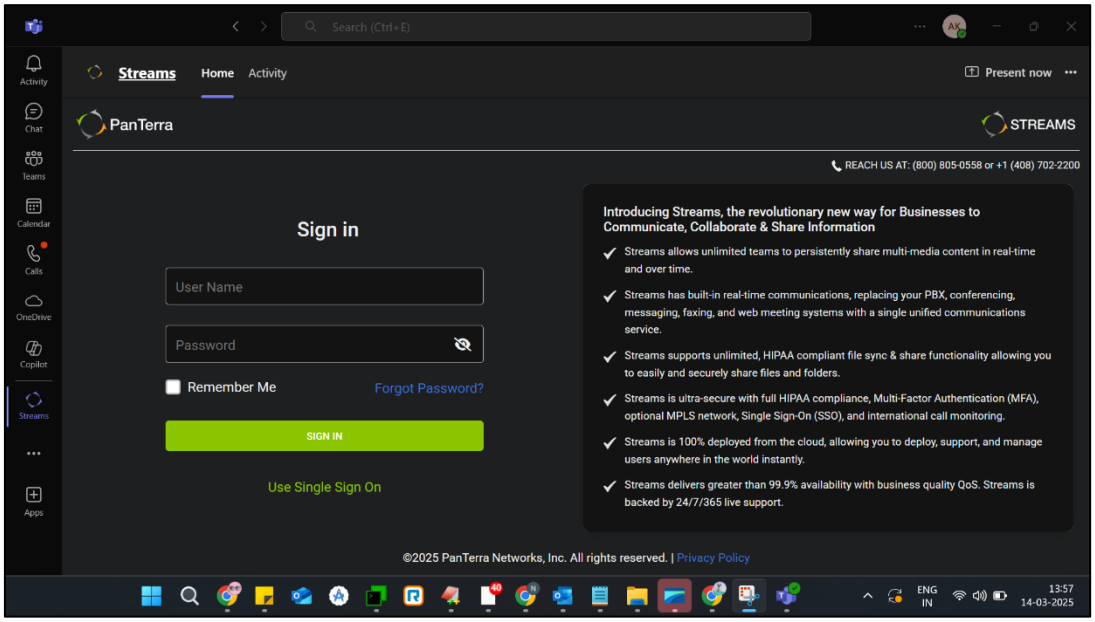


5.1.1 Accessing Streams in Microsoft Teams

1. Open the **Microsoft Teams** app.
2. Click on the **More** menu (the three dots ... icon) in the left-hand sidebar.
3. Click **Streams** from the apps list or use the search bar to find it.



On clicking **Streams, Home** tab is displayed as shown in the image below.

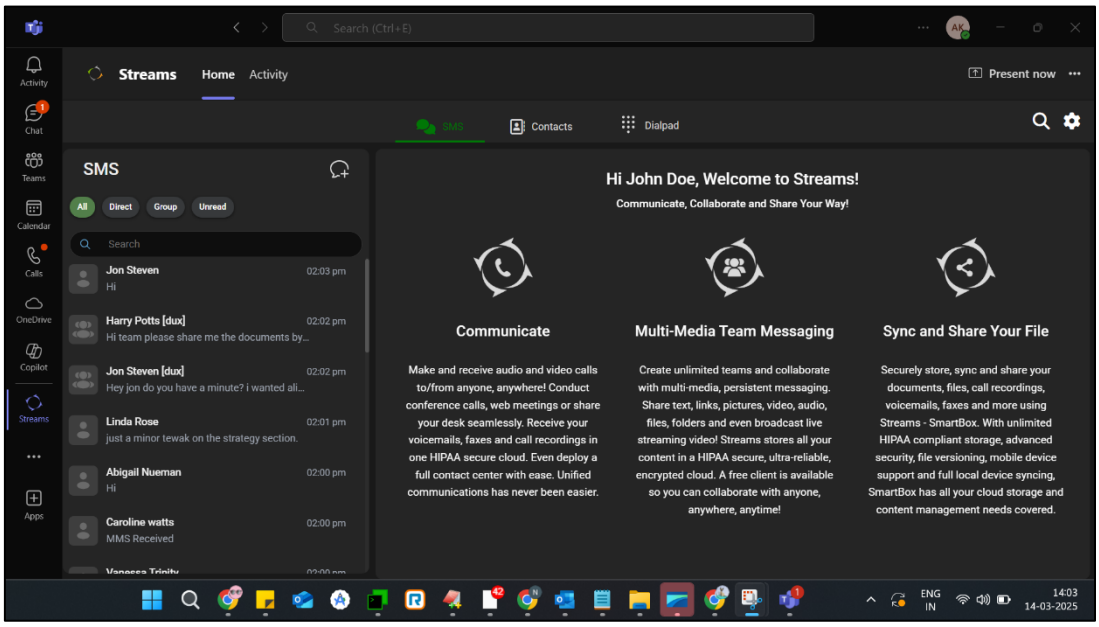


5.1.2 Stream SMS in Teams

The **Streams SMS** UI in **Teams** includes options to sort SMS messages by categories, as described below:

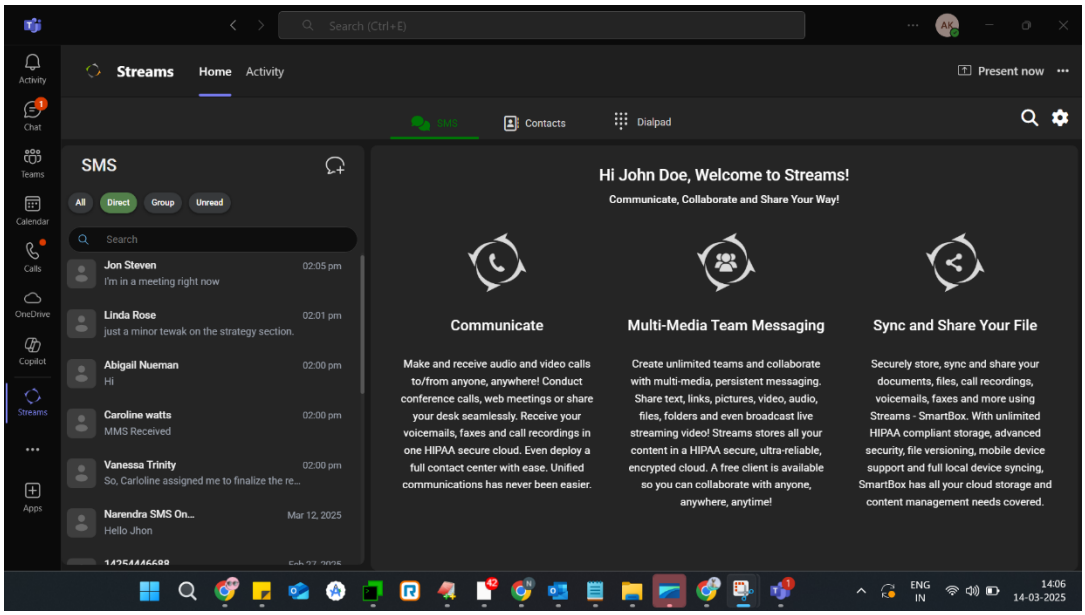
- **All**: This section displays all recent SMS messages, including those from **Direct**, **Groups**, and **Unread** messages.
- **Direct**: This section displays all One-To-One SMS.
- **Group**: This section shows all recent SMS messages from **Group**.
- **Unread**: This section shows all unread SMS messages from both **Direct** and **Groups**.

The Streams landing page display **All** SMS under **Home** tab as shown in the image below.

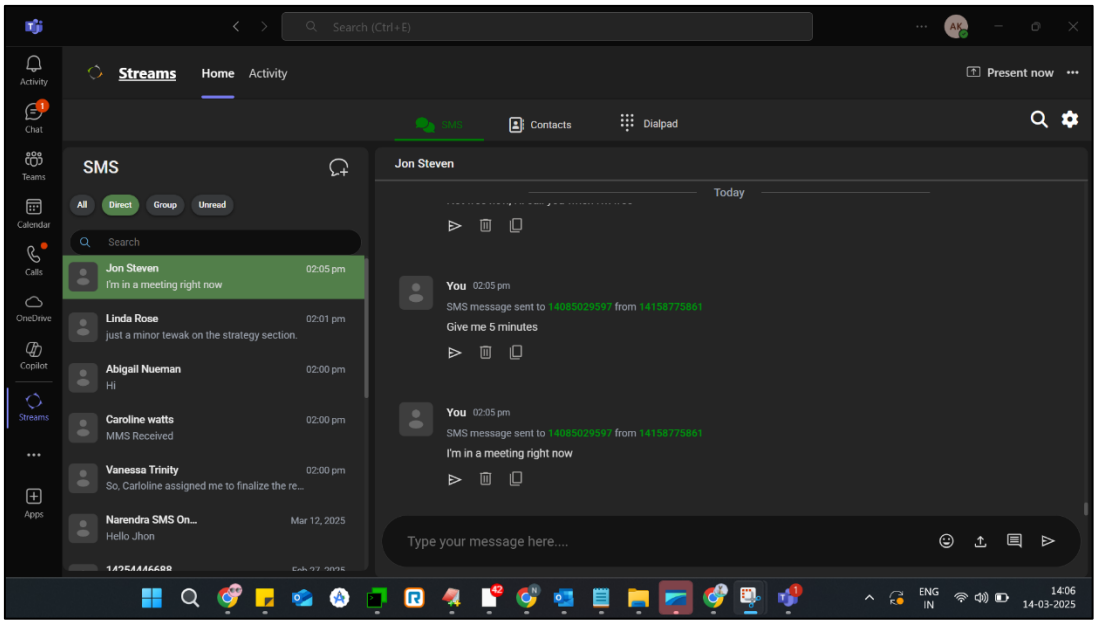


5.1.2.1 Streams SMS messages

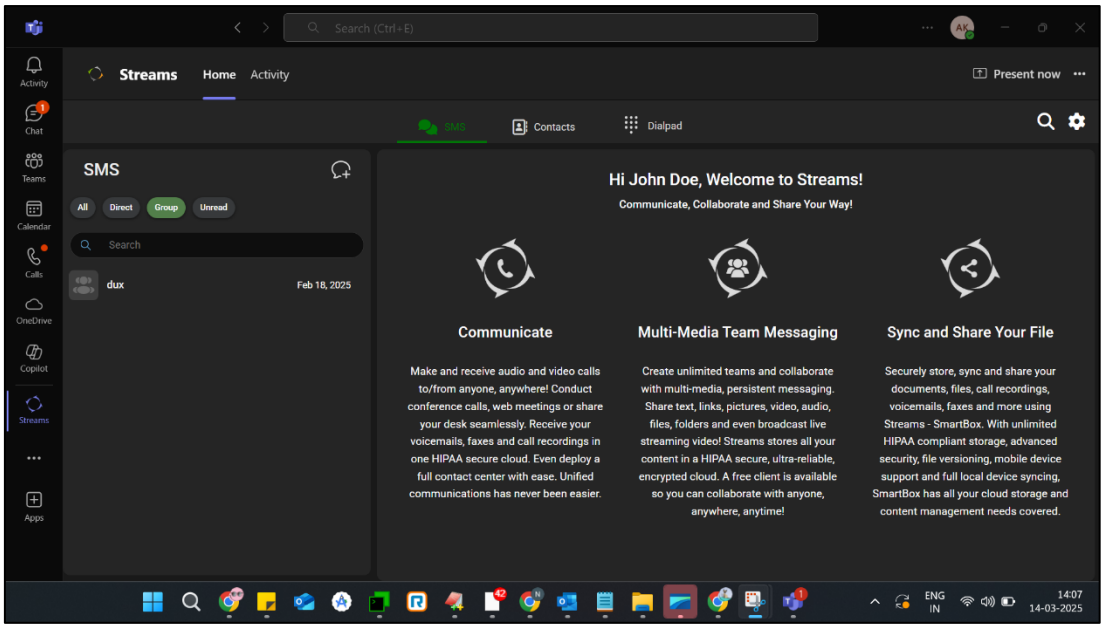
Click **Direct** navigation tab to access One-To-One SMS as shown in the image below.



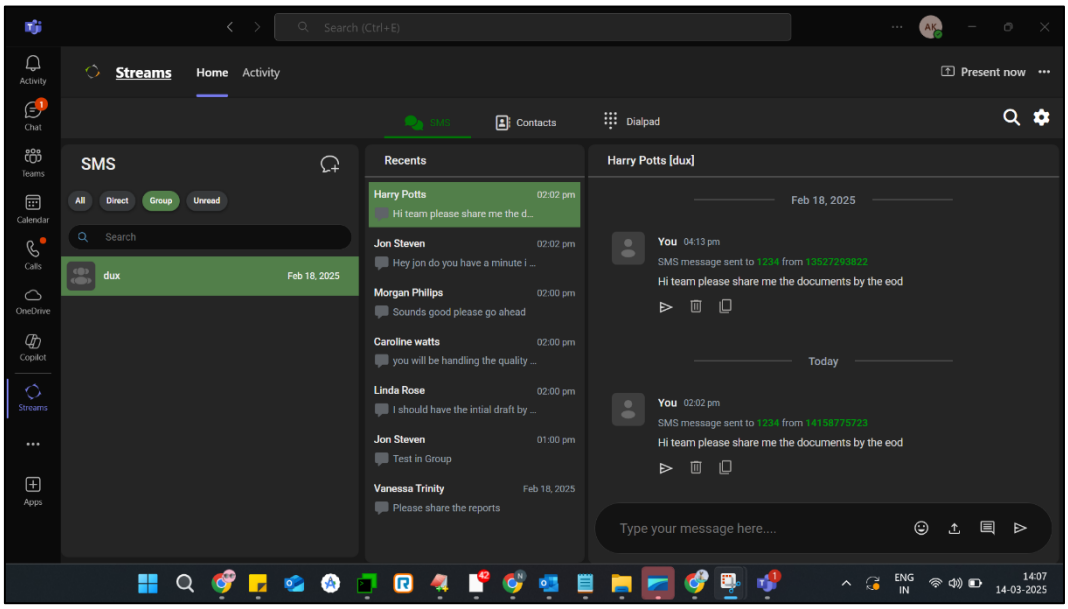
Click the message thread on the left panel to display the message on the right panel as shown in the image below.



Click **Group** navigation tab to access Group SMS as shown in the image below.



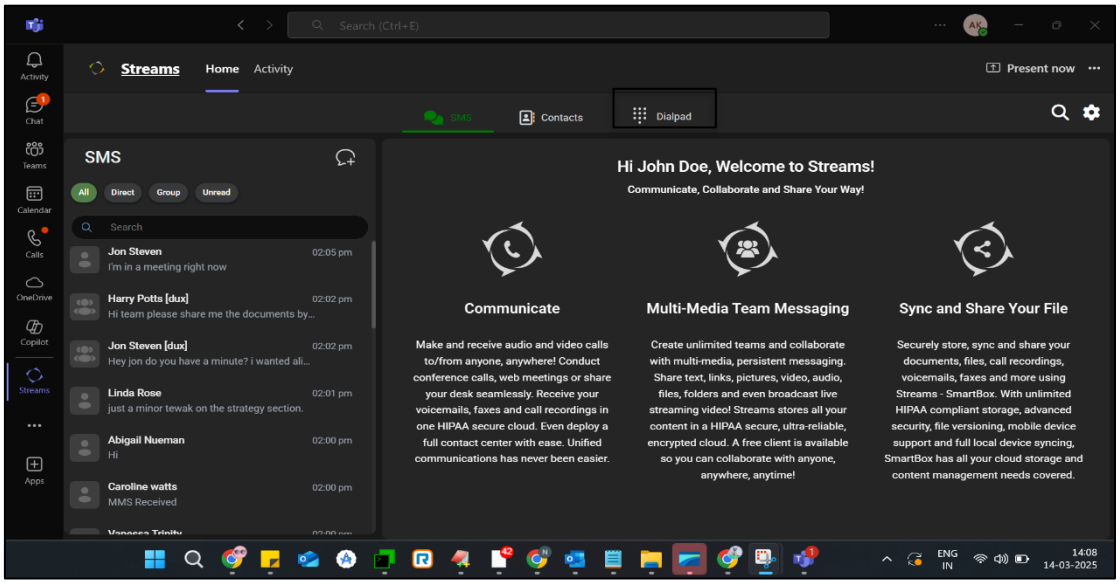
Click the Group message thread on the left panel to display the message on the right panel as shown in the image below.



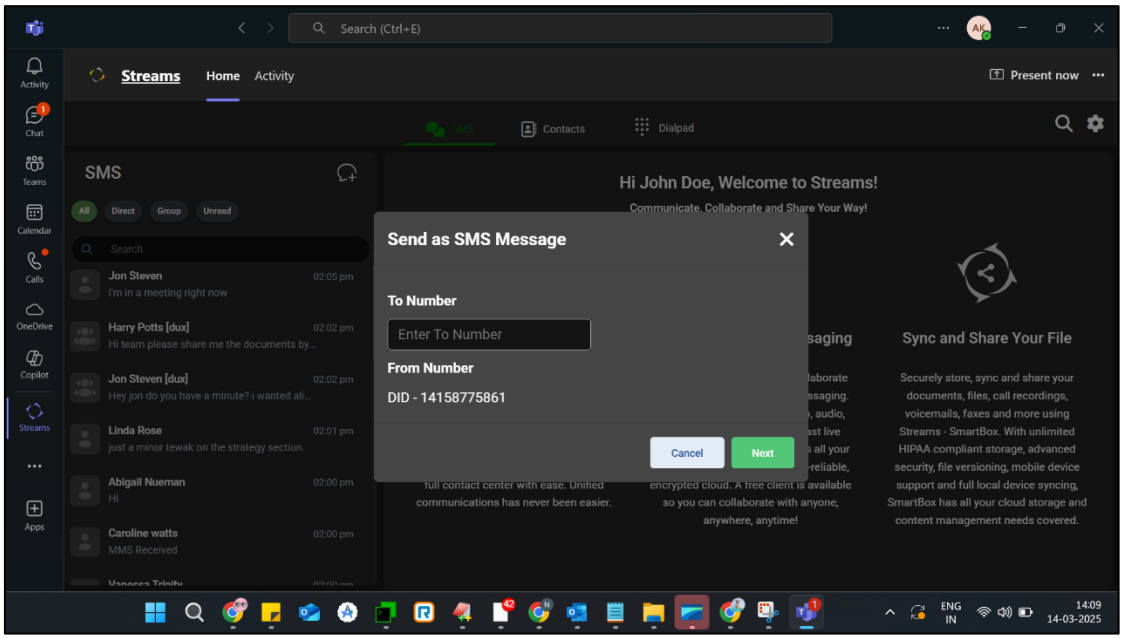
5.1.3 Sending New SMS

5.1.3.1 Sending New Direct SMS

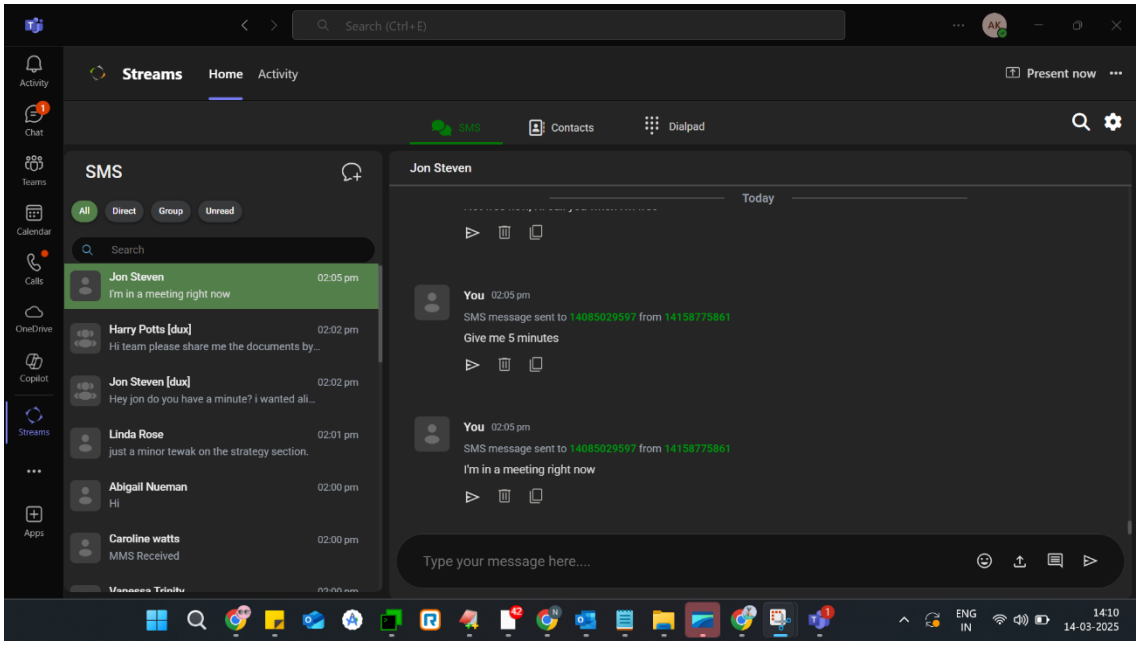
To send a new Direct SMS, click the **SMS Plus** icon besides the text **SMS**.



Enter **To Number** and click **Next** button.

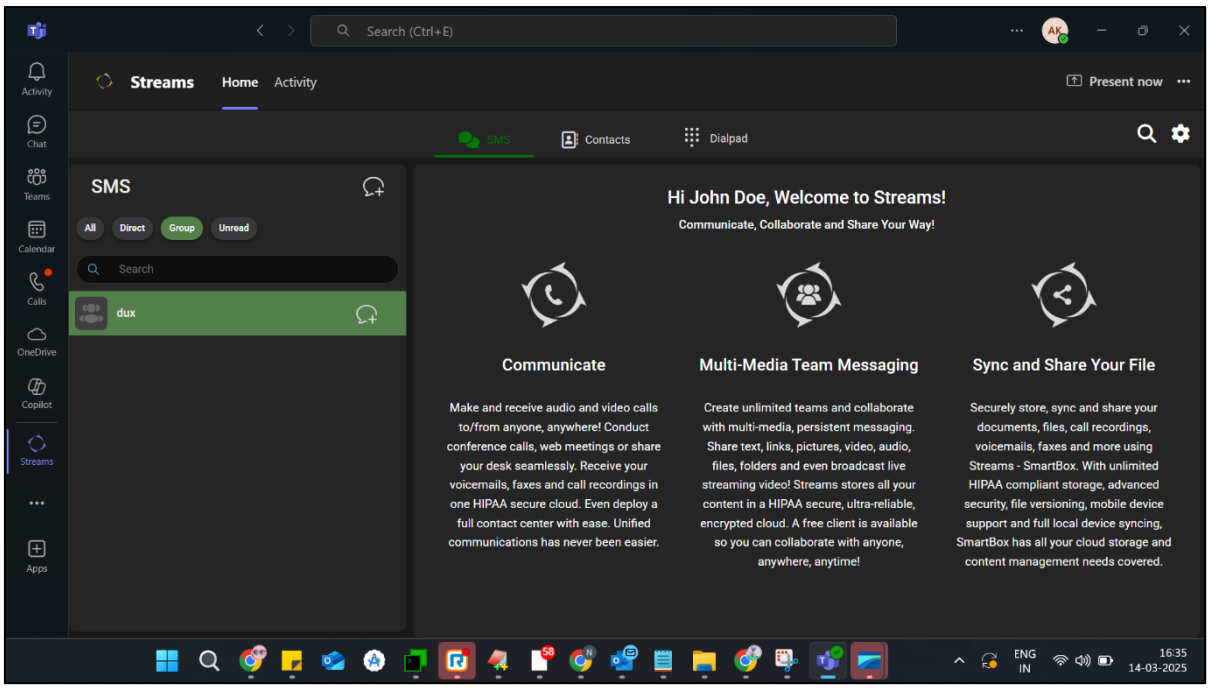


Clicking the **Next** button displays recipient's message panel as shown in the image below. Next, type the SMS in the **Type your message here…** text field and click **Send** icon.



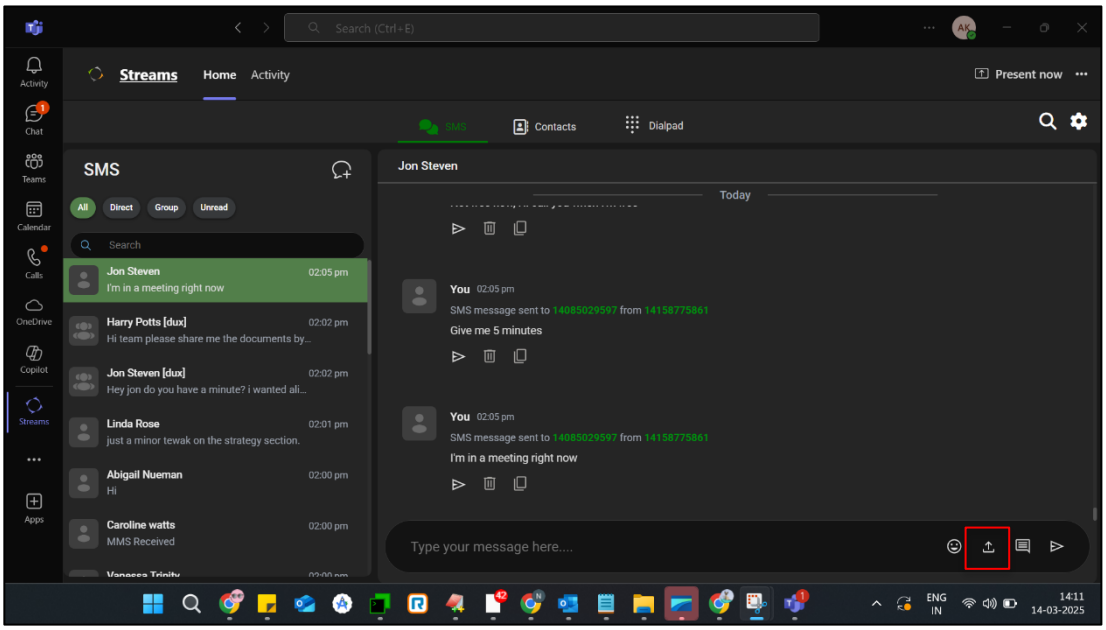
5.1.3.2 Sending New Group SMS

- Click **Group**
- Hover over the recent group you want to send an SMS to and click the **SMS Plus** icon
- Enter **To Number**
- If required, change **From Number** (optional)
- Click **OK**
- Type message in the **Type your message here** text field
- Click **Send icon**



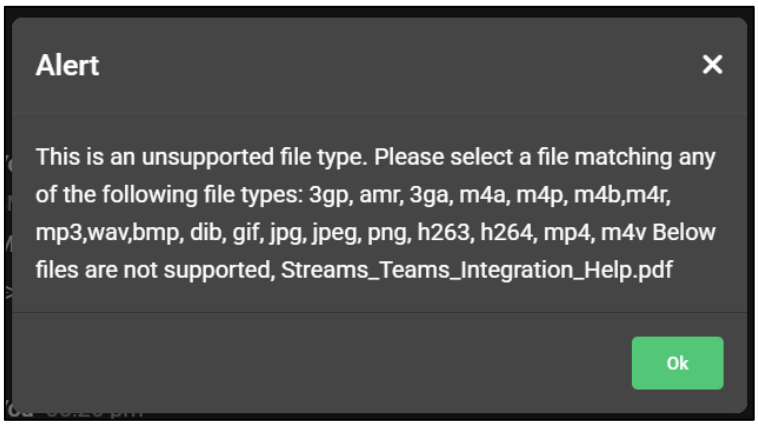
5.1.4 Sending MMS

To send an MMS, click the **Upload** icon in the bottom-right corner of the text field.



Note: You can select and send multiple files. Only the following file types are supported: 3GP, AMR, 3GA, M4A, M4P, M4B, M4R, MP3, WAV, BMP, DIB, GIF, JPG, JPEG, PNG, H263, H264, MP4, and M4V. Also, the file size should not exceed 450 KB in size.

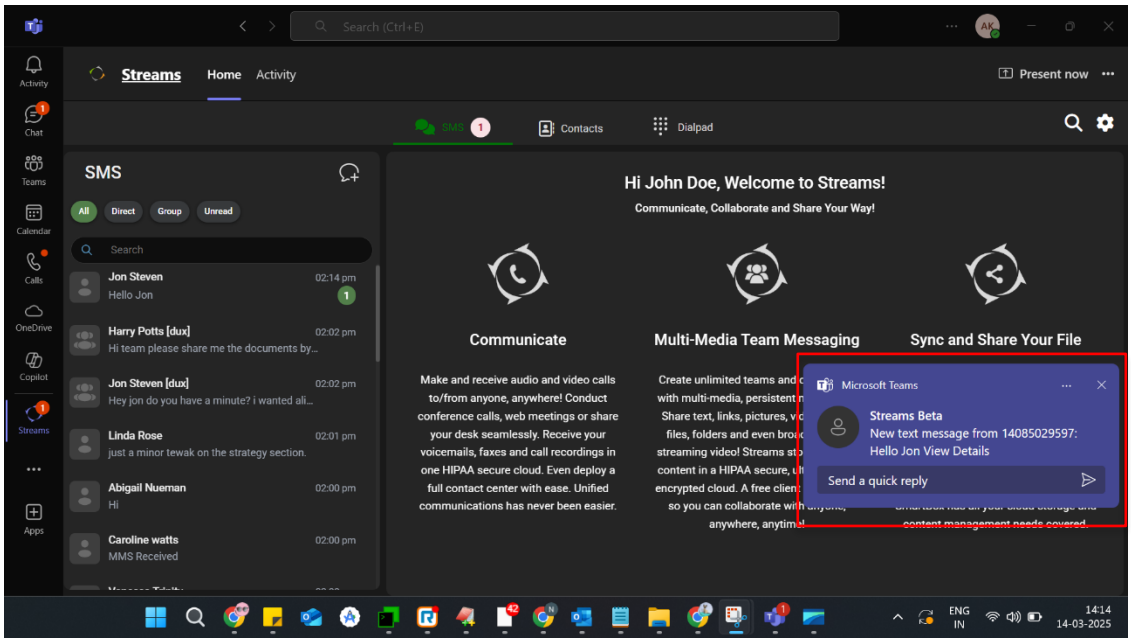
An alert is displayed on uploading unsupported files, as shown in the image below.



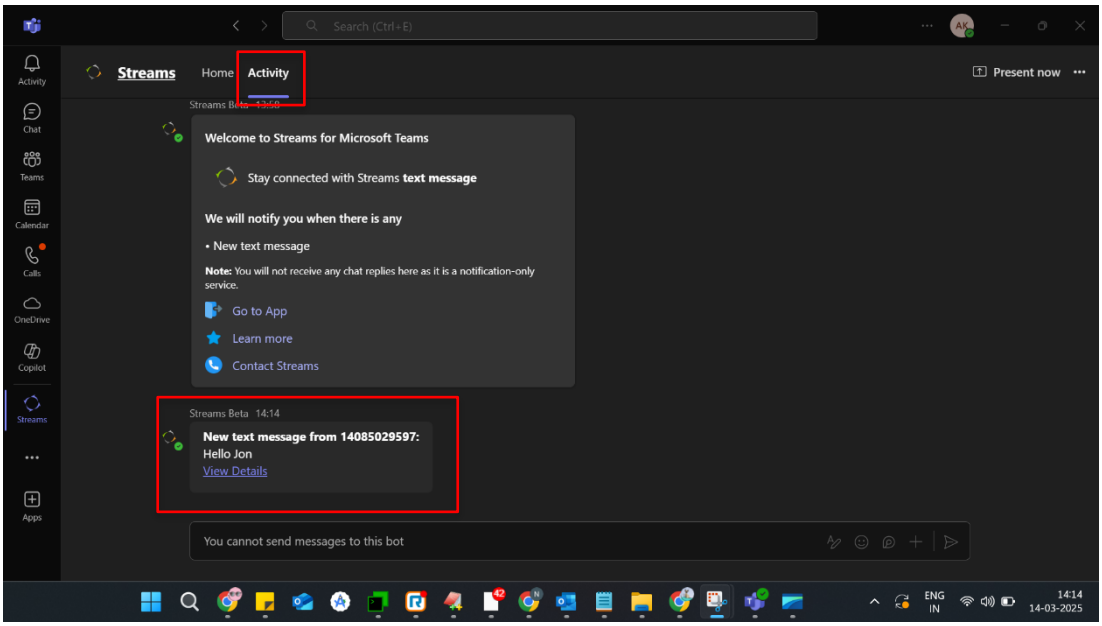
5.1.5 Notification

Whenever there is a new SMS message, following notifications are displayed:

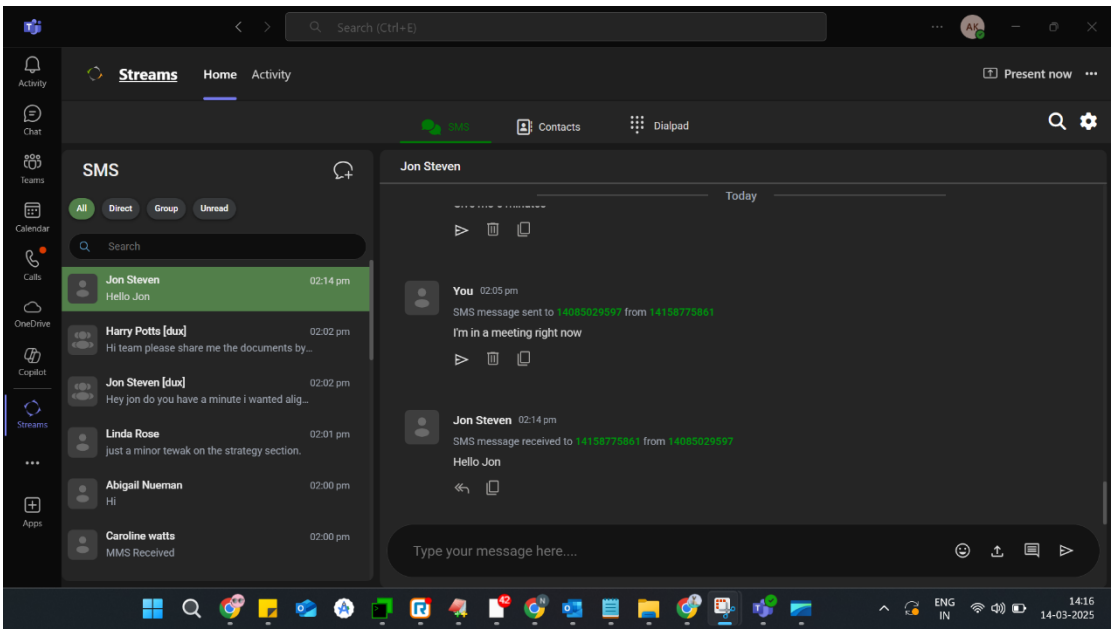
- A **popup notification** is displayed at the **bottom-right corner** of the screen.
- An **unread message count** (**badge icon -** a red bubble with a number) appears on the left corner buttons, as highlighted in the image below.



On the **Activity page**, notifications are displayed as shown in the image below.



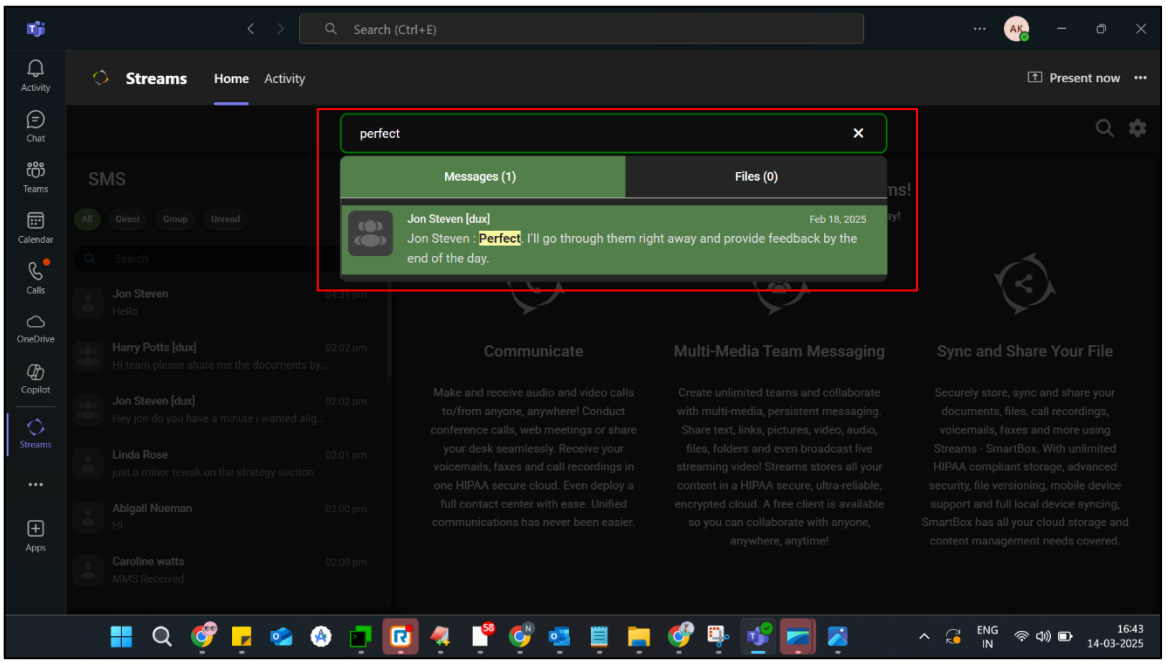
Click **View Details** to view the message as shown in the image below.



5.1.7 Search Message

To search for a message or file:

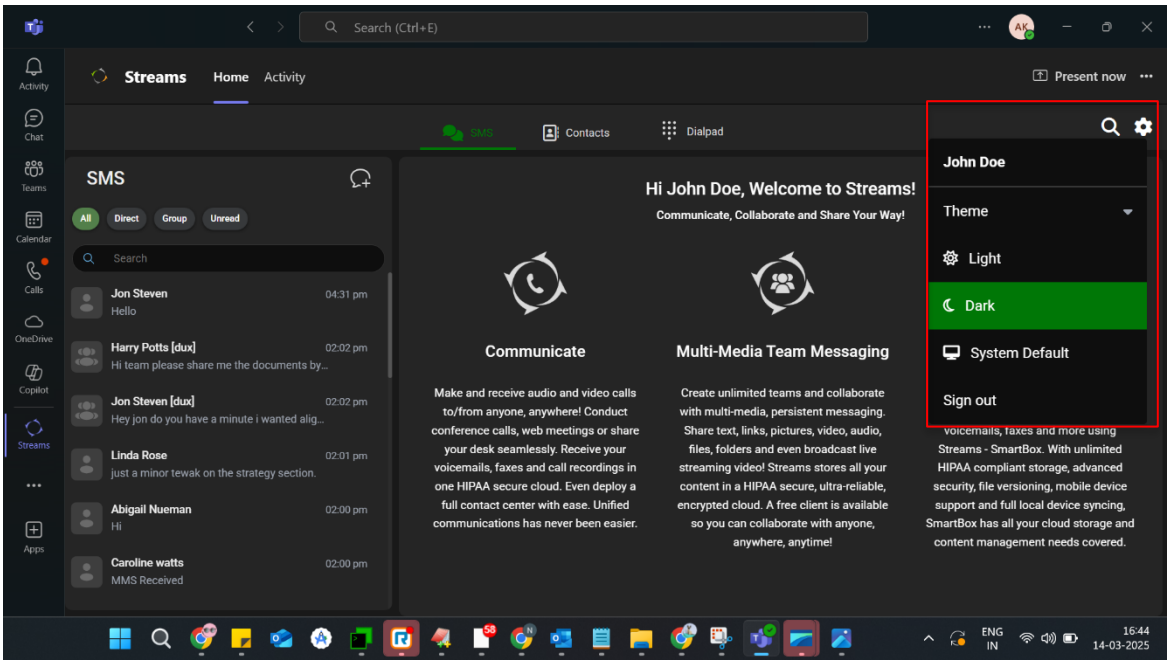
- Click the **Search** icon in the top-right corner.
- Enter the message text or file name.
- Press the **Enter** key to display the search results, as shown in the image below.



5.1.8 Theme

To change the desktop theme:

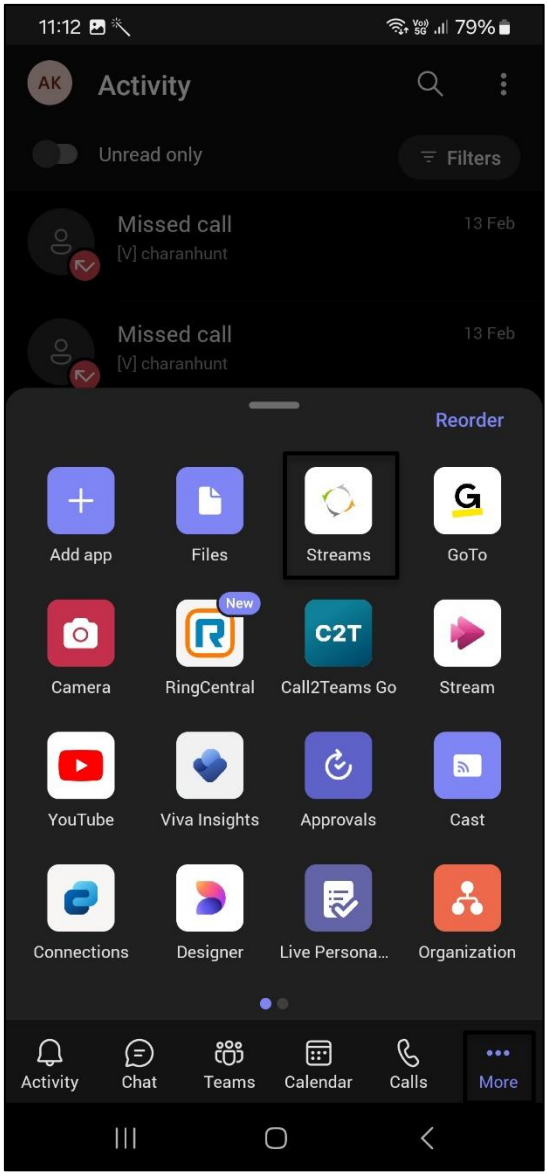
- Click the **Settings** icon in the top-right corner.
- Click **Theme**.
- Click your preferred option: **Light**, **Dark**, or **System Default**.



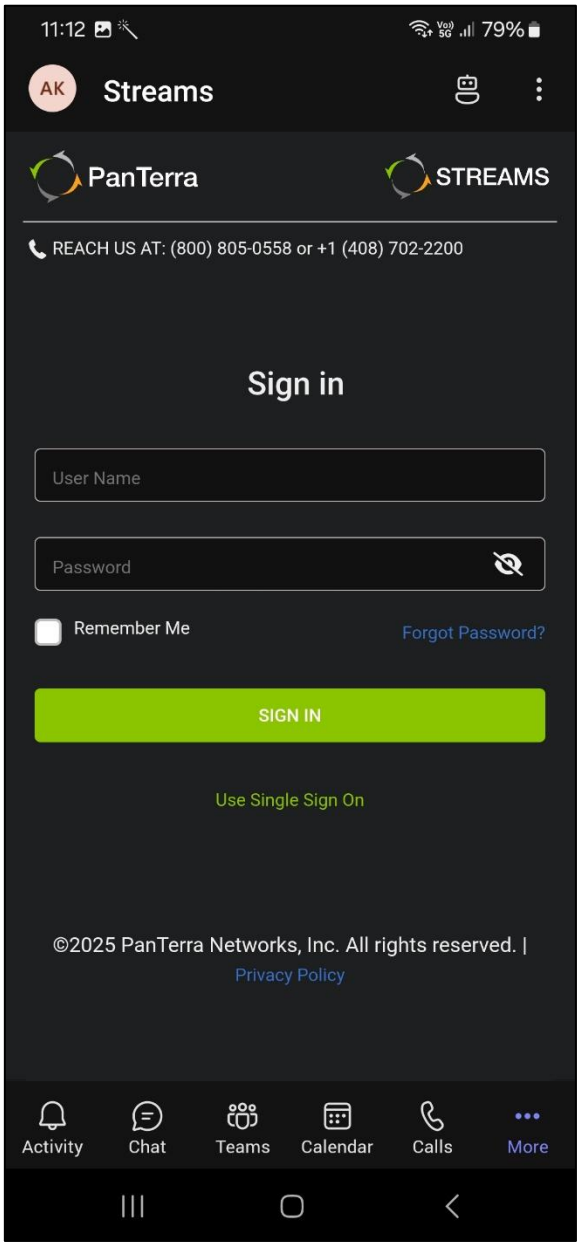
5.2 Mobile

5.2.1 Accessing Streams in Microsoft Teams

1. In the **Teams app**, tap the **More menu** (the three dots ... icon) as highlighted in the image below.
2. From the menu list, tap **Streams**



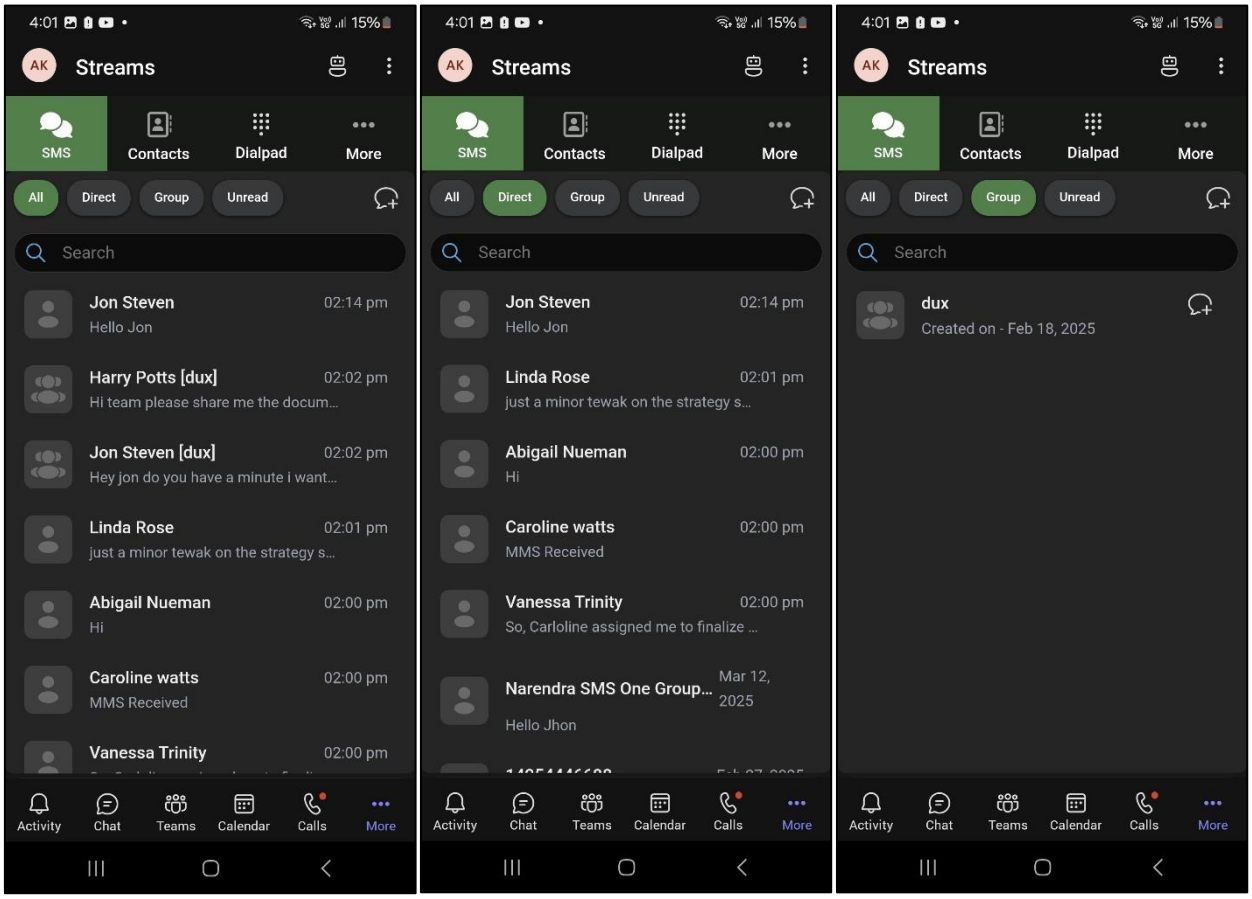
1. On the **Sign In** screen, enter your **User Name** and **Password**.
2. Tap the **SIGN IN** button to proceed.



5.2.2 Mobile-Stream SMS in Teams

The **Streams SMS** UI in **Teams** includes options to sort SMS messages by categories, as described below:

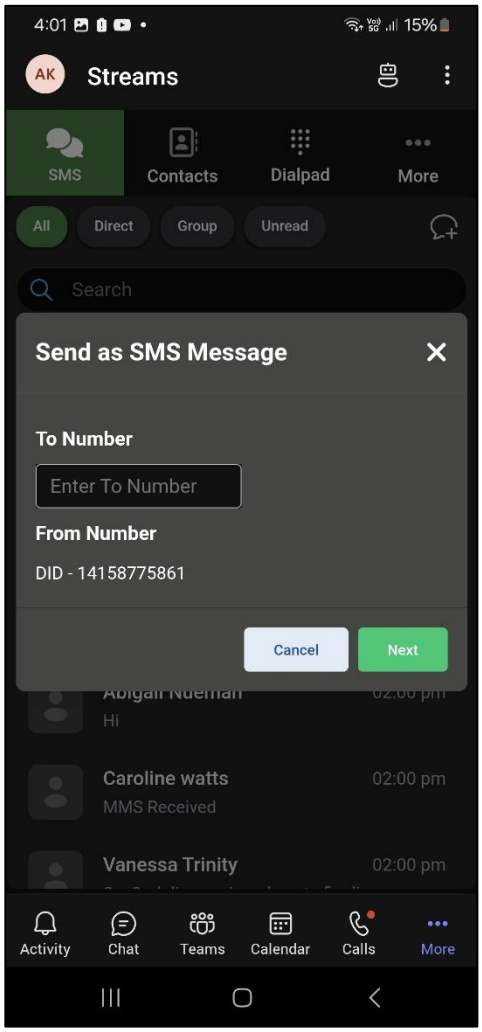
- **All**: This section displays all recent SMS messages, including those from **Direct**, **Group**, and **Unread** messages.
- **Direct**: This section displays all One-To-One SMS.
- **Group**: This section shows all recent SMS messages from **Group**.
- **Unread**: This section shows all unread SMS messages from both **Direct** and **Group**.



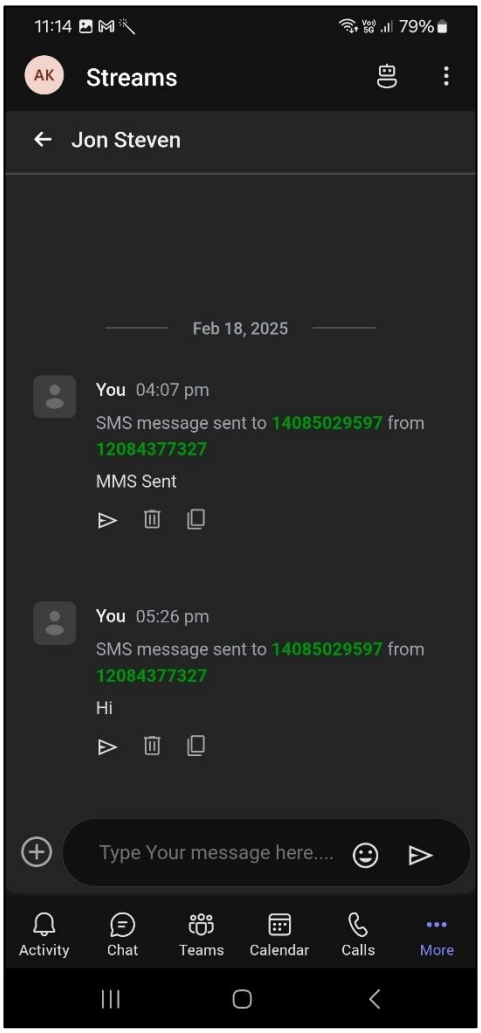
5.2.3 Sending New SMS

5.2.3.1 Sending New Direct SMS

- To send a new Direct SMS, tap the **SMS Plus** icon.
- In the **Send as SMS Message** enter **To Number** and tap the **Next** button.

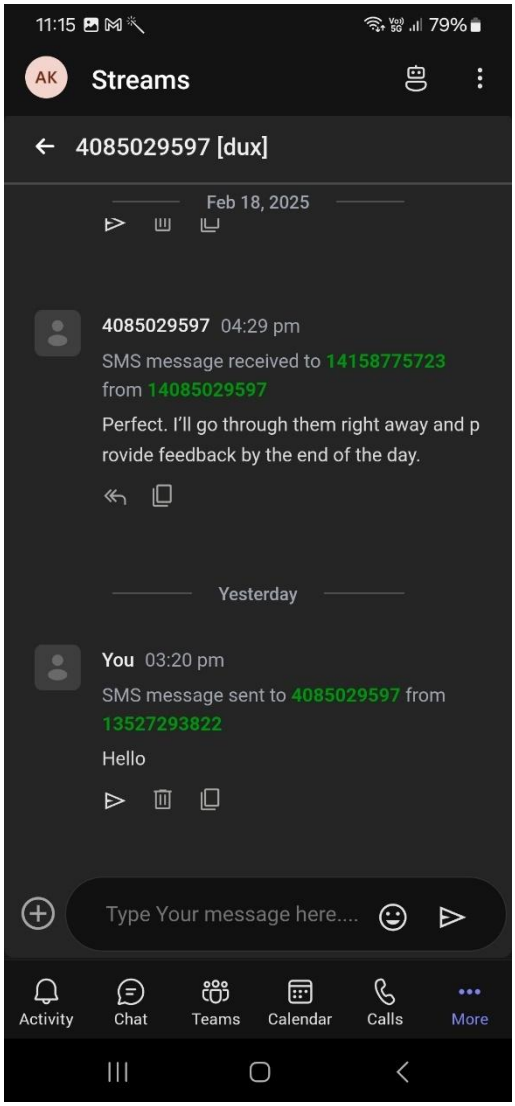


Next type the message in the **Type your message here…** text field and tap **Send** icon



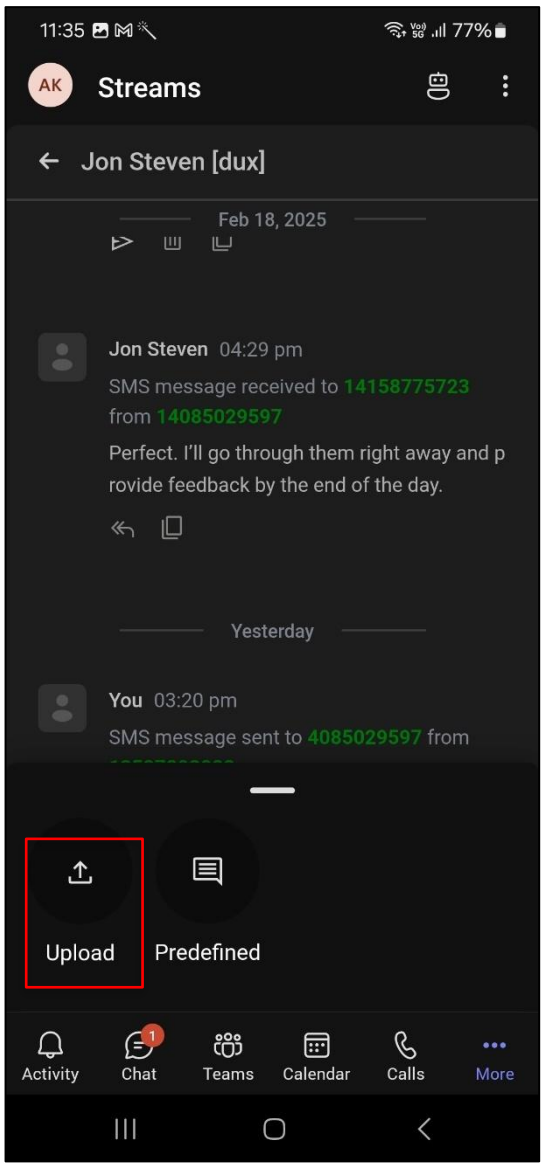
5.2.3.2 Sending New Group SMS

- Tap **Group**
- Tap the **SMS Plus** beside the group that you want to send a new SMS
- Enter **To Number**
- If required, change **From Number** (optional)
- Tap **Next**
- Type message in the **Type your message here** text field
- Tap **Send** icon



5.2.4 Sending MMS

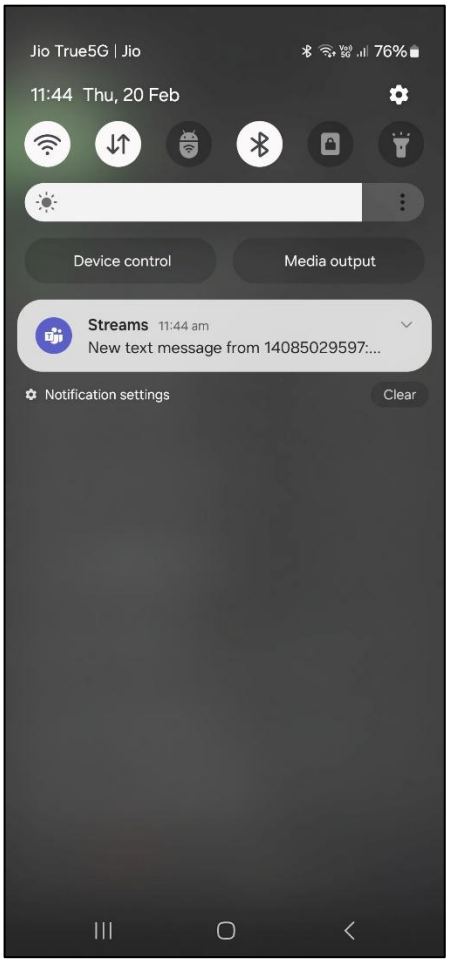
To send an MMS, tap the **Plus** icon in the bottom-left corner of the text field. Then tap on **Upload.**



Note: You can select and send multiple files. Only the following file types are supported: 3GP, AMR, 3GA, M4A, M4P, M4B, M4R, MP3, WAV, BMP, DIB, GIF, JPG, JPEG, PNG, H263, H264, MP4, and M4V. Also, the file size should not exceed 450 KB in size.

5.2.5 Notification

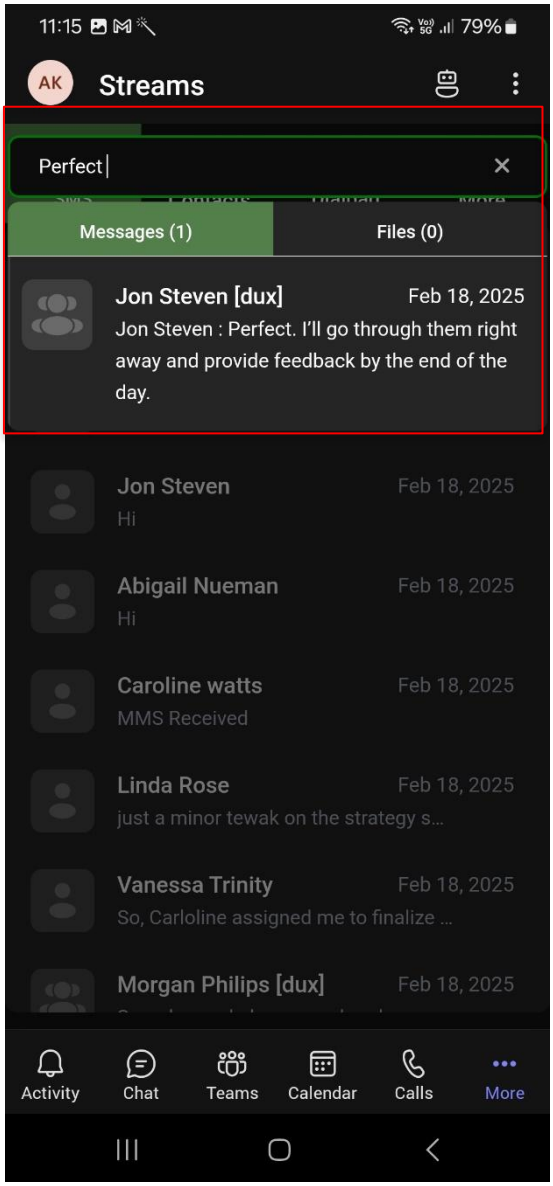
New SMS messages and **push notifications** on the mobile device are displayed as shown in the image below.



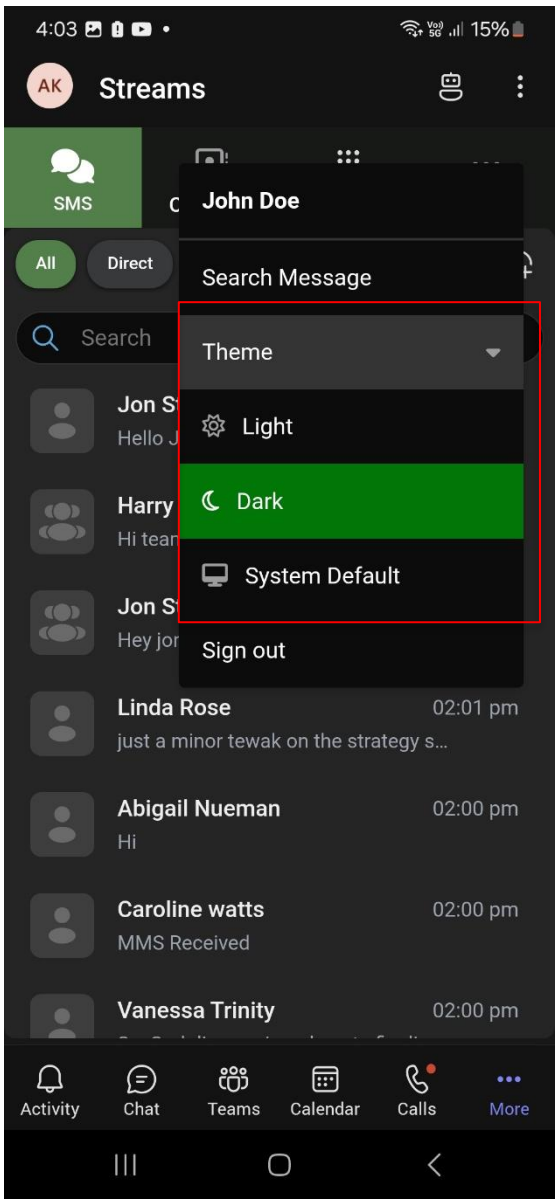
5.2.6 Search Message

To search message or a file

- Tap **More**
- Tap **Search Message**
- Enter message text or file name
- Tap search icon, this displays the search result as shown in the image below.



5.2.7 Theme

To change the mobile theme:

- Tap the **More** icon in the top-right corner.
- Tap **Theme**.
- Tap to select your preferred option: **Light**, **Dark**, or **System Default**.