

Streams Teams Integration Help

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Streams Teams Integration Help

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.

| = | Microsoft Azure | , ク Search resources, services, and docs (G+/) 🚺 🚺 Copilot 🗵 🗘 🚳 🕐 🖓 surya@pandoramd.on 🤤 | |
|----------|-------------------------------|---|---|
| | | Welcome to Azure! Don't have a subscription? Check out the following options. | * |
| | | | |
| | | Start with an Azure free trial Manage Microsoft Entra ID Access student benefits Get \$200 free credit toward Azure products and services, plus 12 months of popular free services. Manage access, set smart policies, and enhance security with Microsoft Entra ID. Get fee software, Azure credit, or access Azure Dev Tools for Teaching after you verify your academic status. | |
| | | Start View Learn more 0° Explore Learn more 0° | |
| | | Azure services | |
| http://p | ortal an ire com/diceaste/bub | → Create a resource App registrations | |

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.

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|---|--|---|---------|--|-----|---|---|---|--|--|--|--|--|--|
| Hom | 3 | | | | | | | | | | | | | |
| Ap | App registrations 2 × | | | | | | | | | | | | | |
| + | + New registration 🔀 Endpoints 🛠 Troubleshoot 🖒 Refresh 🛓 Download 🙃 Preview features 🖉 Got feedback? | | | | | | | | | | | | | |
| Starting June 30th, 2020 we will no longer add any new features to Azure Active Directory Authentication Library (ADAL) and Azure Active Directory Graph. We will continue to provide technical support and security updates but we will no longer provide feature updates. Applications will need to be upgraded to Microsoft Authentication Library (MSAL) and Microsoft Reph. Learn more | | | | | | | | | | | | | | |
| All | pplications Owned applications Deleted applications | | | | | | | | | | | | | |
| ,Q | Start typing a display name or application (client) ID to filter these r | †♀ Add filters | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | This account isn't listed as an owner of any applications in this directory. View all applications in the directory | | | | | | | | | | | | | |

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

| ≡ Microsoft Azure | ,P Search resources, services, and docs (G+/) | 🧑 Copilot | Þ. | Ω | ۲ | 0 | ঈ | surya@pandoramd.on PANDORA R&D LABS (PANDORA |
|---|--|-----------|----|---|---|---|---|---|
| Home > App registrations > | | | | | | | | |
| Register an application | | | | | | | | × |
| | | | | | | | | |
| * Name | | | | | | | | |
| The user-facing display name for this application (this can be changed later). | | | | | | | | |
| Streams | × | | | | | | | |
| | | | | | | | | |
| Supported account types | | | | | | | | |
| Who can use this application or access this API? | | | | | | | | |
| Accounts in this organizational directory only (Pandora R&D Labs only - S | ingle tenant) | | | | | | | |
| O Accounts in any organizational directory (Any Microsoft Entra ID tenant - | Multitenant) | | | | | | | |
| Accounts in any organizational directory (Any Microsoft Entra ID tenant - Viscol) | Multitenant) and personal Microsoft accounts (e.g. Skype, | | | | | | | |
| Personal Microsoft accounts only | | | | | | | | |
| | | | | | | | | |
| Help me choose | | | | | | | | |
| | | | | | | | | |
| Redirect URI (optional) | | | | | | | | |
| We'll return the authentication response to this URI after successfully authentic | ating the user. Providing this now is optional and it can be | | | | | | | - |
| By proceeding, you agree to the Microsoft Platform Policies 🗗 | | | | | | | | |
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| in Cyale | | | | | | | | |

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.

Streams Teams Integration Help

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.

| | , P Search resources, services, and docs (G+/) | 🔮 Copilot 🛛 🔎 🗄 | © R | surya@pandorarnd.on PANDORA R&D LABS (PANDORA | | | | | | | | |
|---|--|-----------------|-----|--|--|--|--|--|--|--|--|--|
| Home > App registrations > Streams | vme > App registrations > Streams | | | | | | | | | | | |
| Streams Certificates | | × | | | | | | | | | | |
| Search × « | × « R Got feedback? | | | | | | | | | | | |
| Overview | | | | | | | | | | | | |
| 🍊 Quickstart | Credentials enable confidential applications to identify themselves to the authentication service when receiving tokens at a w scheme). For a higher level of assurance, we recommend using a certificate (instead of a client secret) as a credential. | | | | | | | | | | | |
| 🚀 Integration assistant | | | | | | | | | | | | |
| X Diagnose and solve problems V Manage | olve problems Application registration certificates, secrets and federated credentials can be found in the tabs below. | | | | | | | | | | | |
| Branding & properties Authentication | Certificates (0) Client secrets (0) Federated credentials (0) | | | | | | | | | | | |
| Certificates & secrets Token configuration | A secret string that the application uses to prove its identity when requesting a token. Also can be referred to as application + New client secret | password. | | | | | | | | | | |
| API permissions | Description Expires Value () S | ecret ID | | | | | | | | | | |
| Expose an API | The effect area to be a model for the configuration | | | | | | | | | | | |
| App roles | No client secrets have been created for this application. | | | | | | | | | | | |
| 🤷 Owners | | | | | | | | | | | | |
| 🔒 Roles and administrators | | | | | | | | | | | | |
| 11 Manifest | | | | | | | | | | | | |
| > Support + Troubleshooting https://portal.azure.com/#view/Microsoft_AAD_Reg | steredApps/ApplicationMenuBlade/~/Ov | | | | | | | | | | | |

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

| Add a client secret | | × |
|---------------------|--|--------|
| Description | Enter a description for this client secret | |
| Expires | Recommended: 180 days (6 months) | \sim |
| | Recommended: 180 days (6 months) | |
| | 90 days (3 months) | |
| | 365 days (12 months) | |
| | 545 days (18 months) | |
| | 730 days (24 months) | |
| | Custom | |
| | | |
| | | |

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.

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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.

| ≡ | Microsoft Azure | | O Search reso | urces, services, and docs (G+/) | | 🧔 Copilot | 2 | ₽ ⊗ | 0 | Surya@pandorar PANDORA R&D LABS (| nd.on Pandora 🍯 |
|------------------|---|---|-----------------------------------|---|--|-----------------------|-------------|--------------|--------------|--------------------------------------|--------------------|
| Hom | e > App registrations > Streams | | | | | | | | | | |
| - | Streams API permise | sions 🖈 … | | | | | | | | | \times |
| ,₽ si | <i>D</i> Search | | | | | | | | | | |
| Щ. с | verview | | | | | | | | | | |
| 6 2 C | luickstart | A Granting tenant-wide consent | may revoke perr | nissions that have already been grant | ed tenant-wide for that application. Permi | sions that users have | already or | anted on the | ir own beh | alf aren't affected. Learn more | × |
| 💉 li | ntegration assistant | | | | | | | | | | |
| X 0 | iagnose and solve problems | • | | a data kasha ta sa sanaharita d | | | | | | | . × |
| \sim M | lanage | organizations where this app v | rill be used. Lean | ne default value for an organization. Hindere | lowever, user consent can be customized | per permission, user, | or app. The | s column ma | / not reflec | t the value in your organizati | on, or in |
| | Branding & properties | | | | | | | | | | |
| ÷ | Authentication | Configured permissions | | | | | | | | | |
| 1 | Certificates & secrets | Applications are authorized to call a all the permissions the application is | APIs when they needs. Learn me | are granted permissions by users/a ore about permissions and consent | idmins as part of the consent process. | The list of configure | ed permiss | ions should | include | | |
| | Token configuration | | | for Develop DD Labo | | | | | | | |
| - | API permissions | T Add a permission V Grant | admin consen | t for Pandora R&D Labs | | | | | | | |
| 6 | Expose an API | API / Permissions name | Туре | Description | Admin c | onsent requ Stat | tus | | | | |
| | App roles | V Microsoft Graph (1) | | | | | | | | | |
| - 2 | Owners | User.Read | Delegated | Sign in and read user profile | No | | | | | | |
| - 2 | Roles and administrators | | | | | | | | | | |
| | Manifest | To view and manage consented per | missions for inc | dividual apps, as well as your tenan | t's consent settings, try Enterprise app | ications. | | | | | |
| > S https://p | upport + Troubleshooting ortal.azure.com/# | | | | | | | | | | |

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.



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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.

| Request API permissions | × |
|---|---|
| C All APIs Microsoft Graph https://graph.microsoft.com/ Docs 📑 What type of permissions does your application require? Delegated permissions Your application needs to access the API as the signed-in user. | Application permissions Your application runs as a background service or daemon without a signed-in user. |
| Select permissions | expand all |
| ♀ calendar Permission ✓ Calendars (1) | Admin consent required |
| Calendars.Read ① Read calendars in all mailboxes | Yes |
| Calendars.ReadBasic.All () Read basic details of calendars in all mailboxes | Yes |
| Calendars.ReadWrite ① Bood and write calendars in all mailbower | Yes |
| Add permissions Discard | |

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.

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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.

| Configured permissions | | | | | | | | | |
|---|---|---|---------------------------------------|--------------------------------------|------|--|--|--|--|
| Applications are authorized to ca all the permissions the applicatio | ll APIs when they a n needs. Learn mo | are granted permissions by users/admins as pa re about permissions and consent | rt of the consent process. The list o | of configured permissions should inc | lude | | | | |
| + Add a permission 🗸 Gra | - Add a permission 🗸 Grant admin consent for Pandora R&D Labs | | | | | | | | |
| API / Permissions name | Туре | Description | Admin consent re | equ Status | | | | | |
| V Microsoft Graph (2) | | | | | ••• | | | | |
| Calendars.Read | Application | Read calendars in all mailboxes | Yes | ▲ Not granted for Pandor | ••• | | | | |
| | | | No | | | | | | |

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

| Overview | ↑ Essentials | | | |
|-------------------------------|-------------------------|--|--------------------------|-------------------------------|
| Quickstart | Display name | : Streams | Client credentials | : Add a certificate or secret |
| Integration assistant | Application (client) ID | : 3de9ba3e-0a21-402d-943a-779960d1247f | Redirect URIs | : Add a Redirect URI |
| X Diagnose and solve problems | Object ID | : 20ad6616-fbd9-4b0d-8cd0-27a0d5888598 | Application ID URI | : Add an Application ID URI |
| ∨ Manage | Directory (tenant) ID | : 627007d3-6c7e-4716-b06d-7a5e3a7d59b9 | Managed application in I | . : <u>Streams</u> |
| Branding & properties | Supported account type | es : My.organization.only | | |

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.

Streams Teams Integration Help

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.

Streams Teams Integration Help

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.

| STREAMS | | | | Search Users / Groups Q 811.Compliance Notification | | | | | | Welcome dynamie | • • | | |
|-------------------------|-------|------------------------------------|-------------------------|---|-----------------|----------------------|----------------------|--------------|------------------|-----------------|-------------------------|--------------------|--------|
| Но | me | Import/Export Manager | View Manager | Account Level Service Manager | Billing Manager | Report Manager | Contact Manage | r SLA/KPI | API Manager | | | | |
| Pho | ne Ni | umbers SMS - ACD Man | ager 👻 Auto Atter | idant 👻 丨 Hunt Groups 丨 SMS Groups | Fax Groups 0 | Greeting Manager # | Manage Teams Org (| Groups 👻 I 🕸 | 911 & 411 👻 丨 Si | le Survey 👻 | Global Account Settings | I Streams AppDesig | gner I |
| Global Account Settings | | | | | | | | | | | | | |
| Ac | tions | - | | | | | | | | | | | |
| | Glob | al Account Settings | | | | | | | | | | | |
| | + • | Company Info | | | | | | | | | | | ^ |
| | + | Video Calling Settings | | | | | | | | | | | |
| | + | Streams Notifications | | | | | | | | | | | |
| | | Public Teams | | | | | | | | | | | |
| | | Streams Settings | | | | | | | | | | | |
| | | Call Recording Settings | | | | | | | | | | | - 1 |
| | | Roles and Permissions | | | | | | | | | | | - 1 |
| | + | Agents Idle Timer | | | | | | | | | | | - 1 |
| | + | MFA For Every Login | | | | | | | | | | | |
| | | Microsoft Teams | | | | | | | | | | | |
| | | Attribute | Value | | | Help | | | | | | | _ |
| | | Directory (tenant) ID * | | | | | | | | | | | |
| | | Application (client) ID * | | | | | | | | | | | |
| | | Client secret value * | | | | | | | | | | | |
| | | Client secret expiration date * | | | | | | | | | | | ÷ |
| 020 | 25 Cá | 2022 PanTerra Networks, Inc. All r | rights reserved. I Priv | acy Policy | | | | | | | | English | ~ |



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.

| * | 0 | STREAMS | | Search Users / Groups | | Q 911 Co | mpliance Notification | | | | Welcome dynamic | • |
|-----|-------|----------------------------------|-------------------------|------------------------------------|-----------------|----------------------|-----------------------|------------|-----------------------------|---------------------------|--------------------|-------|
| н | ome | Import/Export Manager | View Manager | Account Level Service Manager | Billing Manager | Report Manager | Contact Manager | SLA / KPI | API Manager | | | |
| Ph | one M | umbers SMS - ACD Man | ager 👻 Auto Atter | ndant 👻 Hunt Groups SMS Groups | Fax Groups | Greeting Manager N | tanage Teams Org Gr | oups 👻 I 😼 | 911 & 411 - Site Survey - | I Global Account Settings | I Streams AppDesig | mer 1 |
| Glo | bal | Account Settings | | | | | | | | | | |
| A | ction | | | | | | | | | | | |
| | Glo | bal Account Settings | | | | | | | | | | |
| | | Company Info | | | | | | | | | | • |
| | | Video Calling Settings | | | | | | | | | | |
| | | Streams Notifications | | | | | | | | | | |
| | | Public Teams | | | | | | | | | | |
| | | Streams Settings | | | | | | | | | | |
| | | Directory Integration | | | | | | | | | | |
| | | Call Recording Settings | | | | | | | | | | |
| | | Roles and Permissions | | | | | | | | | | |
| | | Agents Idle Timer | | | | | | | | | | - 1 |
| | 100 | MFA For Every Login | | | | | | | | | | - 1 |
| 53 | - | Microsoft Teams | | | | | | | | | | |
| | | Attribute | Value | | | Help | | | | | | - 1 |
| | | Directory (tenant) ID * | 627007d3-6c7 | re-4716-b06d-7a5e3a7d59b9 | | | | | | | | - 1 |
| | | Application (client) ID * | 3de9ba3e-0a3 | 21-402d-943a-779960d12471 | | | | | | | | |
| | | Client secret value * | Bap8QKE | DOnkEIVxxrGeHkTkllBsUtfE2wZb_b | | | | | | | | - 1 |
| | | Client secret expiration date * | 08/19/2025 | 益 | | | | | | | | - |
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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.

| < |) ST | TREAMS | Search Users / Groups | | Q 911 | Compliance Notification | | | | Welcome planet - | * |
|------|---------------|--|--------------------------------|---------------------------------------|----------------|-------------------------------|-----------------------|----------------------------------|--|------------------|-----|
| ` | ÷ / | | | | | | | | | | |
| Но | mo Imo | port/Export Manager View Manager | Account Level Service Mana | aer Billing Manage | r Report Manad | er Contact Manager | SLA / KPI API Manager | | | | |
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| Ller | ar Minur | | | | | | | | | | |
| Uae | View | | | | | | | | | | |
| A | tions - | 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 ① • Email Status ① | | | |
| | TE Call | Decording Cellings | | | | | | | | | |
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| E. | E Cal | Liouten | | | | | | | | | |
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| | It Disp | play Bottings | | | | | | | | | |
| | E Fax | | | | | | | | | | |
| | E Logi | in Bettings | | | | | | | | | |
| | + Mana | nege Emsil Addresses | | | | | | | | | |
| | + Mobi | MeCell Preferences | | | | | | | | | |
| | • Outle | look Settings | | | | | | | | | |
| | II Pres | sence & Notifications | | | | | | | | | |
| | It Bolo | DS | | | | | | | | | |
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| | te spar | .m Settings | | | | | | | | | |
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Streams Teams Integration Help

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)
- o Next search for Streams and click Add button





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.

| | Microsoft Teams admin cen | nter | | | | P se | erch | | | | | | Ŧ © | 0 ? |
|----------------|---------------------------|------|---|---|--|--|----------------|---------------|--------------------|-------------------------|---------------------|----------------------|-----------|---------|
| = | | | | | | | | | | | | | | |
| ۵ | Deshboard | | Manage apps | | | | | | | | | | | |
| ÷ | Teams Fremium • | | Control which apps are available to in approve, and publish custom apps ma | stall for people in your organiz ade specifically for your organiz | ation by allowing and bi ration to the app store. A | locking apps. You can also uploa Viter monoping apps on this pap | d. | | | | | | Actions \ | |
| 124 | Teams ~ | | use an app setup policy to pre-install | apps for your users. Learn mor | e about managing apps | | | | | | | | | |
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| 8 | Teams devices ~ | | | < | AreGIS | reproduced in the second | > | | | | | | | |
| ₿ | Teams apps | | Superitted custom agos Upciate | ed custom apps | this publish mapping at | ans wirr gana inigns onig eratiested agent, erihanting it chert vooalzation. | | | | | | | | |
| 1 | Manage apps | | | _ | | | | | | | | | | |
| | Permission policies | | All apps All subscriptions | | | | | | | | | | | |
| | Setup policies | | Browse by Everything ~ | | | | | | | | | | | |
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| , | Messaging 🗸 🗸 | | < Name | | | Supported on () | Anallable to 🕥 | App slates () | Certification | Publisher | Publishing status 🕥 | Perquesis by users 🌘 | L | ioren 🕕 |
| S | Voice V | | Streams Experience seamless co | ommunication with reliable and pow | er fal SMS leature | 6 | Everyone | Unblocked | Publisher attested | PanTerra Networks, Inc. | | 0 | | |
| 9 | Locations V | | Workstreams.ai Data-driven, results-ori | iented task management and collab | oration app for Teams | e | Everyone | Unblocked | | Workstreams.ai GmbH | | 0 | | |
| 檔 | Frontine deployme V | | | | | | | | | | | | | |
| 9 | Enhanced encrypti | | | | | | | | | | | | | |
| 5 | Folicy packages | | | | | | | | | | | | | |
| 811 | Namina V | | | | | | | | | | | | | |

Streams Teams Integration Help

- 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.

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|---------------|------------------------------|---|--|--|
| Q Activity | Streams Home Activity | Present now ··· | | |
| (E) Chat | ○ PanTerra | STREAMS | | |
| teams | | REACH US AT: (800) 805-0558 or +1 (408) 702-2200 | | |
| Calendar | Sign in | Introducing Streams, the revolutionary new way for Businesses to Communicate, Collaborate & Share Information | | |
| Calls | User Name | Streams allows unlimited teams to persistently share multi-media content in rear-time and over time. | | |
| OneDrive | | Streams has built-in real-time communications, replacing your PBX, conferencing, messaging, faxing, and web meeting systems with a single unified communications service. | | |
| Copilot | | Streams supports unlimited, HIPAA compliant file sync & share functionality allowing you to easily and securely share files and folders. | | |
| کې Streams | Remember Me Forgot Password? | Streams is ultra-secure with full HIPAA compliance, Multi-Factor Authentication (MFA), optional MPLS network, Single Sign-On (SSO), and international call monitoring. | | |
| | SIGN IN | Streams is 100% deployed from the cloud, allowing you to deploy, support, and manage users anywhere in the world instantly. | | |
| + Apps | Use Single Sign On | Streams delivers greater than 99.9% availability with business quality QoS. Streams is backed by 24/7/365 live support. | | |
| | ©2025 PanTerra Networks, | Inc. All rights reserved. Privacy Policy | | |
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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.



Streams Teams Integration Help

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.

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| Q Activity | Streams Home Activity | | |
| Chat | | Contacts III Dialpad | Q 🏟 |
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| Calendar | All Direct Group Unread | Today Today | |
| G. | Q Search | | |
| Calls | Jon Steven 02:05 pm I'm in a meeting right now | You 02:05 pm | |
| OneDrive | Linda Rose 02:01 pm just a minor tewak on the strategy section. | SMS message sent to 14085029597 from 14158775861 Give me 5 minutes | |
| | Abigail Nueman 02:00 pm Hi | | |
| Streams | Caroline watts 02:00 pm MMS Received | You 02:05 pm SM persongle sent to 14085029597 from 14158775861 | |
| + | Vanessa Trinity 02:00 pm So, Carloline assigned me to finalize the re | | |
| Apps | Narendra SMS On Mar 12, 2025 Hello Jhon 14254/446602 Exb. 97, 9035 | | © ± ■ ► |
| | 📕 Q 🗳 🧖 🤹 🔕 | • R 4 皆 🗳 🖬 🗏 🐂 🛷 🗣 | へ 🤪 ^{ENG} 奈 (4) 🗈 14:06 N 奈 (4) 14-03-2025 |



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

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| ඊටී Teams | SMS | Ģ | Recents | Harry Potts [dux] | |
| Calendar | All Direct Group | Unread | Harry Potts 02:02 pm Hi team please share me the d | Feb 18, 2025 | |
| Callendar Calls OneDrive Copilot Streams Apps | Q Search | Feb 18, 2025 | Jon Steven 0222 pm Hey jan da you have a minute i Morgan Philips 02:00 pm Sounds good please go ahead Sounds good please go ahead Caroline watts 02:00 pm Wou will be handling the quality Linds Rose 02:00 pm Babould have the initial draft by Jon Steven 01:00 pm Test in Group Meness Trinity Feb 18, 2025 Please share the reports | You 04:13 pm MSS message sent to 12:44 from 13:227:23:82 Hit team please share me the documents by the eod Today You You MSS message sent to 12:44 from 14:15:77572 Hit team please share me the documents by the eod Image: Image: Image | |
| | | | | | 14:07 |

PanTerra



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.

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| ل Activity | Streams | Home Activity | | | | | Present now ··· |
| Chat | | | | | | | Q \$ |
| දිරීම Teams | SMS | | | | Hi John Doe, Welcome t | o Streams! | |
| | | | | | Communicate. Collaborate and St | hare Your Way! | |
| Calendar | Q Search | | | Send as SMS Message | × | | (c) |
| | I'm in a meeting ri | | | To Number | _ | | |
| OneDrive | Harry Potts [dux] Hi team please sh | | | Enter To Number | J | saging | Sync and Share Your File |
| | Jon Steven [dux] Hey jon do you ha | | | DID - 14158775861 | | laborate ssaging. | Securely store, sync and share your documents, files, call recordings, voicemails, faxes and more using |
| | Linda Rose just a minor tewal | | | | Cancel Next | ast live a all your | Streams - SmartBox. With unlimited HIPAA compliant storage, advanced |
| (F) | Abigail Nueman Hi | | | full contact center with ease. Un communications has never been e | ified encrypted cloud. A free client asier. so you can collaborate with | reliable, is available anyone, | security, file versioning, mobile device support and full local device syncing, SmartBox has all your cloud storage and |
| Apps | Caroline watts MMS Received | | | | anywhere, anytime | | content management needs covered. |
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Streams Teams Integration Help

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.



Streams Teams Integration Help

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.

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|-----------------------|---|---|--|
| ل Activity | Streams Home Activity | | T Present now ··· |
| E Chat | | GMS 📑 Contacts | Q 🏚 |
| දිලීා Teams | SMS Q | Jon Steven | |
| Calendar | All Direct Group Unread | Today | |
| C. | Q Search | | |
| Calls | Jon Steven 02:05 pm I'm in a meeting right now | You 02:05 pm | |
| OneDrive | Harry Potts [dux] 02:02 pm Hi team please share me the documents by | SMS message sent to 14065029597 from 14158775861 Give me 5 minutes | |
| Copilot | Jon Steven [dux] 02:02 pm Hey jon do you have a minute? i wanted ali | | |
| Streams | Linda Rose 02:01 pm just a minor tewak on the strategy section. | You 02:05 pm SMS message sent to 14085029597 from 14158775861 | |
| | Abigail Nueman 02:00 pm Hi | | |
| Apps | Caroline watts 02:00 pm MMS Received | | © ± ■ ⊳ |
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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.

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| ے Activity | | Streams Home Activity | | | | Present now ••• |
| Chat | | | | 💫 SMS 🕕 📑 Contacts | Dialpad | ۵ 💠 |
| ීරීා Teams | s | MS | Ω | н | li John Doe, Welcome to Str | eams! |
| Calendar | All | Direct Group Unread | | | Communicate, Collaborate and Share Yo | ur Way! |
| G. | | | | \sim | | \sim |
| | | Jon Steven Hello Jon | 02:14 pm | | | (S) |
| OneDrive | | Harry Potts [dux] Hi team please share me the documents b | 02:02 pm y | Communicate | Multi-Media Team Messag | ing Sync and Share Your File |
| | | Jon Steven [dux] Hey jon do you have a minute? i wanted ali | | Make and receive audio and video calls to/from anyone, anywhere! Conduct conference calls, web meetings or share | Create unlimited teams and c with multi-media, persistent n Share text, links, pictures, v c | Microsoft Teams ···· × |
| Streams | | Linda Rose just a minor tewak on the strategy section. | | your desk seamlessly. Receive your voicemails, faxes and call recordings in | files, folders and even broto streaming video! Streams st | New text message from 14085029597: Hello Jon View Details |
| | | Abigail Nueman | | one HIPAA secure cloud. Even deploy a full contact center with ease. Unified | content in a HIPAA secure, ult encrypted cloud. A free clien: | end a quick reply |
| + | | | | communications has never been easier. | so you can collaborate with, anywhere, anytim !! | ontent management needs covered |
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On the Activity page, notifications are displayed as shown in the image below.

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| ل Activity | Streams Home Activity | Present now ••• |
| (E) Chat | Streams Bits Table Welcome to Streams for Microsoft Teams | |
| ීරී Teams | Stay connected with Streams text message | |
| EE Calendar | We will notify you when there is any | |
| G Calls | Nore: You will not receive any chat replies here as it is a notification-only | |
| OneDrive | Service. | |
| Copilot | ★ Learn more Q Contact Streams | |
| Ç Streams | Streams Beta 14:14 | |
| | New text message from 14085029597: Hello Jon View Detaile | |
| (+) Apps | | |
| | You cannot send messages to this bot | |
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Click View Details to view the message as shown in the image below.

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| (F) Chat | | SMS E: Contacts III Dialpad | Q 🏚 |
| دې Teams | SMS C+ | Jon Steven | |
| | All Direct Group Unread | Today — Today | |
| G | | | |
| Calls | Jon Steven 02:14 pm Hello Jon | You 02:05 pm | |
| OneDrive | Harry Potts [dux] 02.02 pm Hi team please share me the documents by | SMS message sent to 14085029597 from 14158775861 fm in a meeting right now F III C | |
| | Jon Steven [dux] 02:02 pm Hey jon do you have a minute i wanted alig | | |
| Streams | Linda Rose 02.01 pm just a minor tewak on the strategy section. | Jon Steven 02:14 pm SMS message received to 14138773861 from 14085029597 Hello Jon | |
| ŧ | Abigail Nueman 02:00 pm Hi | «, [] | |
| | Caroline watts 02:00 pm MMS Received | | ©±■> |
| | 📕 Q 🞯 🗾 💁 🔿 🔳 | I 🔃 🧶 🚏 💕 💁 🗒 📕 🎯 🕮 💕 💳 | へ G ^{ENG} 奈 (如) D 14:16 N 奈 (如) D 14-03-2025 |

Streams Teams Integration Help

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.

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|---------------------|-----------------------|----------|--|--|---|
| ے Activity | Streams Home Activity | | | | 1 Present now ···· |
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| رہی Teams | | | Messages (1) | Files (0) | |
| Calendar | | | Jon Steven [dux] Jon Steven : <mark>Perfect</mark> . I'll go through them | Feb 18, 2025 right away and provide feedback by the | ayi |
| C | | | end of the day. | | |
| | | 04:31 pm | | | |
| OneDrive | | | | | |
| | | | | | |
| Streams | | | | | |
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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.

| 11:12 | 3 * | | | | .ıl 799 | % 🔳 | | | | |
|---|-------------|----------------------|------------------------|------------|---------|-------------|--|--|--|--|
| AK | Stream | S | | ł | (B) | : | | | | |
| P | PanTerra | | | S I | ſREA | MS | | | | |
| REACH US AT: (800) 805-0558 or +1 (408) 702-2200 | | | | | | | | | | |
| | | | | | | | | | | |
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| User N | lame | | | | | | | | | |
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| ©202 | 25 PanTerra | a Network | s, Inc. All | rights res | erved | . | | | | |
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| | 111 | | \bigcirc | < | | | | | | |



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.



Streams Teams Integration Help

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.



Streams Teams Integration Help

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

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| ← 40 | 0850295 | 97 [du | <] | | | | |
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| • | 4085029597 04:29 pm SMS message received to 14158775723 from 14085029597 | | | | | | |
| | Perfect. I'll go through them right away and p rovide feedback by the end of the day. | | | | | | |
| | « [] | | | | | | |
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| ل Activity | (=) Chat | ීරීා Teams | EEE Calendar | & Calls | ••• More | | |
| | 111 | (| | < | | | |



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.



Streams Teams Integration Help

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.

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| | Jon Steven Jon Steven : I away and pro day. | Jon Steven [dux] Feb 18, 2025 Jon Steven : Perfect. I'll go through them right away and provide feedback by the end of the day. | | | | | |
| | Jon Steven Hi | | | | | | |
| | Abigail Nue Hi | | | | | | |
| | Caroline wa MMS Receive | | | | | | |
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| | Morgan Phi | Morgan Philips [dux] Feb 18 | | | | | |
| ل Activity | (=) constant | عن المراجع ams Caler | dar Calls | ••• More | | | |
| | | Ο | < | | | | |



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.

