Overview

Microsoft Teams seamlessly integrates with Simplicity VoIP service. There a few prerequisites to be aware of and several steps to execute for a successful integration. We've outlined all of the information you will need in this guide for a smooth connection experience.

To Start:

1. Confirm that Teams licensing is in place and allows for Voice - **_Microsoft Licenses needed for TeamMate Connector_** , e.g. if you have an E3 license, you will need to add a Phone system add-on to connect to Simplicity VoIP

2. Provide the Global Admin email address.

3. Provide a list of users, their email address, and their direct dial that need Teams integration enabled

The Process:

Step 1: A Simplicity domain with users is created

Step 2: Simplicity creates TeamMate account. Email sent to Global Admin confirming completion so they can complete step 3 below.

Step 3: The Global Admin completes **_Prerequisites for Configuring TeamMate Connector_** and sets up direct routing. Simplicity know when completed, so we can complete step 4 below.

Step 4: Simplicity configures PBX and sets up users in TeamMate. Email sent to Global Admin confirming completion so they can complete step 5 below.

Step 5: Global Admin enables calling on users.
  - Log in to **_https://enterprise.connecttoteams.com_** with your Global Admin Account via Office 365 SSO.
  - Navigate to User Management
  - Click on Manage Users
  - Click on the three dots under Action for your user
  - Click Enable Calling.

Set up can take 10 minutes to 24 hours for the dial pad to show up in Teams.