

Enable Horizon for Microsoft Teams

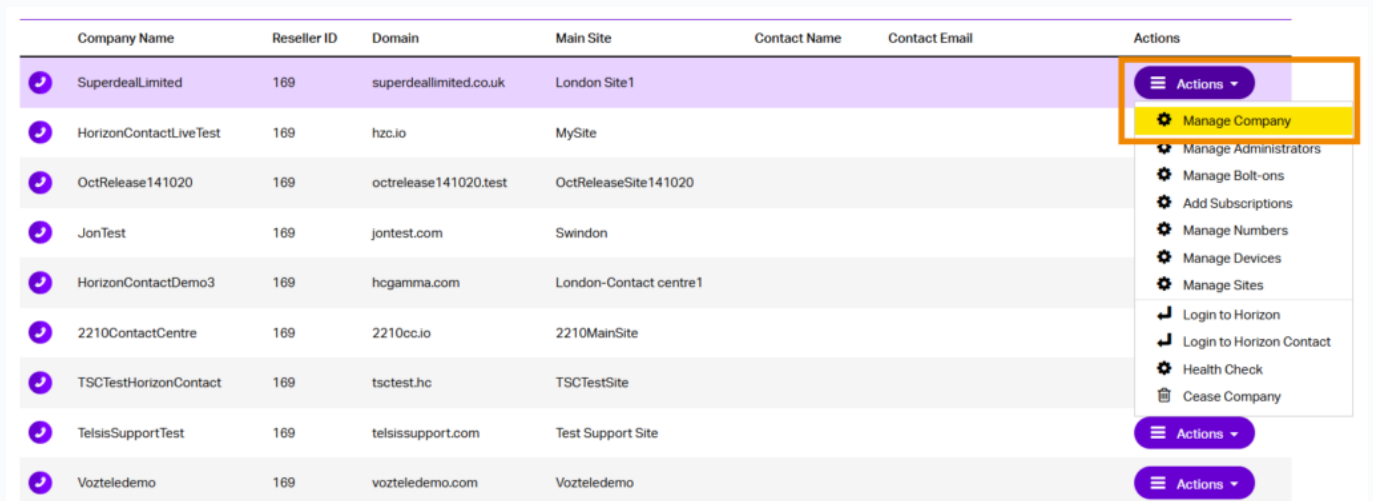
Horizon for Microsoft Teams can be enabled for companies without Microsoft Teams integration.

Gamma Portal

From the Gamma Portal, go to “Provisioning and Service Management”, “Hosted”, “Horizon” and “Horizon Manage Company”.

Manage Company

Find the company that you wish to add sites to using the Actions drop down select “Manage Company”



Company Name	Reseller ID	Domain	Main Site	Contact Name	Contact Email	Actions
SuperdealLimited	169	superdeallimited.co.uk	London Site1			Actions Manage Company Manage Administrators Manage Bolt-ons Add Subscriptions Manage Numbers Manage Devices Manage Sites Login to Horizon Login to Horizon Contact Health Check Cease Company
HorizonContactLiveTest	169	hzc.io	MySite			
OctRelease141020	169	octrelease141020.test	OctReleaseSite141020			
JonTest	169	jontest.com	Swindon			
HorizonContactDemo3	169	hcgamma.com	London-Contact centre1			
2210ContactCentre	169	2210cc.io	2210MainSite			
TSCTestHorizonContact	169	tsctest.hc	TSCTestSite			
TelsisSupportTest	169	telsissupport.com	Test Support Site			Actions
Vozteledemo	169	vozteledemo.com	Vozteledemo			Actions

Settings Tab

From here you select the “Settings” tab and select “Horizon with Microsoft Teams”. You will then be presented with the Tenant ID and Microsoft Administrator email fields.

New Company Order Details

Company name: *

Default Domain: *

The Default Domain cannot be changed once provisioned.

Warning
Once the Company is created, the extension limit **cannot** be updated.

Extension Limit: * 4-digit

Horizon Contact

Enable Horizon Contact:

Enable outbound SMS:

Horizon for MS Teams

Enable Horizon for MS Teams?:

Call Recording

Enable Call Recording?

Company Admin Details

The Admin Username is to be used by the Administrator to log into the first site.

Username: *

First Name: *

Last Name: *

Admin Email: *

Support Email:

Telephone Number:

Mobile Number:

Fraud Management

Please click [here](#) for the terms and conditions of the Horizon Fraud Management Service.

Fraud Management: *

Daily Spend (£): * 500

Warning (%): * 70

E-mail address: *

Send SMS:

Once you entered the Tenant ID and Microsoft Admin email click save to order Horizon for Microsoft Teams. You will then be able to order “Horizon for Microsoft Teams” bolt on.

Once you ordered “Horizon for Microsoft Teams” Bolt-ons, you can enable Microsoft Teams integration for a user. The process is very similar to enabling a Soft Phone Client for a user. Please note that the number of Users who can use Microsoft Teams integration can not exceed the number of “Horizon for Microsoft Teams” Bolt-ons.

Horizon Portal

Users

Hover over “Users” and select “List User”.



- Dashboard
- Users
- Site Management
- Call Groups
- Device Management
- Administration
- Recorded Calls
- Statistics

Dashboard / Site Management / ManchesterMalthouse

ManchesterMalthouse

- List Users
- Add User
- Bulk Add Users

Add User

Create Group

Current Site DDI

Manage ManchesterMalthouse

Schedules

Create and manage time schedules

Schedules

Authorisation Account Codes

Create and manage authorisation account codes

Authorisation Codes

Call Policy

Override a sub set of call policy features for this site

Call Policy

Call Barring

Setup the call barring options for this site

Call Plan

Music on Hold

Set up the music that a person hears when put on hold

Music on Hold

Manage Numbers

Manage the numbers assigned to this site

Manage Numbers

Collaborate Settings

Manage the Collaborate Room on this site

Collaborate Settings

Select the user which you wish to add or remove Microsoft Teams integration for and click the "Edit" button.



Dashboard / User Management

User Management

First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Username:	<input type="text"/> @ gammastaff.com	Number:	<input type="text"/>
Extension:	<input type="text"/> 3354	Department:	<input type="text"/> All
Site:	<input type="text"/> All	Mac Address:	<input type="text"/> ?
Mobile:	<input type="text"/>		

Search

Users

<input type="checkbox"/>	First Name	Last Name	Phone Number	Extension	Type	HRP	Email Address	Site	
<input type="checkbox"/>	Richard	James		3354	FMC		richard.james@gamma...	ManchesterMalthouse	Edit



Delete Selected

Add

Download

Phone Tab

Select "Phone" tab and then "Manage Soft Clients".



Edit Richard James



Desk Device Details

Vendor: Polycom
Model: VVX500
Codec: G711
Mac Address: 64:16:7F:94:6A:4D
Profile Type: Polycom VVX500



- Device Customisation
- Manage Soft Clients
- Change Codec
- Change Device
- Unassign Device

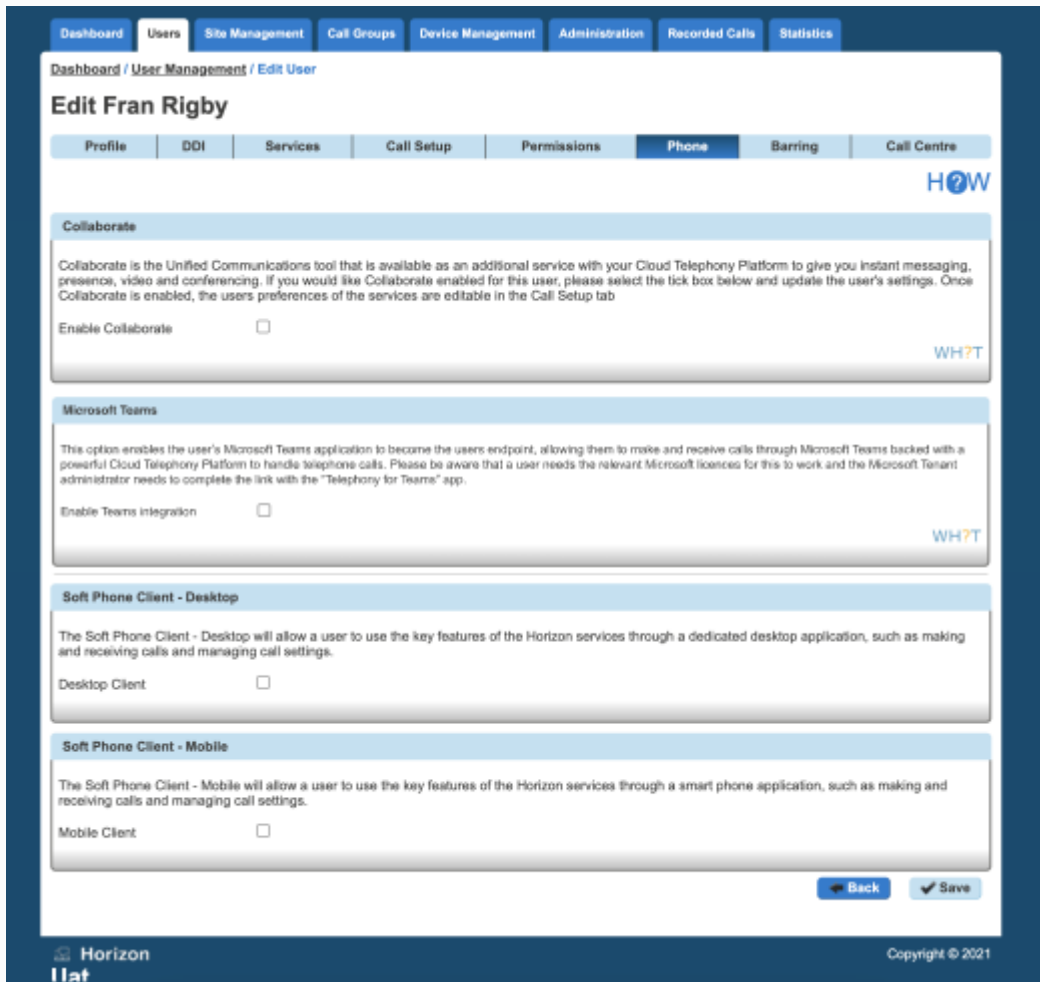
Mobile Device Details

Mobile Number: [Redacted]
Device Name: ONEPLUS 5 (A5000)
SIM: 8944391000000040251
Handset (IMEI): [Redacted]



Teams Integration

Select "Enable Teams Integration".



Set up Horizon for Microsoft Teams with Gamma Voice App

Your order confirmation email will include a link to download and install the Gamma Voice app, Gamma's solution to auto-configure the End User's Microsoft Tenant to enable Horizon for Microsoft Teams and assign Horizon Users to Microsoft Teams Users.

By clicking the link in the order confirmation email the Gamma Voice Download page will be displayed with the user and system requirements to download and set up Horizon for Microsoft Teams with the Gamma Voice App.

During the Tenant configuration the App will create two Dummy Users in the Microsoft Tenant and will assign the two spare phone system licences to those Dummy Users. The Microsoft 365 Administrator should unassign the phone system licences from those Dummy Users so these will be available to assign to any Microsoft Users.

Gamma Voice

Before downloading Gamma Voice you must:

- be a Microsoft 365 global administrator
- have administrator permissions on your operating system (only Windows 10 is supported)
- have Microsoft PowerShell version 5 or later and Microsoft Teams PowerShell version 2.3.1 installed on your computer
- have a minimum of 2 Microsoft Phone System licences available.

[Download Gamma Voice](#)



By clicking the 'Download Gamma Voice' button the Gamma Voice App setup file will start downloading.

Gamma Voice

Before downloading Gamma Voice you must:

- be a Microsoft 365 global administrator
- have administrator permissions on your operating system (only Windows 10 is supported)
- have Microsoft PowerShell version 5 or later and Microsoft Teams PowerShell version 2.3.1 installed on your computer
- have a minimum of 2 Microsoft Phone System licences available.

[Download Gamma Voice](#)



Gamma Voice Se...exe
48.4/90.2 MB, 8 secs left

Show all ×

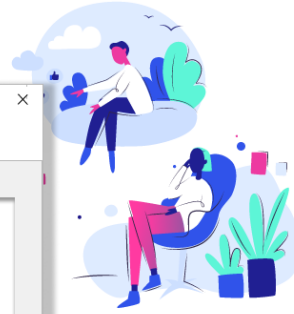
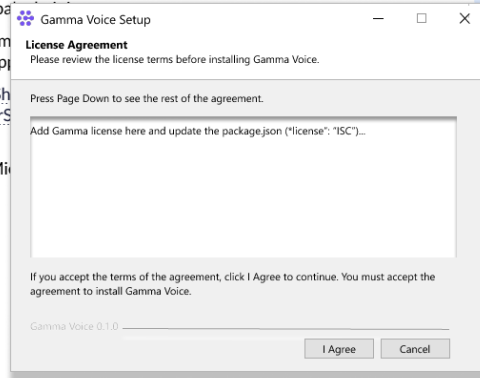
Click the downloaded file and a License Agreement window will pop up. You must agree the License Agreement to install Gamma Voice.

Gamma Voice

Before downloading Gamma Voice you must:

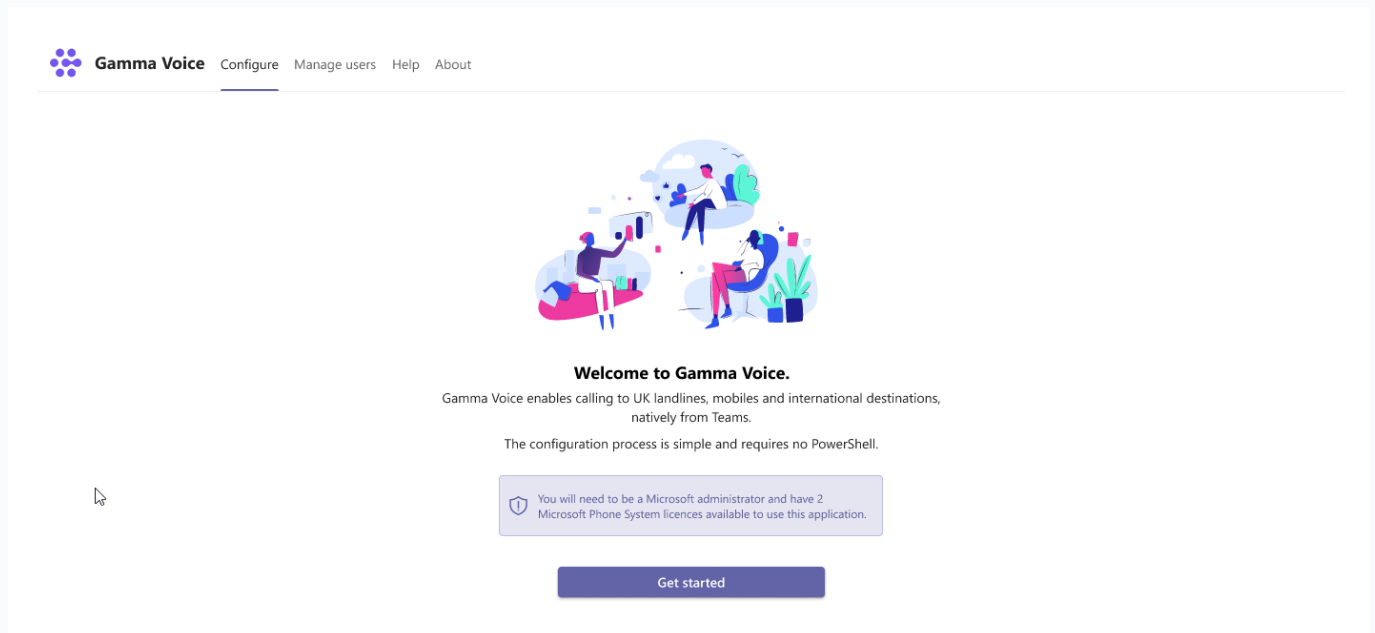
- be a Microsoft 365 global administrator
- have administrator permissions (only Windows 10 is supported)
- have Microsoft PowerShell installed on your computer
- have a minimum of 2 Microsoft Phone System licenses available.

[Download Gamma Voice](#)

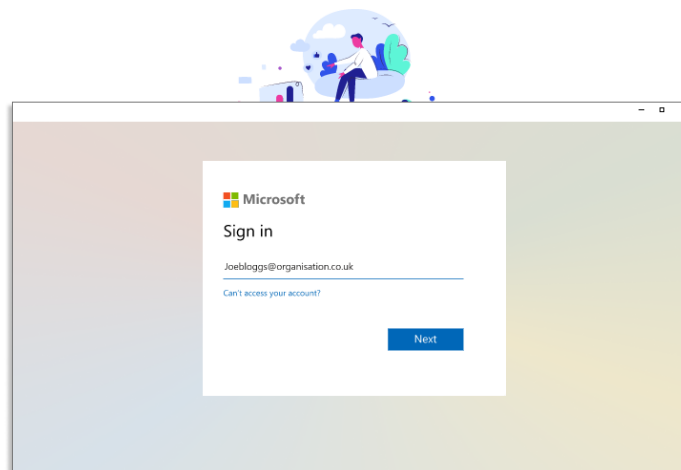


Then you should choose Install Location and finish installation. Once the installation has finished you will be able to configure Horizon for Microsoft Teams by using Gamma Voice.

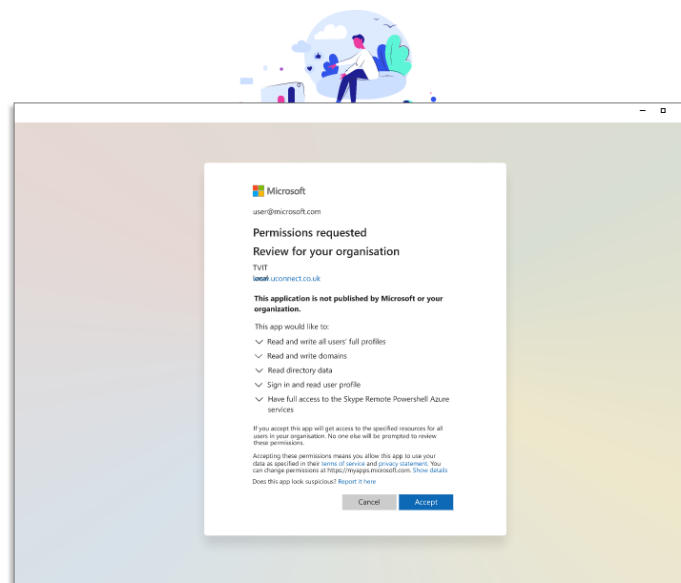
When opening the Gamma Voice App, the Welcome page will be displayed and by clicking Get Started button you will be able to start configuring your Microsoft Teams Tenant to enable Horizon calls from MS Teams.



The app will then prompt you to log in to your Microsoft Account.

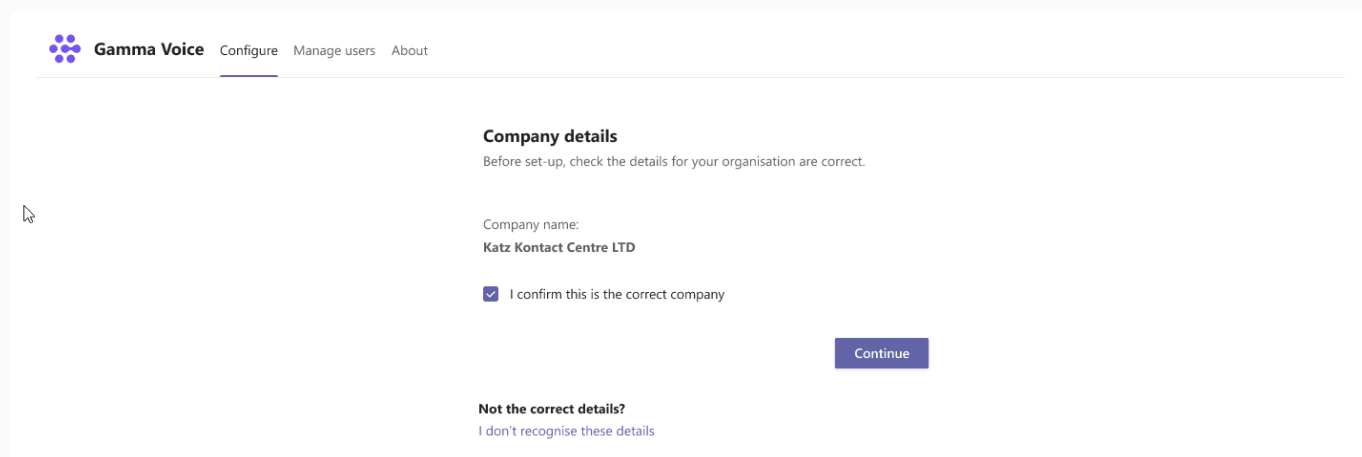


The Gamma Voice App need to access some information in your MS Teams Tenant so that it can configure Horizon for Microsoft Teams, after logging in the Microsoft Account you will be asked to give the App permission to enable this. By clicking Accept you will need to log in to your Microsoft Account again.

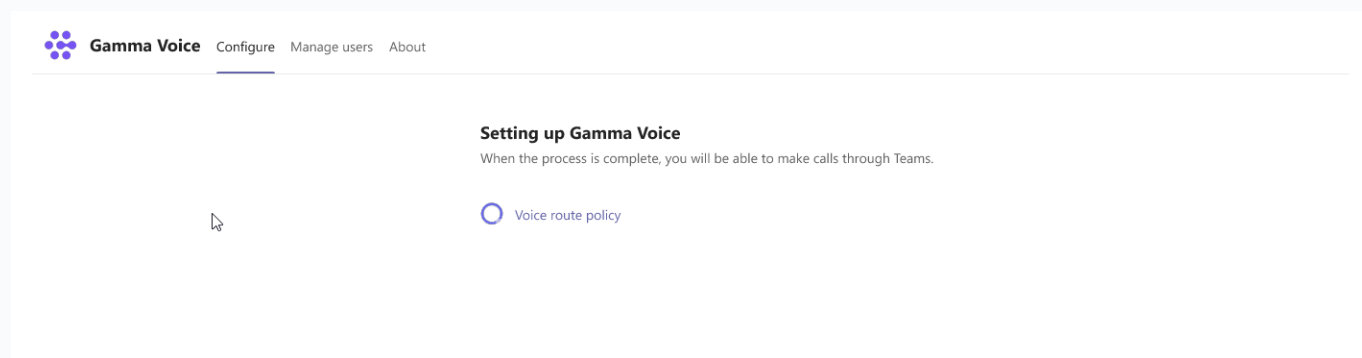


Once you sign in, the Company Details page will be displayed. If the correct Company name is showing, you should confirm this by clicking the tick-box below your Company name and click Continue.

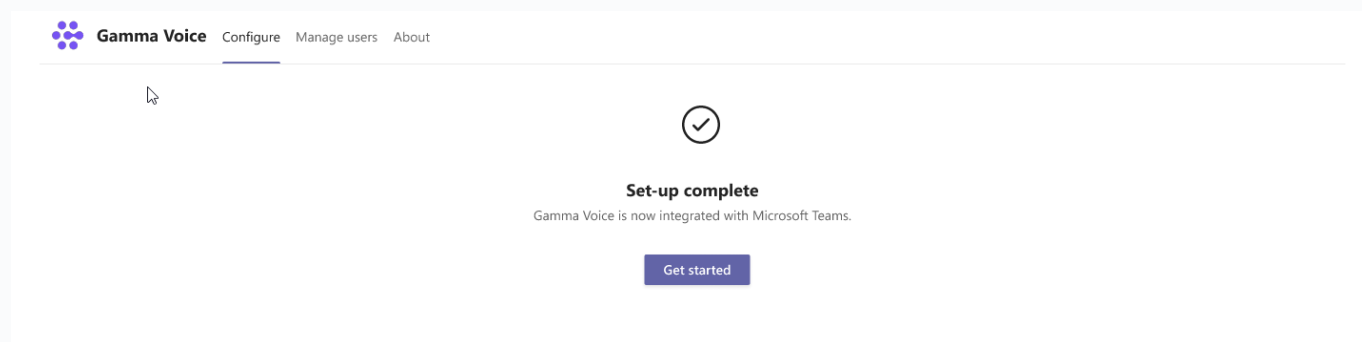
If you believe that the correct details are not displayed, please click on the “I don’t recognise these details”.



By clicking Continue the App will set-up the Tenant to enable Horizon for Microsoft Teams.



When the setup is completed, you will be able to assign Horizon Users to Microsoft Users by clicking Get Started.



Clicking *Get Started* will navigate you to the Manage Users section in the Gamma Voice App. You

will then be able to assign Horizon Users, who have Microsoft Teams bolt-on enabled, to Microsoft Teams users. You will only be able to assign Horizon Users To Microsoft Users who have Microsoft Phone System Licence. Users can be added individually using the drop-down fields in the last column or bulk user upload via the Bulk User Upload Tool. More information on User Management can be found in the Help section of the Gamma Voice App.

Gamma Voice

[Configure](#)
[Manage users](#)
[Help](#)
[About](#)

[Sign out](#)

Manage users

You can assign Horizon for MS Teams users using the table below. Only Microsoft users with an active Phone System licence can be assigned.
Or, assign users details in bulk, using the bulk upload feature.

+ Bulk upload users
📄 Download ready
🔄 Refresh

Find

Name	Email	Phone System ?	User details
Joe Bloggs	joe.bloggs@aprettylongorganisation.co.uk	✔	Start typing a name to select a user ▼
Jimmy Katz	jimmy.katz@aprettylongorganisation.co.uk	✔	Start typing a name to select a user ▼
Jeoffry Katz	jeoffry.katz@aprettylongorganisation.co.uk	✔	Start typing a name to select a user ▼
Minerva McGonagall	minerva.mcGonagall@aprettylongorganisation.co.uk	✔	Start typing a name to select a user ▼
Filius Flitwick	filius.flitwick@aprettylongorganisation.co.uk	✔	Start typing a name to select a user ▼
Rubeus Hagrid	rubeus.hagrid@aprettylongorganisation.co.uk	✔	Start typing a name to select a user ▼
Pomona Sprout	pomona.sprout@aprettylongorganisation.co.uk	✘	
Madame Hooch	madame.hooch@aprettylongorganisation.co.uk	✘	
Remus Lupin	remus.lupin@aprettylongorganisation.co.uk	✘	

Load more