RingCentral for

Microsoft Teams

Admin Guide

v2.0 and later

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Introduction

About RingCentral for Microsoft Teams

The RingCentral app brings robust, enterprise-grade, audio and video communication capabilities to the Microsoft Teams app.

Currently, there are two RingCentral integrations with Microsoft Teams:

1. [RingCentral for O365 Chrome Extension](#)
2. [RingCentral for Microsoft Teams](#)

These integrations allow you to use the RingCentral audio calling, video meetings and conferencing features right from your Teams app.

The [RingCentral for O365 Chrome Extension](#) allows you to make audio calls, video meetings and conference calls using RingCentral within Microsoft Teams

The [RingCentral for Microsoft Teams](#) app opens two interfaces within Microsoft Teams:

1. **The bot interface** - With a single command, the RingCentral bot posts video meeting and audio conference to a Teams chat, enabling the users to engage in video or audio meetings.

2. **The message extension interface** - Clicking the RingCentral icon below the message bar allows users to make audio calls or engage in video meetings and conference calls with a group.

To use these apps, the user needs to have an active RingCentral account.

Features

- Make audio calls, conference calls and video meetings within Microsoft Teams direct and group chat.
- Make RingCentral the default app for your audio and video communications within Microsoft Teams using the O365 chrome extension.
- Send SMS messages, view call history and more within Teams using the O365 chrome extension.

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Requirements

Software

- RingCentral for Teams app
- RingCentral Phone app
- RingCentral Meetings app
- Browser: Google Chrome, version 69 or later recommended
- RingCentral Office Standard or above

About this guide

This guide is designed for administrators of RingCentral for Microsoft Teams v2.0 and later versions.

Before getting started

Preparation

For an optimal user experience, ensure that:

1. The browser you are using is updated to the latest version.
2. RingCentral for Microsoft Teams is installed.
3. Login to Microsoft Teams through the browser; the App will work only when the user is logged in to Microsoft Teams.
4. Login to RingCentral for Microsoft Teams through Microsoft Teams.
5. Your browser must have its pop-up blocker disabled for the Microsoft Teams site.
6. RingCentral Desktop is installed.
7. Login to RingCentral Desktop app with the same account as your RingCentral for Microsoft account.
8. Currently, Teams preview is unavailable using the Safari browser.

Reference resource

- RingCentral for Microsoft Teams User Guide
- RingCentral for Microsoft Teams Community
- RingCentral for Microsoft Teams in RingCentral App Gallery
- RingCentral Phone Desktop in RingCentral App Gallery
- Helpdesk

Administrator consent

Why is admin consent required?

Admin consent is required to enable phone calls within Teams using the RingCentral app. This requires access to phone numbers of users within the organization, which is granted by the system admin. Admins can grant consent to any user in their organization.

Applying the app

Download the RingCentral app from the Microsoft Teams app store) and install.

1. Go to the Apps section within Microsoft Teams and find the RingCentral app.

2. Go to the RingCentral app in the Chat or Team of your choice and click Sign in.
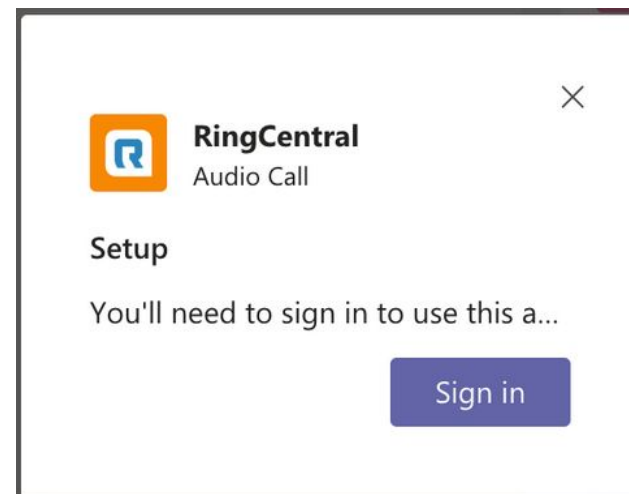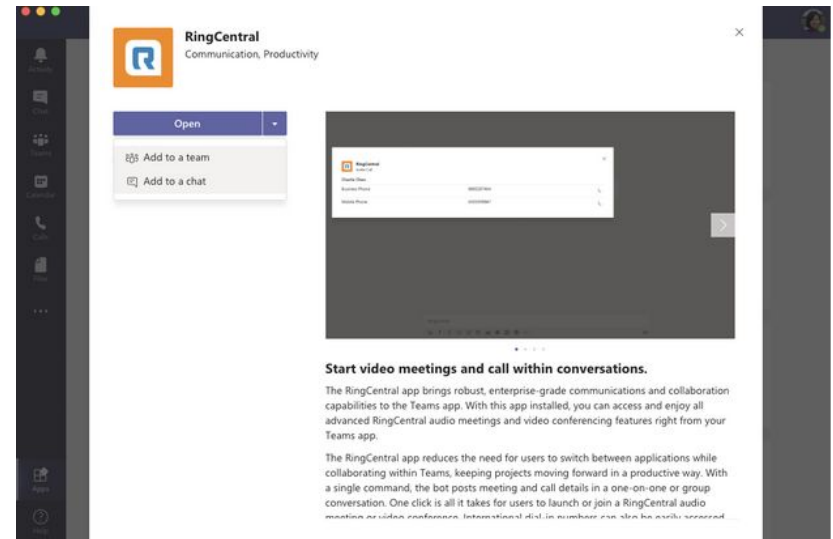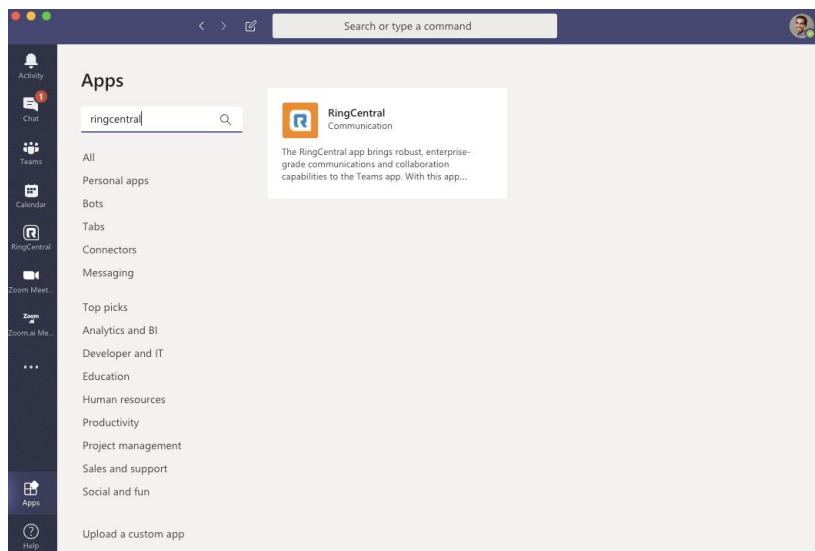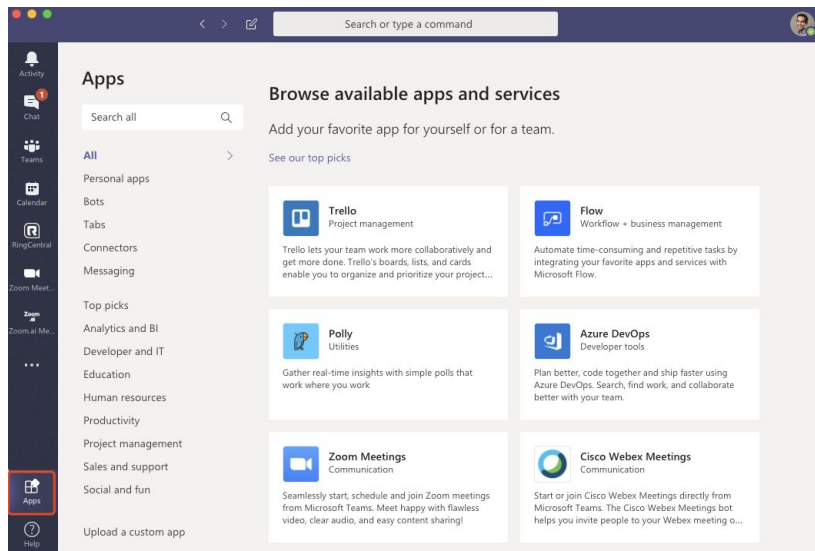
3. Select the account to be designated as administrator.

4. A new window displays requesting permissions. Click *Consent on behalf of your organization*, and click **Accept**.

5. Consent and **Accept** the permissions request.
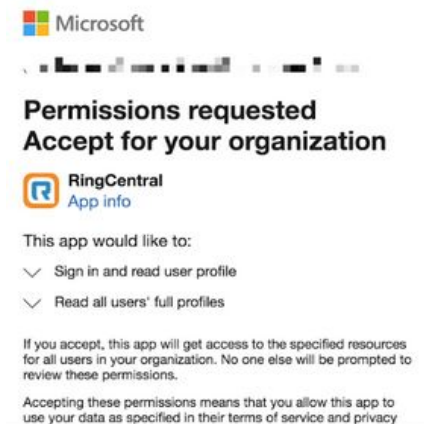
Using the Azure AS portal

Use the Azure portal for troubleshooting if the access grant was not successful.

Go to the Azure AD portal.
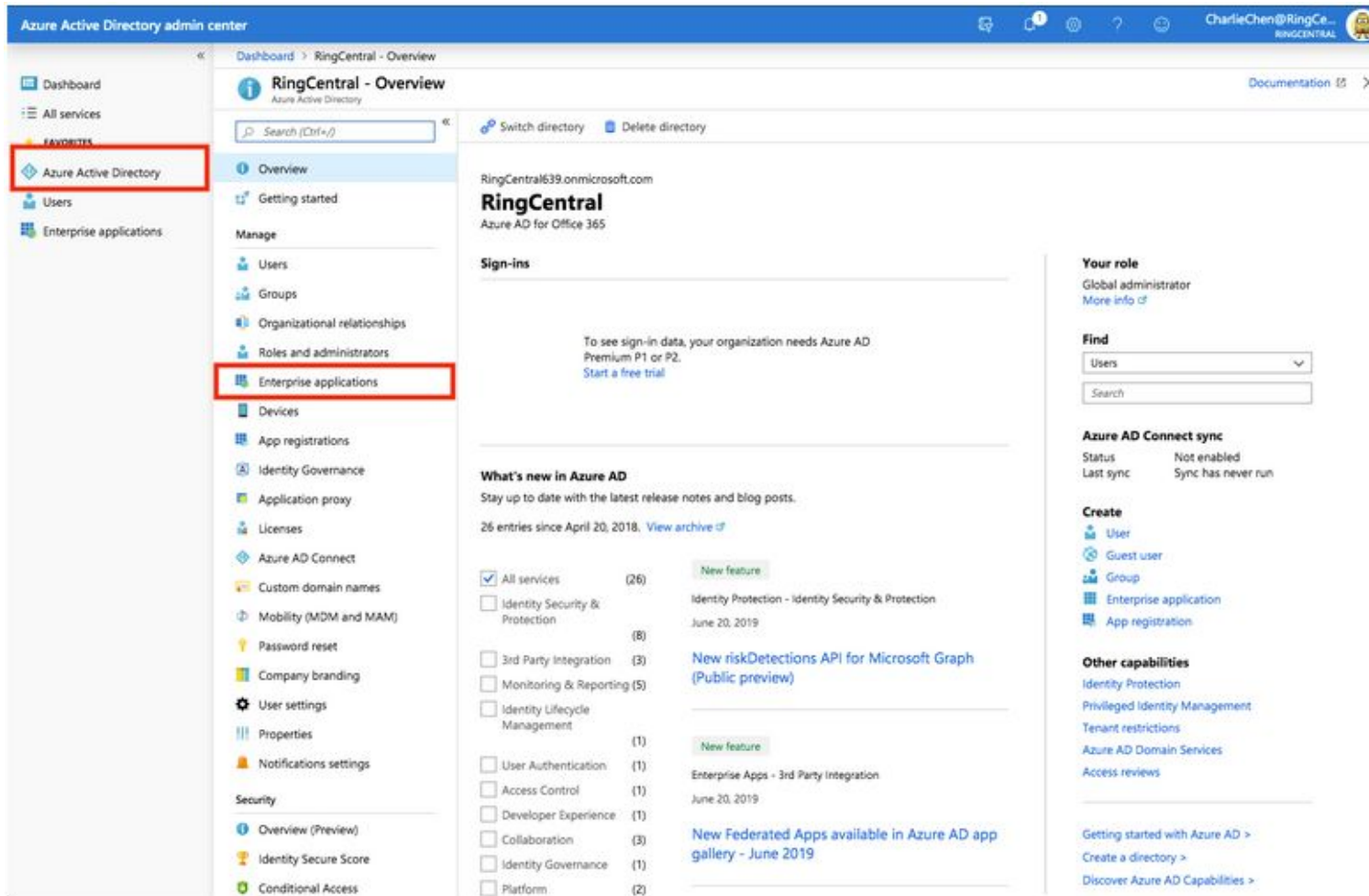
Find the RingCentral app in the applications list.

Review and grant admin consent by clicking **Grant admin consent for RingCentral**.

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UnAuthorize or uninstall the RingCentral app

Right click on the RingCentral message extension icon in the compose box, then click Settings.
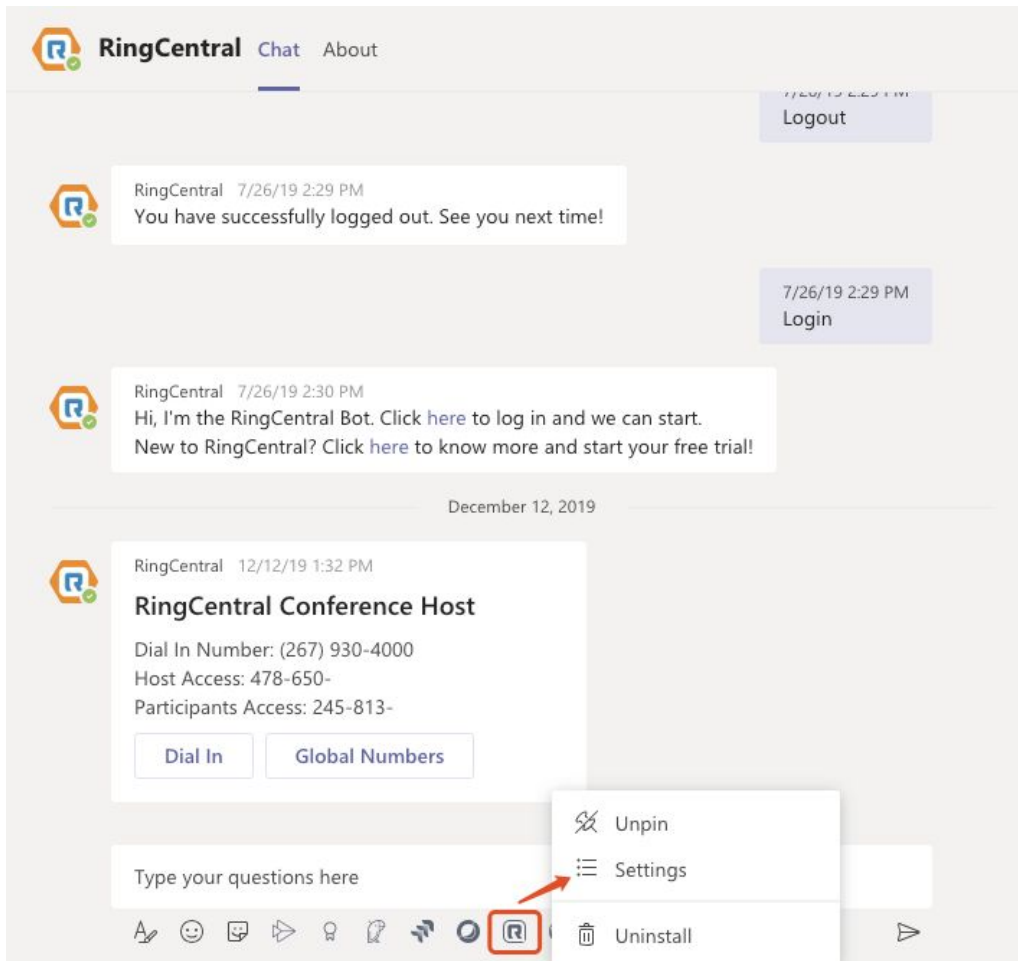
Click **UnAuthorize** to deactivate authorization.
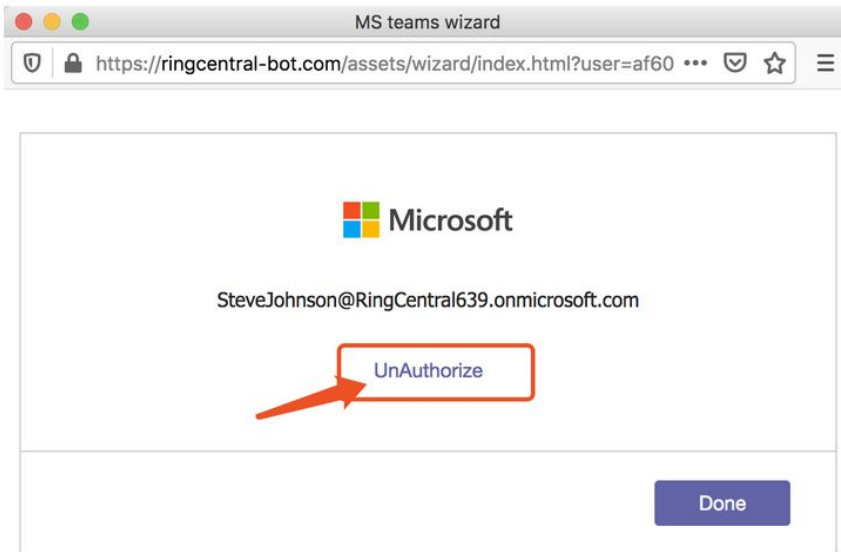
Right click on the RingCentral message extension and click Uninstall to remove the RingCentral app from that chat.