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. <u>RingCentral for O365 Chrome Extension</u>
- 2. <u>RingCentral for Microsoft Teams</u>

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

The <u>RingCentral for O365 Chrome Extension</u> allows you to make audio calls, video meetings and conference calls using RingCentral within Microsoft Teams

The <u>RingCentral for Microsoft Teams</u> app opens two interfaces within Microsoft Teams:

 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 <u>Safari</u> <u>browser</u>.

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Reference resource

- RingCentral for Microsoft Teams <u>User Guide</u>
- RingCentral for Microsoft Teams <u>Community</u>
- RingCentral for Microsoft Teams in <u>RingCentral App Gallery</u>
- RingCentral Phone Desktop in RingCentral <u>App Gallery</u>
- <u>Helpdesk</u>

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 <u>Microsoft Teams app store</u>) and install.

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

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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.



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Using the Azure AS portal

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

Go to the <u>Azure AD portal</u>.



Find the RingCentral app in the applications list.

Azure Active Directory admin	center		ନ୍ତି ଓ 🤄 🖓 🖓 🖓 🖓 🖓 🖓 🖓
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Au services Au services Au care Active Directory Users Enterprise applications	• Overview • Overview * Diagnose and solve problems Manage • All applications • All application proxy • User settings Security • Conditional Access Activity • Sign-ins • Usage & insights (Preview) • Audit logs • Provisioning logs (Preview) • Access reviews Troubleshooting * Support • Virtual assistant (Preview).	New application Image: New application	ab70f43f-70ad-4adf-bc39-1e0f8d5 cc15fd57-2c6c-4117-a88c 94d88262-a2f9-4ec7-83b3-809942 00000002-0000-0ff1-ce0 3f776c0e-2f2c-4213-b988-48cebc1 c5393580-f805-4401-95e t/ 7da96577-9687-4d4e-a8de-3e7a8 00000003-0000-0ff1-ce0 3decc9f8-2f51-4338-a769-d67b126 0000003-0000-0ff1-ce0 3decc9f8-2f51-4338-a769-d67b126 0000005-0000-0ff1-ce0 c7efd1ce-6ca6-443e-b497-89c96f7 0b62a425-aaa8-4676-a0 332ecbe6-a5d6-4b6a-8246-353fd0 2d4d3d8e-2be3-4bef-9f 4d180dc5-9dd0-4f56-94e9-a6ed06 74c10fbb-017f-4f00-ba68 ec03d784-2d4d-4d8f-8129-aff2f8b 925eb0d0-da50-4604-a1 7a4fa38c-a1b5-477d-affd-2f38964 00000009-0000-0000-c0 9b90b21d-ad1f-4ab3-863a-c5846e 0ba0a44b-3c2a-4f5e-ad 9a3c7275-fae4-44ff-aaf7-4ef9d2f8 0dd4bfdf-dc86-4f05-999 711391ac-7e92-4e5a-bd3c-0fe5b1e 825f4590-d85b-4704-ac 4164ed2e-ed46-41e7-be5e-399555 d5e96d25-da6d-4e80-95 0f64ca77-329a-4466-a6ed-5e2ae9 b782cbb3-2802-488a-aa 9abd63bb-6a17-4c42-9027-42842 00000004-0000-0ff1-ce0



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

Azure Active Directory admin	s center			÷	0 0	?	CharlieChe	n@RingCentr
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Dashboard	RingCentral - Permission	IS						×
 All services FAVORITES Azure Active Directory Users Enterprise applications 	 Chapmose and solve problems Manage Properties Owners Vusers and groups Provisioning Application proxy Self-service 	Refresh Review permit Permissions Applications can be granted perm or herself, or an admin integration As an administrator you can gran application. Click the button belo Grant admin consent for RingC Admin consent User conset	silons Got feedback? missions to your directory by an admin consenting to g an application and enabling self-service access or t consent on behalf of all users in this directory, ensu- w to grant admin consent. entral 3. Click to consent the mt	the applicati assigning use uring that enc nis App	on for all u rs directly I d users will	isers, a to the a not be	user consenting to the application. required to consent wh	application for him en using the
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1. Click f	or settings	Microsoft Graph	Sign users in	C	elegated		Medium	An administra
	Activity	Microsoft Graph	View users' basic profile	0	elegated		Unknown	An administra
	Sign-ins	Microsoft Graph	Sign in and read user profile	C	elegated		Low	An administra
	Usage & insights (Preview) Audit logs	Microsoft Graph	Read all users' full profiles	C	Nelegated		Low	An administra
	Provisioning logs (Preview)	Permission Details						^

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.

• • •	MS teams wizard
	https://ringcentral-bot.com/assets/wizard/index.html?user=af60 ···· ☑ ☆ Ξ
	Microsoft
	SteveJohnson@RingCentral639.onmicrosoft.com
	Done

Right click on the RingCentral message extension and click Uninstall to remove the RingCentral app from that chat.

R	RingCentral Chat About		
			Logout
5	RingCentral 7/26/19 2:29 PM You have successfully logged out. See you ne	xt time!	
			7/26/19 2:29 PM Login
5	RingCentral 7/26/19 2:30 PM Hi, I'm the RingCentral Bot. Click here to log i New to RingCentral? Click here to know more	n and we can start. and start your free trial!	
	December 1	12, 2019	
R	RingCentral 12/12/19 1:32 PM		
	Dial In Number: (267) 930-4000 Host Access: 478-650- Participants Access: 245-813-		
	Dial In Global Numbers		
		经 Unpin	
	Type your questions here	⊞ Settings	
		前 Uninstall	\triangleright

Want to uninstall "RingCentral"?

From now on, "RingCentral" won't appear below your compose box.

Cancel	Uninstall