

RingCentral for Microsoft Teams

Admin Guide

v2.0 and later



RingCentral

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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.

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

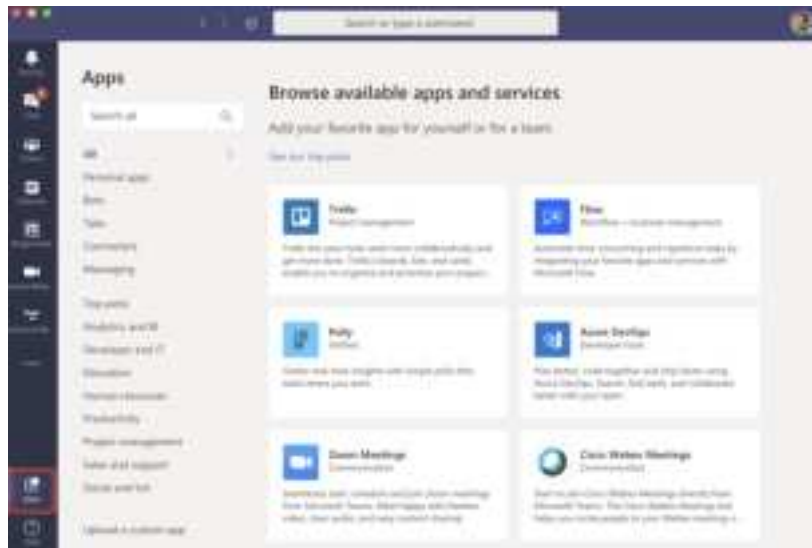
Why is admin consent required?

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.

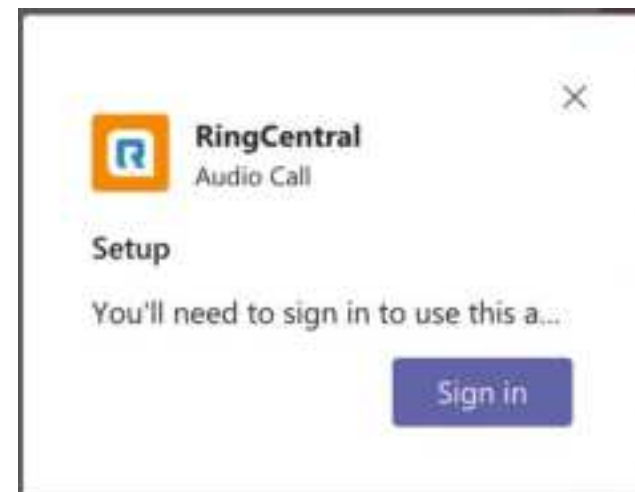
Applying the app

Download the RingCentral app from the [Microsoft Teams app store](#) and install.

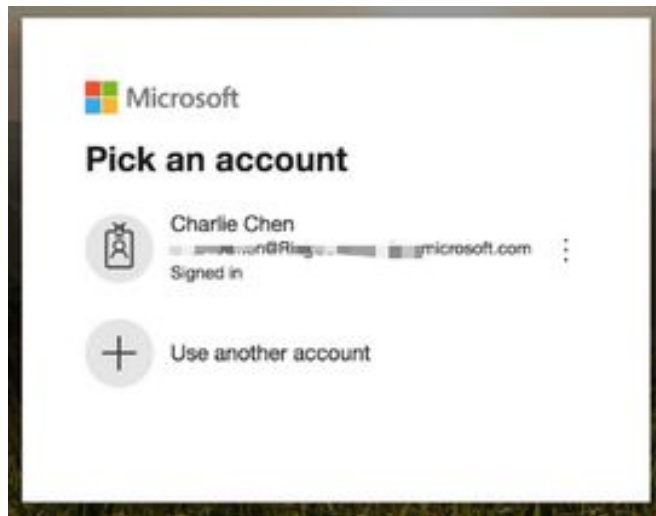
1. Go to the Apps section within Microsoft Teams and find the RingCentral app.



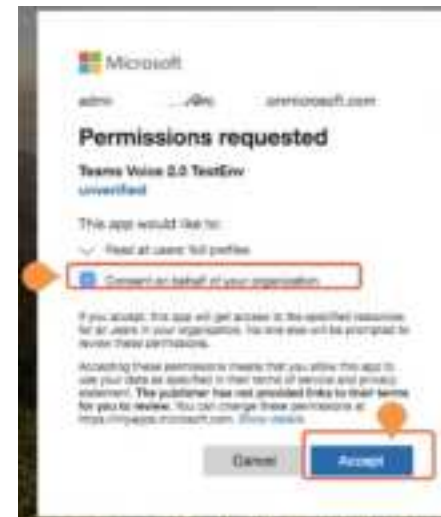
2. Go to the RingCentral app in the Chat or Team of your choice and click Sign in.



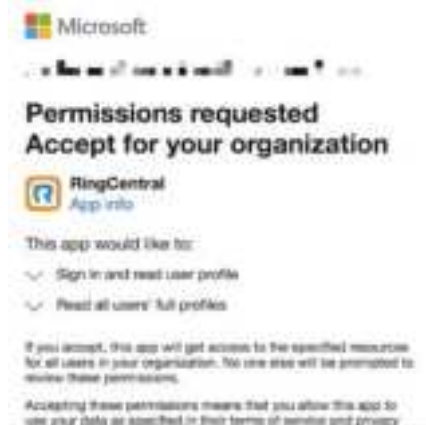
3. Select the account to be designated as administrator.



5. Consent and **Accept** the permissions request.



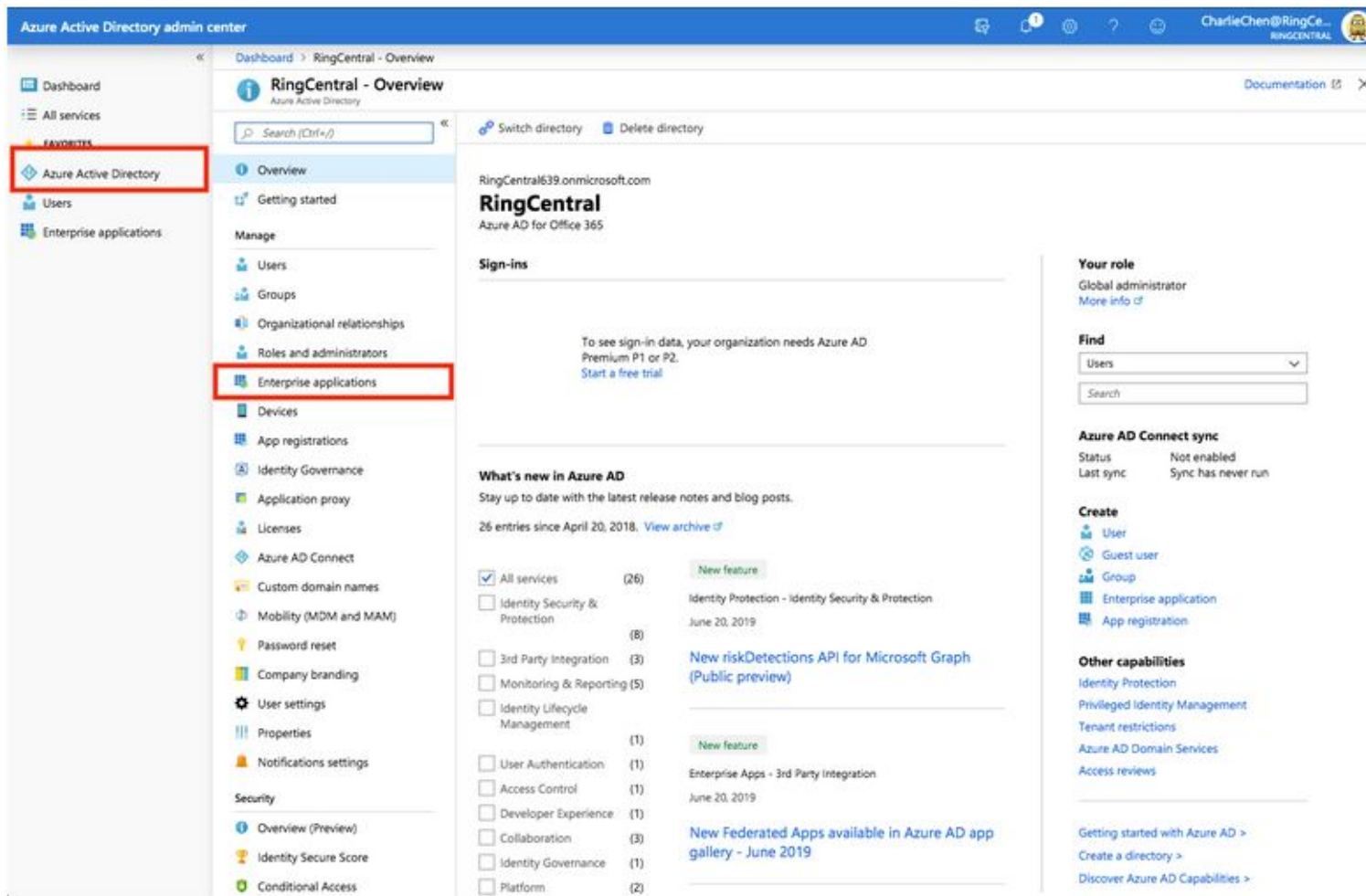
4. A new window displays requesting permissions. Click *Consent on behalf of your organization*, and click **Accept**.



Using the Azure AS portal

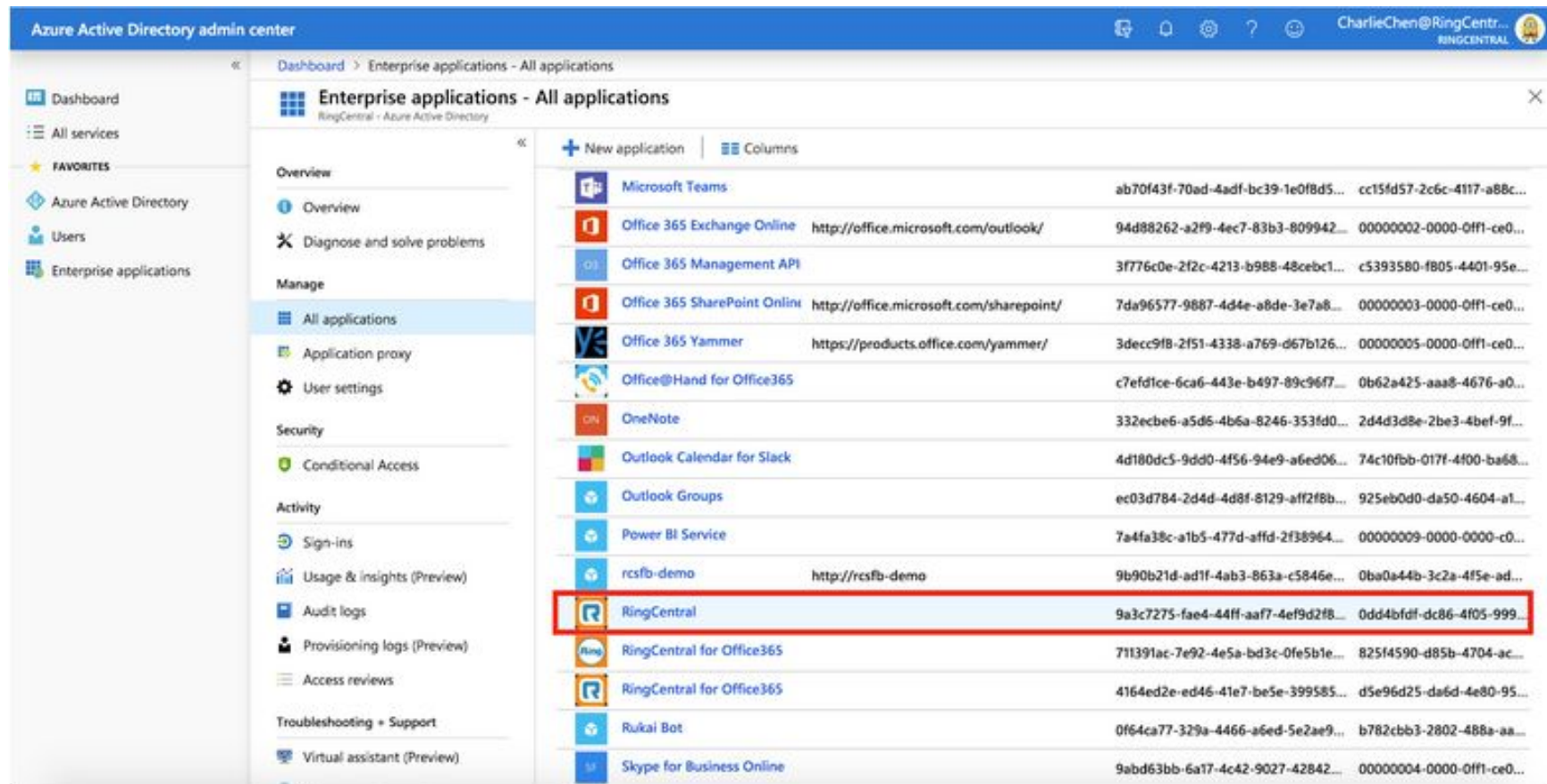
Use the Azure portal for troubleshooting if the access grant was not successful.

Go to the [Azure AD portal](#).



The screenshot displays the Azure Active Directory admin center interface. The left-hand navigation pane includes a 'FAVORITES' section with 'Azure Active Directory' and 'Enterprise applications' highlighted by red rectangular boxes. The main content area is titled 'RingCentral - Overview' and shows the organization's details, including the domain 'RingCentral639.onmicrosoft.com' and the name 'RingCentral'. It also displays the 'Sign-ins' status, indicating that the organization needs Azure AD Premium P1 or P2 for sign-in data. A section titled 'What's new in Azure AD' lists various new features and updates, such as 'Identity Protection - Identity Security & Protection' and 'New riskDetections API for Microsoft Graph (Public preview)'. The right-hand sidebar shows the user's role as 'Global administrator' and provides links to 'Find', 'Create', and 'Other capabilities'.

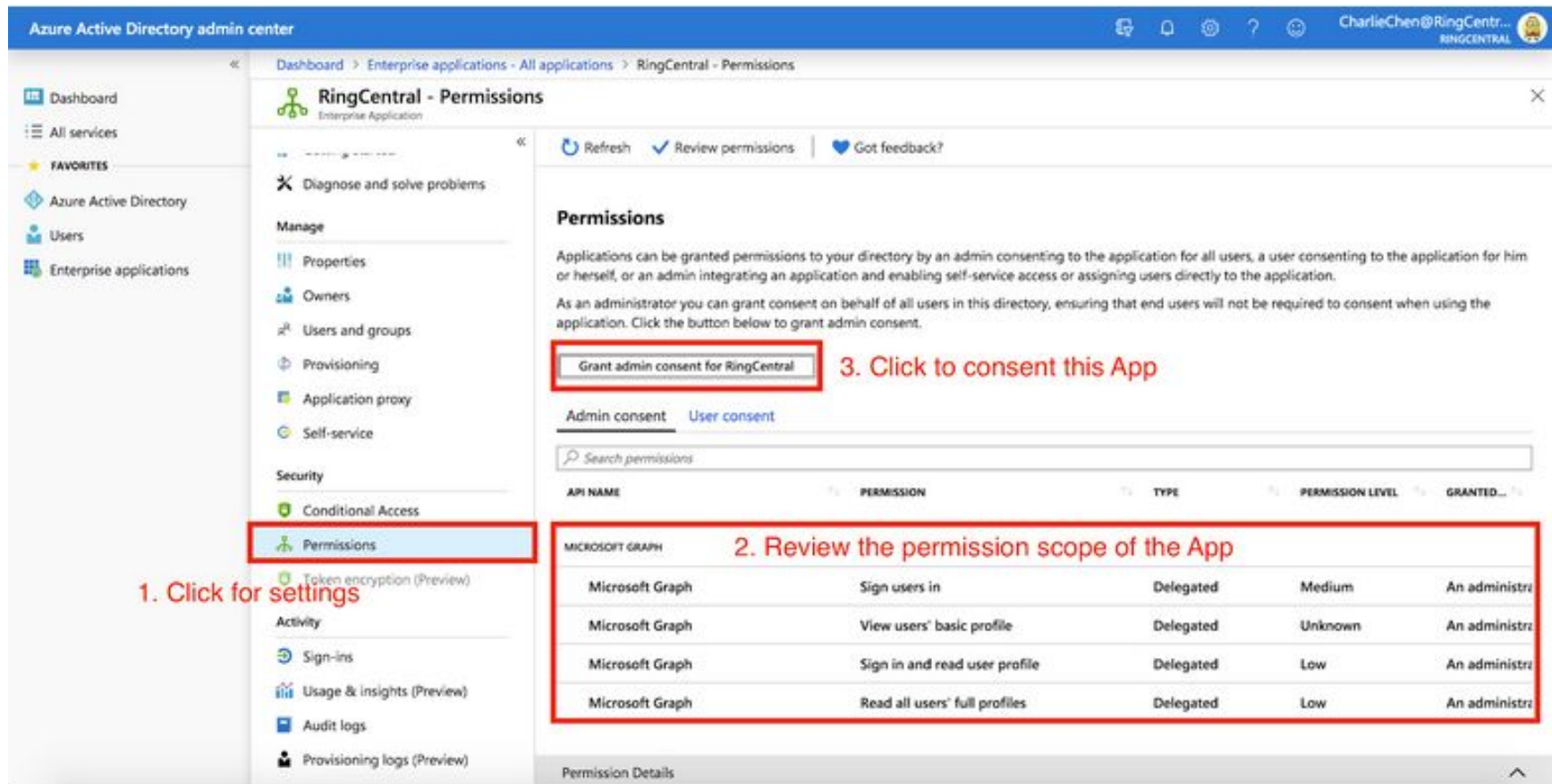
Find the RingCentral app in the applications list.



The screenshot shows the Azure Active Directory admin center interface. The left sidebar contains navigation options: Dashboard, All services, FAVORITES, Azure Active Directory, Users, and Enterprise applications. The main pane displays the 'Enterprise applications - All applications' list. The list includes various applications such as Microsoft Teams, Office 365 Exchange Online, Office 365 Management API, Office 365 SharePoint Online, Office 365 Yammer, Office@Hand for Office365, OneNote, Outlook Calendar for Slack, Outlook Groups, Power BI Service, rcsfb-demo, RingCentral, RingCentral for Office365, RingCentral for Office365, Rukai Bot, and Skype for Business Online. The RingCentral application is highlighted with a red box.

Application	URL	App ID	Object ID
Microsoft Teams		ab70f43f-70ad-4adf-bc39-1e0f8d5...	cc15fd57-2c6c-4117-a88c...
Office 365 Exchange Online	http://office.microsoft.com/outlook/	94d88262-a2f9-4ec7-83b3-809942...	00000002-0000-0ff1-ce0...
Office 365 Management API		3f776c0e-2f2c-4213-b988-48cebc1...	c5393580-f805-4401-95e...
Office 365 SharePoint Online	http://office.microsoft.com/sharepoint/	7da96577-9887-4d4e-a8de-3e7a8...	00000003-0000-0ff1-ce0...
Office 365 Yammer	https://products.office.com/yammer/	3decc9fb-2f51-4338-a769-d67b126...	00000005-0000-0ff1-ce0...
Office@Hand for Office365		c7efd1ce-6ca6-443e-b497-89c96f7...	0b62a425-aaa8-4676-a0...
OneNote		332ecbe6-a5d5-4b6a-8246-353fd0...	2d4d3d8e-2be3-4bef-9f...
Outlook Calendar for Slack		4d180dc5-9dd0-4f56-94e9-a6ed06...	74c10fbb-017f-4f00-ba68...
Outlook Groups		ec03d784-2d4d-4d8f-8129-aff2f8b...	925eb0d0-da50-4604-a1...
Power BI Service		7a4fa38c-a1b5-477d-affd-2f38964...	00000009-0000-0000-c0...
rcsfb-demo	http://rcsfb-demo	9b90b21d-ad1f-4ab3-863a-c5846e...	0ba0a44b-3c2a-4f5e-ad...
RingCentral		9a3c7275-fae4-44ff-aaf7-4ef9d2f8...	0dd4bdfd-dc86-4f05-999...
RingCentral for Office365		711391ac-7e92-4e5a-bd3c-0fe5b1e...	82514590-d85b-4704-ac...
RingCentral for Office365		4164ed2e-ed46-41e7-be5e-399585...	d5e96d25-da6d-4e80-95...
Rukai Bot		0f64ca77-329a-4466-a6ed-5e2ae9...	b782cbb3-2802-488a-aa...
Skype for Business Online		9abd63bb-6a17-4c42-9027-42842...	00000004-0000-0ff1-ce0...

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



1. Click for settings

2. Review the permission scope of the App

3. Click to consent this App

Permissions

Applications can be granted permissions to your directory by an admin consenting to the application for all users, a user consenting to the application for him or herself, or an admin integrating an application and enabling self-service access or assigning users directly to the application.

As an administrator you can grant consent on behalf of all users in this directory, ensuring that end users will not be required to consent when using the application. Click the button below to grant admin consent.

[Grant admin consent for RingCentral](#)

[Admin consent](#) [User consent](#)

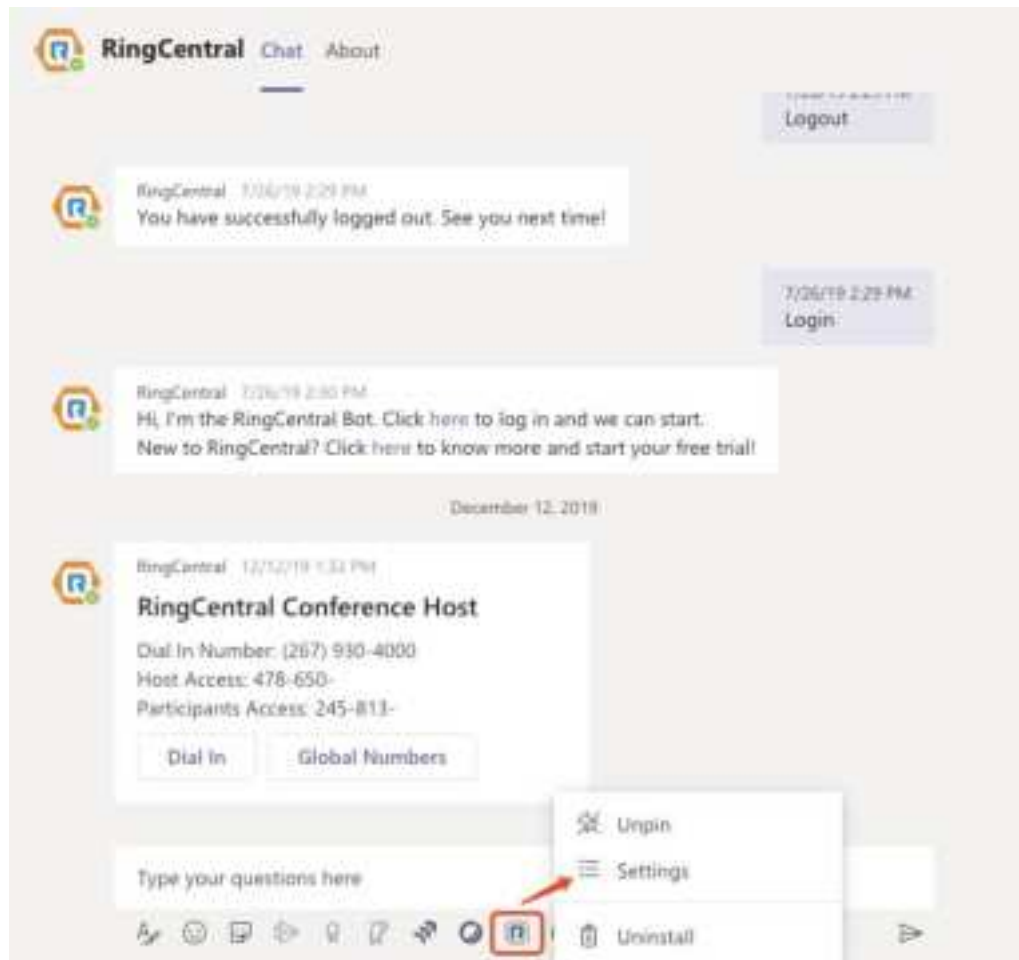
Search permissions

API NAME	PERMISSION	TYPE	PERMISSION LEVEL	GRANTED...
MICROSOFT GRAPH				
Microsoft Graph	Sign users in	Delegated	Medium	An administr
Microsoft Graph	View users' basic profile	Delegated	Unknown	An administr
Microsoft Graph	Sign in and read user profile	Delegated	Low	An administr
Microsoft Graph	Read all users' full profiles	Delegated	Low	An administr

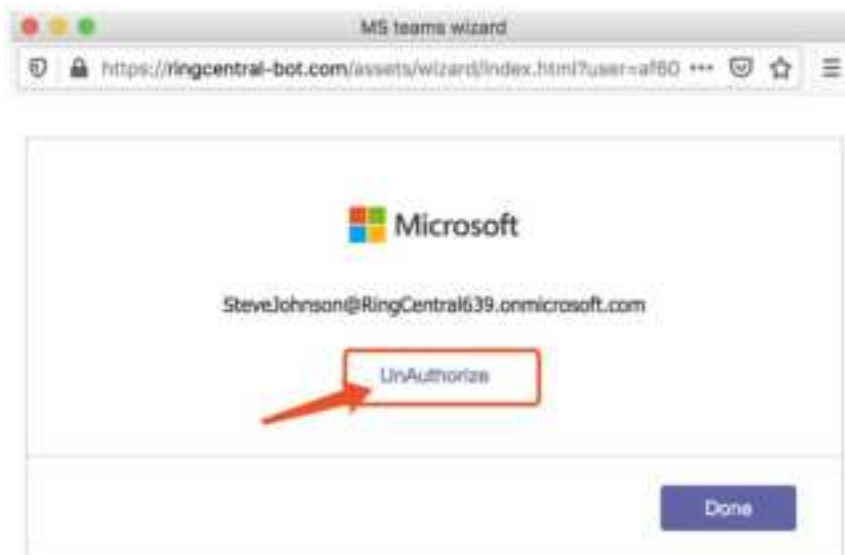
Permission Details

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.



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

