

## RingCentral App User Guide

[Home](#) » [RingCentral](#) » RingCentral App User Guide 



**RingCentral for Microsoft Teams  
Admin Guide  
v2.0 and later**



## Contents

- 1 Introduction
  - 1.1 About RingCentral for Microsoft Teams
  - 1.2 Features
  - 1.3 About this guide
- 2 Before getting started
  - 2.1 Preparation
  - 2.2 Reference resource
- 3 Administrator consent
  - 3.1 Why is admin consent required?
  - 3.2 Applying the app
- 4 Using the Azure AS portal
- 5 UnAuthorize or uninstall the RingCentral app
- 6 Documents / Resources
  - 6.1 References
- 7 Related Posts

## 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

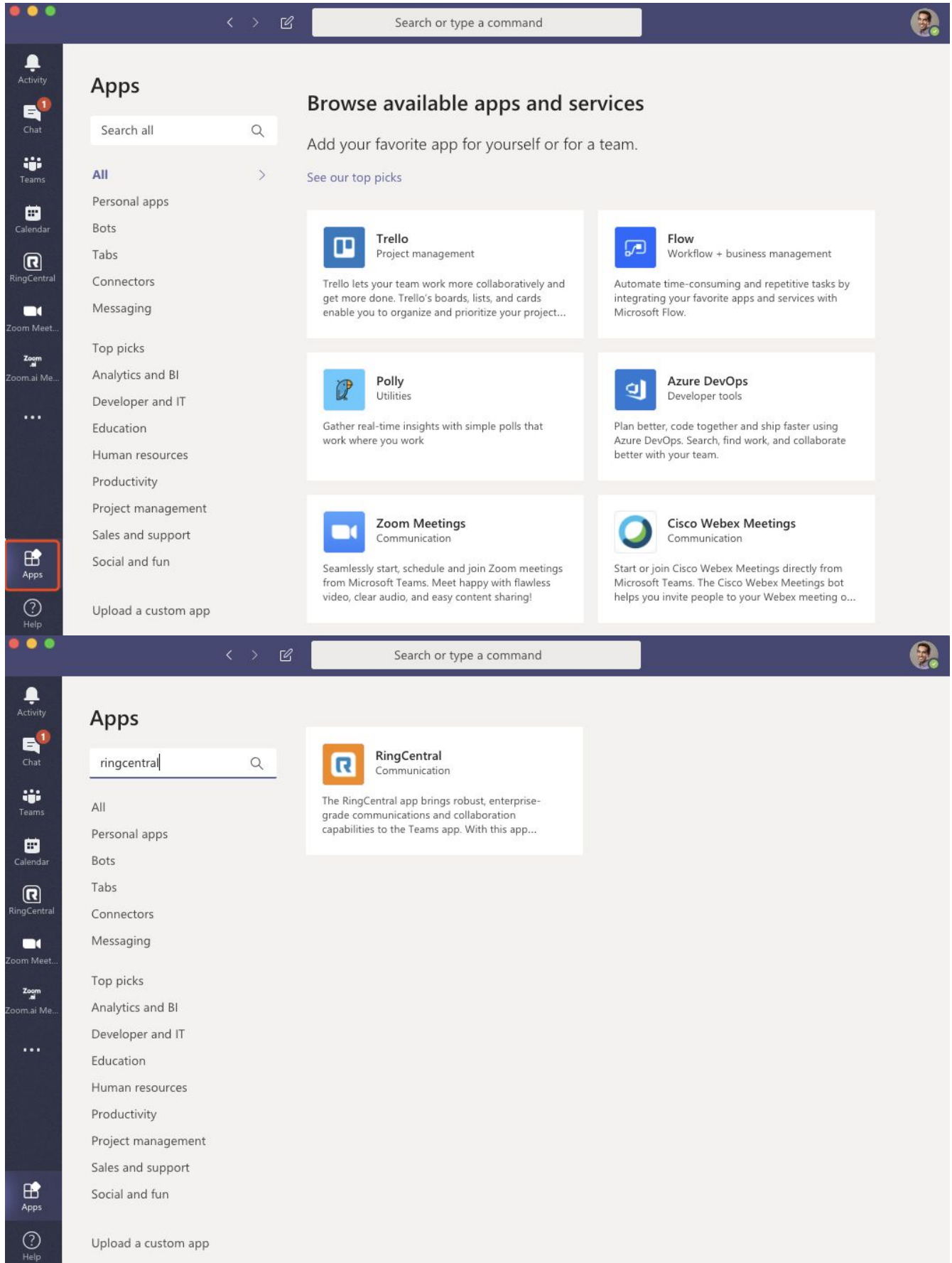
### Why is admin consent required?

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.

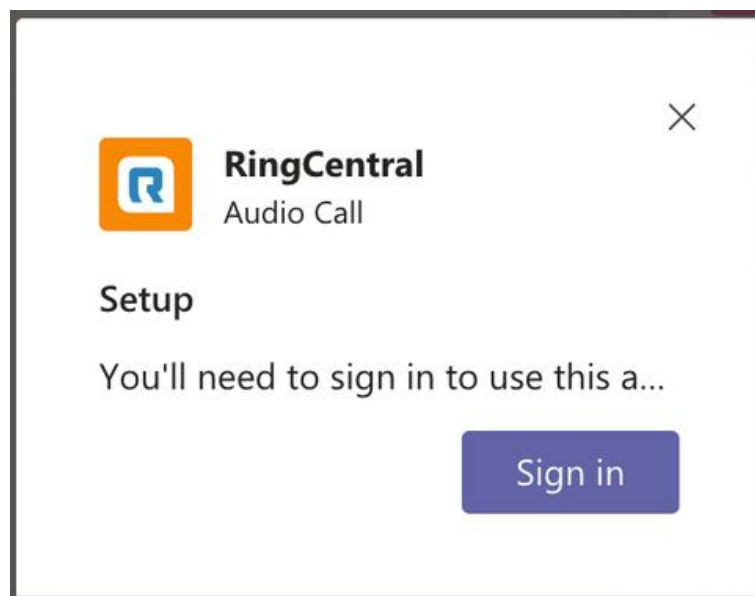
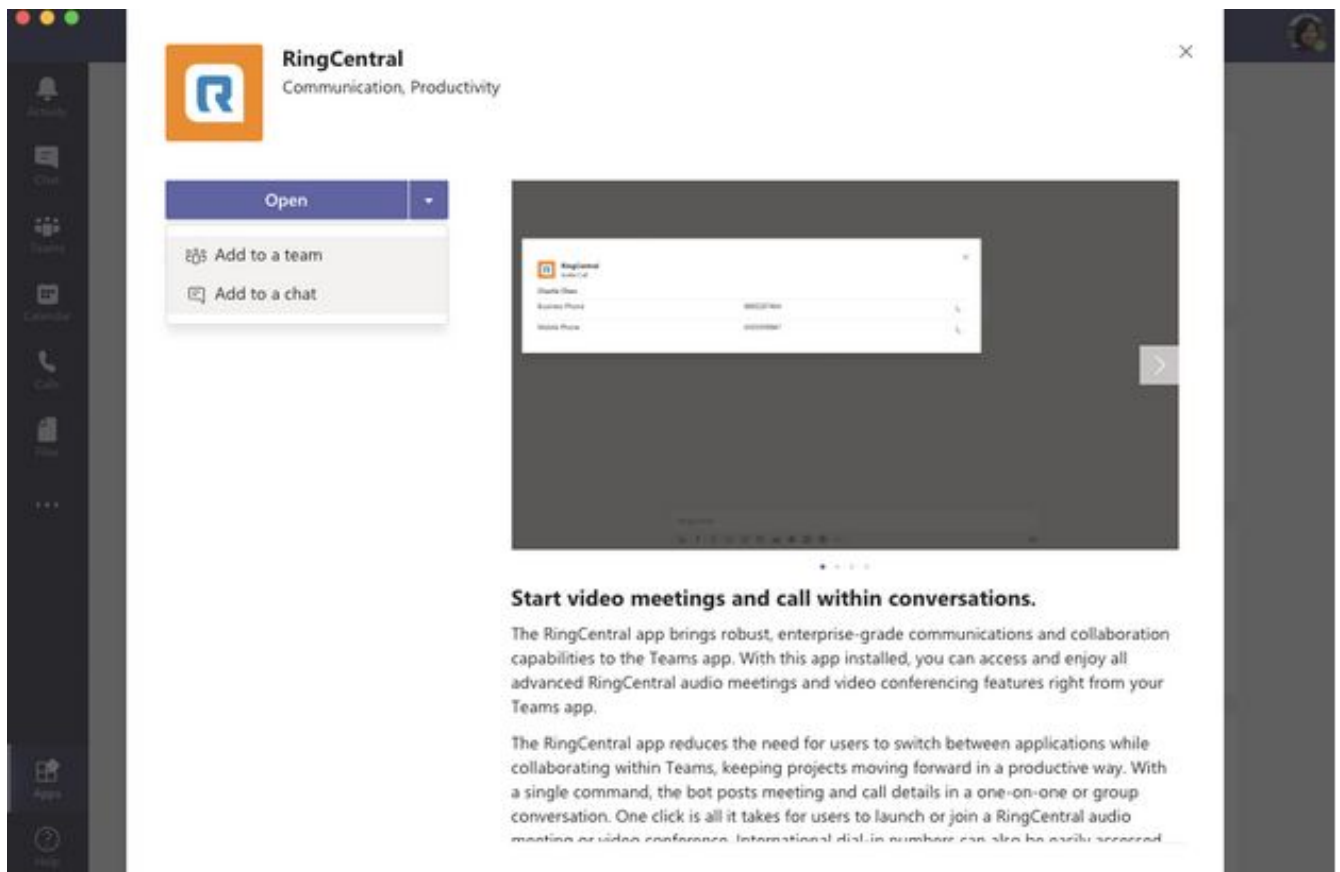
### Applying the app

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

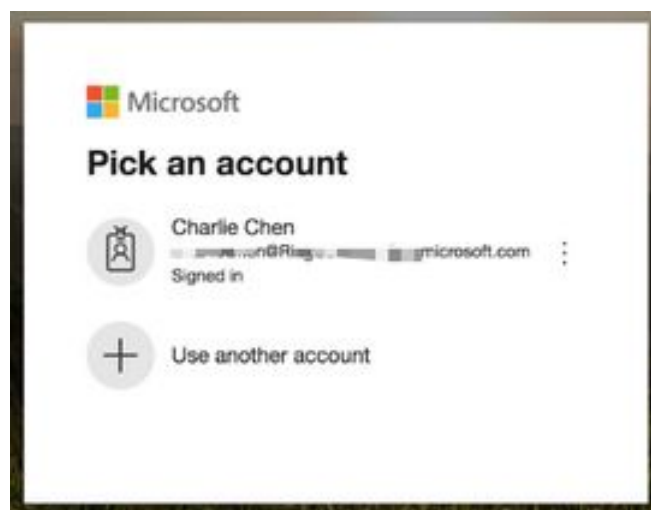
1. Go to the Apps section within Microsoft Teams and find the RingCentral app.



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

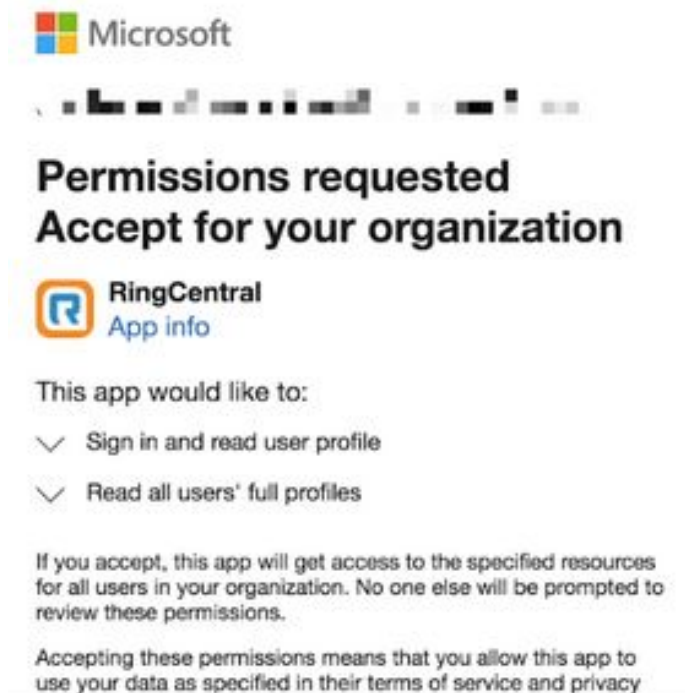


3. Select the account to be designated as administrator.

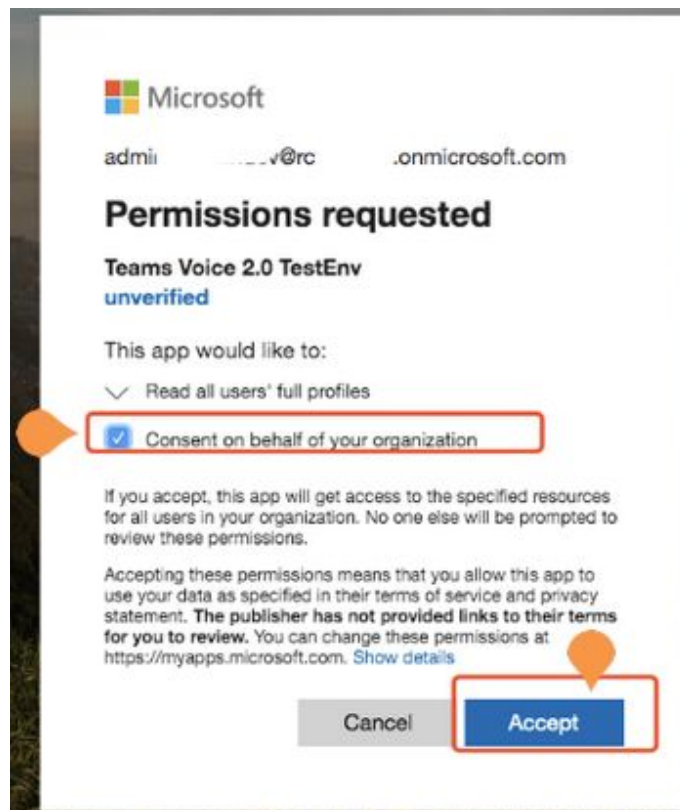


4. A new window displays requesting permissions. Click Consent on behalf of your organization, and click

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**.

Azure Active Directory admin center

Dashboard > RingCentral - Overview

**RingCentral - Overview**  
Azure Active Directory

Search (Ctrl+F)

Switch directory Delete directory

RingCentral639.onmicrosoft.com  
**RingCentral**  
Azure AD for Office 365

**Sign-ins**

To see sign-in data, your organization needs Azure AD Premium P1 or P2.  
[Start a free trial](#)

**What's new in Azure AD**  
Stay up to date with the latest release notes and blog posts.  
26 entries since April 20, 2018. [View archive](#)

☒ All services (26)  
☐ Identity Security & Protection  
☐ 3rd Party Integration (3)  
☐ Monitoring & Reporting (5)  
☐ Identity Lifecycle Management  
☐ User Authentication (1)  
☐ Access Control (1)  
☐ Developer Experience (1)  
☐ Collaboration (3)  
☐ Identity Governance (1)  
☐ Platform (2)

**New feature**  
Identity Protection - Identity Security & Protection  
June 20, 2019  
[New riskDetections API for Microsoft Graph \(Public preview\)](#)

**New feature**  
Enterprise Apps - 3rd Party Integration  
June 20, 2019  
[New Federated Apps available in Azure AD app gallery - June 2019](#)

**Your role**  
Global administrator  
[More info](#)

**Find**  
Users  
Search

**Azure AD Connect sync**  
Status Not enabled  
Last sync Sync has never run

**Create**  
User  
Guest user  
Group  
Enterprise application  
App registration

**Other capabilities**  
Identity Protection  
Privileged Identity Management  
Tenant restrictions  
Azure AD Domain Services  
[Access reviews](#)

[Getting started with Azure AD >](#)  
[Create a directory >](#)  
[Discover Azure AD Capabilities >](#)

Find the RingCentral app in the applications list.

Azure Active Directory admin center

Dashboard > Enterprise applications - All applications

**Enterprise applications - All applications**  
RingCentral - Azure Active Directory

Overview  
Overview  
Diagnose and solve problems  
Manage  
All applications  
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 Columns

Microsoft Teams	ab70f43f-70ad-4adf-bc39-1e0fbd5...	cc15fd57-2c6c-4117-a88c...
Office 365 Exchange Online	http://office.microsoft.com/outlook/	94d88262-a2f9-4ec7-83b3-809942...
Office 365 Management API		3f776c0e-2f2c-4213-b988-48cebc1...
Office 365 SharePoint Online	http://office.microsoft.com/sharepoint/	7da96577-9887-4d4e-a8de-3e7a8...
Office 365 Yammer	https://products.office.com/yammer/	3decc9fb-2f51-4338-a769-d67b126...
Office@Hand for Office365		c7efd1ce-6ca6-443e-b497-89c96f7...
OneNote		332ecbe6-a5d6-4b6a-8246-353fd0...
Outlook Calendar for Slack		4d180dc5-9dd0-4f56-94e9-a6ed06...
Outlook Groups		ec03d784-2d4d-4d8f-8129-af2f8b...
Power BI Service		7a4fa38c-a1b5-477d-afdd-2f38964...
rcsfb-demo	http://rcsfb-demo	9b90b21d-ad1f-4ab3-863a-c5846e...
<b>RingCentral</b>		9a3c7275-fae4-4aff-aa77-4ef9d2f8...
RingCentral for Office365		711391ac-7e92-4e5a-bd3c-0fe5b1e...
RingCentral for Office365		4164ed2e-ed46-41e7-be5e-399585...
Rukai Bot		0f64ca77-329a-4466-a6ed-5e2ae9...
Skype for Business Online		9abd63bb-6a17-4c42-9027-42842...

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



Azure Active Directory admin center

Dashboard > Enterprise applications > All applications > RingCentral > Permissions

**RingCentral - Permissions**

Refresh Review permissions Got feedback?

**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** 3. Click to consent this App

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

2. Review the permission scope of the App

1. Click for settings

## UnAuthorize or uninstall the RingCentral app

Right click on the RingCentral message extension icon in the compose box, then click Settings.

RingCentral Chat About

Logout

7/26/19 2:29 PM

RingCentral 7/26/19 2:29 PM  
You have successfully logged out. See you next time!

7/26/19 2:29 PM

Login

7/26/19 2:30 PM

RingCentral 7/26/19 2:30 PM  
Hi, I'm the RingCentral Bot. Click [here](#) to log in and we can start.  
New to RingCentral? Click [here](#) to know more and start your free trial!

December 12, 2019

RingCentral 12/12/19 1:32 PM

**RingCentral Conference Host**

Dial In Number: (267) 930-4000  
Host Access: 478-650-  
Participants Access: 245-813-

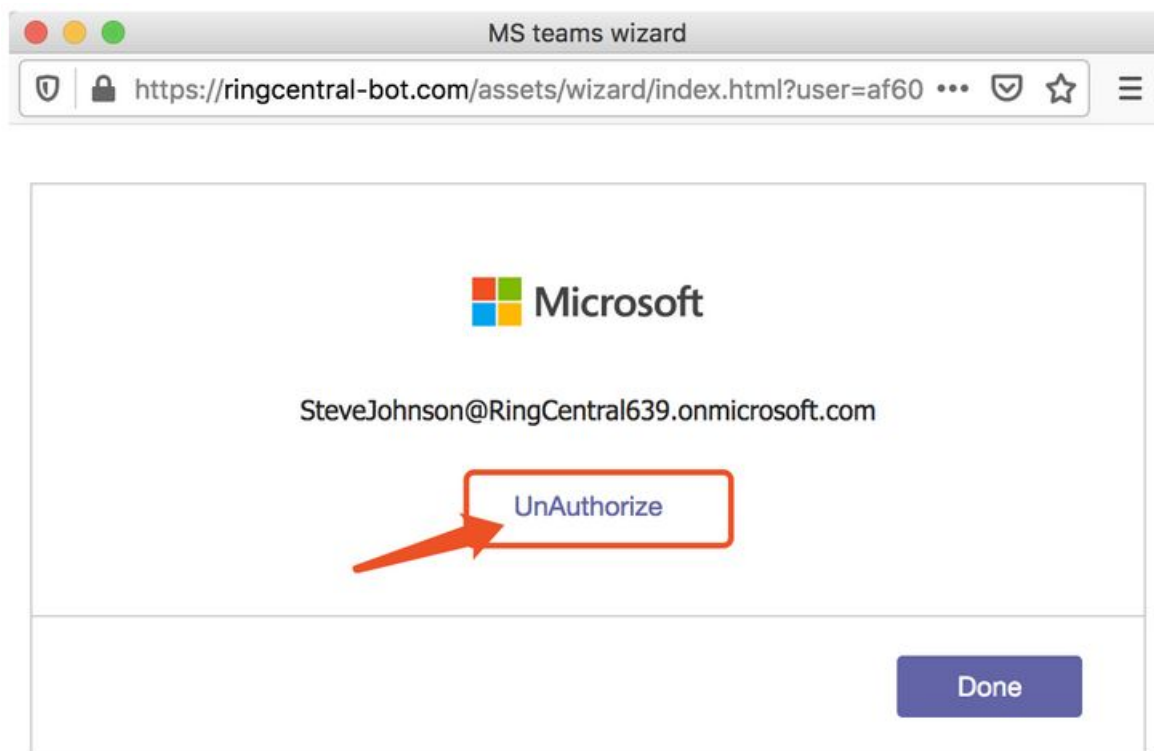
Dial In Global Numbers

Type your questions here

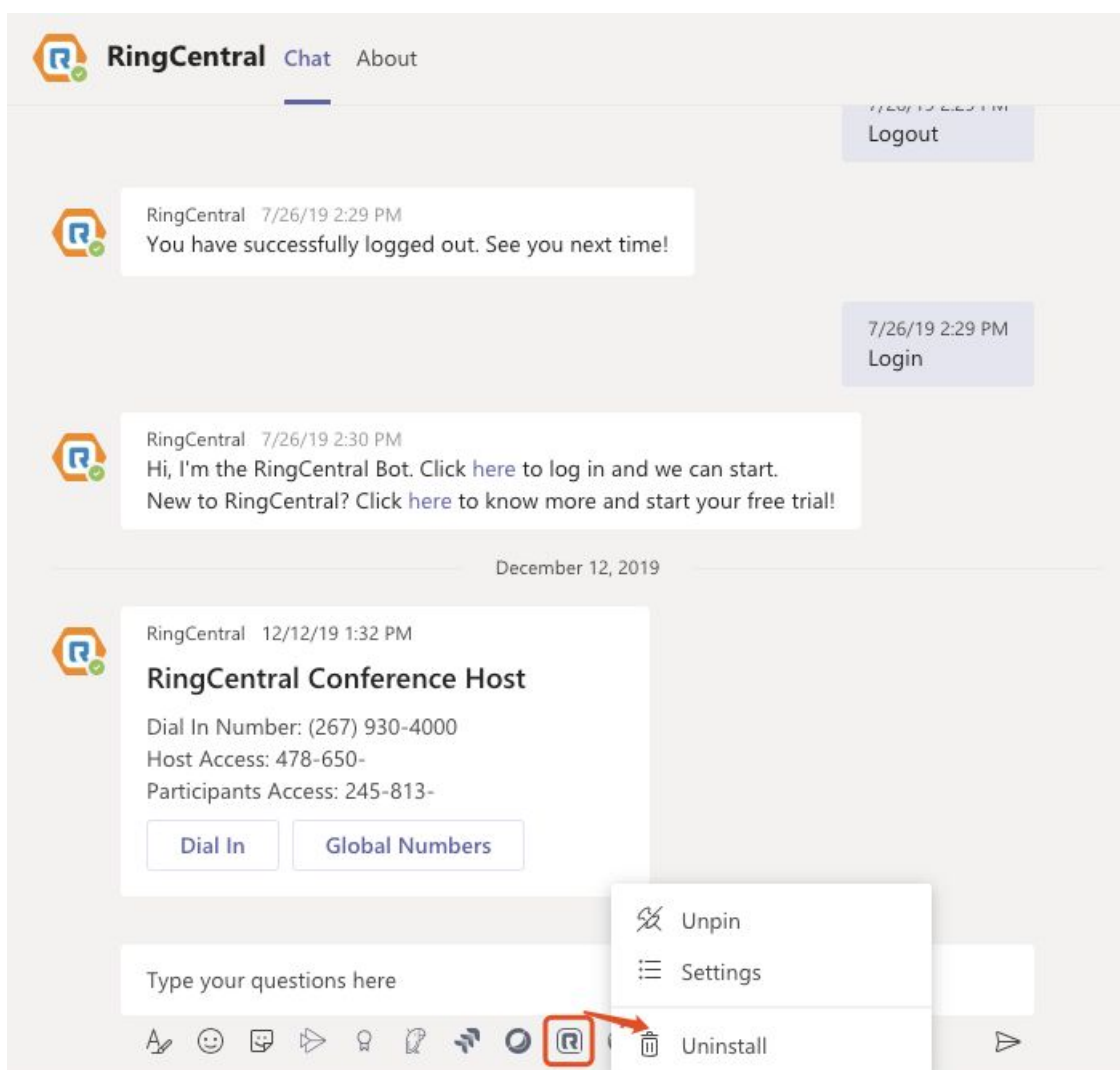
Unpin  
Settings  
Uninstall

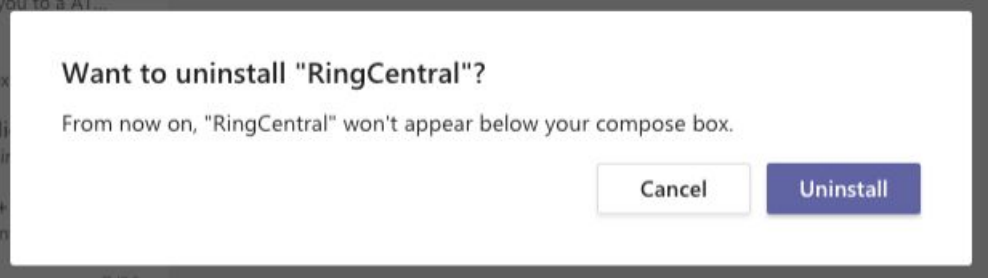


Click UnAuthorize to deactivate authorization.






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













Documents / Resources

	<a href="#">RingCentral RingCentral App</a> [pdf] User Guide RingCentral App, RingCentral, App
	<a href="#">RingCentral Ringcentral App</a> [pdf] User Guide Ringcentral App, Ringcentral, App
	<a href="#">RingCentral Ringcentral App</a> [pdf] User Guide Ringcentral App, Ringcentral, App
	<a href="#">RingCentral Ringcentral App</a> [pdf] User Guide Ringcentral App, Ringcentral, App

References

-  [Azure Active Directory admin center](#)
-  [Find the right app | Microsoft AppSource](#)
-  [Pardon our mess, things have moved. - RingCentral Community Forums](#)
-  [Safari browser support](#)
-  [RingCentral Support | Voice, Video, and Messaging Solutions](#)
-  [Checking your credentials...](#)
-  [Microsoft Office 365 app integration for AT&T Office@Hand | RingCentral App Gallery](#)
-  [RC Phone | RingCentral App Gallery](#)

