RingCentral for Microsoft Teams
Embedded App 2.0
Admin Guide
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Introduction

This document outlines step-by-step instructions for administrators to remotely install the RingCentral for Microsoft Teams Embedded app to users in their organization using the RingCentral Admin Portal (ServiceWeb). The embedded app will be installed on the users Teams app on the desktop and web.

Prerequisites

To access the Admin setup for installing the RingCentral embedded app, you must have the all the following administrator roles to your organization’s RingCentral and Microsoft 365 accounts.

For RingCentral:

1. Super Administrator
2. User Administrator

For Microsoft 365:

1. Global Administrator or Privileged roles administrator
   Additionally
   a. User Administrator
   b. Teams Administrator
   c. Application Administrator

Also ensure all the required app installation permissions are enabled from your Microsoft or Teams admin center

1. Check if 3rd party apps are allowed to be installed in your organization’s Teams app. You can learn more from this Microsoft documentation,
2. Please check if the RingCentral app is in the “Allowed” status under Manage Apps in the admin center.

3. Please ensure that RingCentral is whitelisted in case you have disabled third-party apps from being installed in your Teams app. Refer to [this article](#) in Microsoft documentation for more details.

4. If you and your organization are using the preview version of the Teams app, please note that 3rd party apps are currently not supported. You can learn more from [this article](#).
Step 1: Connect your Microsoft 365 account with RingCentral Admin Portal

1. Navigate to the RingCentral Admin Portal (ServiceWeb) → Select More from the top menu → Select Account Settings from the menu on the left → Select Microsoft Teams → Select Embedded App

   The Embedded App tab as shown below hosts the step-by-step instructions to connect your Microsoft 365 account, select users in your organization and install the RingCentral Embedded app for Microsoft Teams
2. **Next**, Click the **Sign in** button under Step 1. This will open the Microsoft Sign in page where you need to enter your Microsoft 365 administrator credentials. Ensure to check the “Consent on behalf of your organization” checkbox before proceeding.

**Note:** You must be a Global administrator or have at least the Application administrator + User administrator role to accomplish this step.
Permissions requested
RingCentral for MS Teams
RingCentral International, Inc.

This app would like to:
- Sign in and read your profile
- Read all users’ full profiles
- Read organizational contacts
- Manage your installed Teams apps
- Consent on behalf of your organization

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. The publisher has not provided links to their terms for you to review. You can change these permissions at https://myapps.microsoft.com. Show details

Does this app look suspicious? Report it here
3. Next, Click the Authorize **RingCentral** button in Step 1, which will prompt you to enter your Microsoft 365 credentials or select the correct administrator account. Next, you will need to read and accept the permissions that will allow RingCentral to access your Teams user profiles so it can successfully install the embedded app.

   Please note that these permissions are also required for RingCentral to send push notifications via the RingCentral bot for Teams whenever there is a missed call or voicemail etc.
4. Once Step 1 is completed, you will receive confirmation that your Microsoft 365 account is connected.
Note: It is recommended that you do not sign out unless absolutely necessary because it will disconnect RingCentral from your organization’s Microsoft 365 account causing disruption to your users when they are using the RingCentral Embedded App.

Once signed out, users can not receive bot notifications or see their Microsoft contacts within their RingCentral embedded app.

Important note:

If an end user in your organization is seeing an error stating that the embedded app is not fully configured, please make sure that Step 1 is properly completed.
Step 2: Select users to install the embedded app

Important notes:

Before proceeding to Step 2, please double-check

1. The email address of a user attached to their Microsoft account and RingCentral account are a match. If this is not the case, the embedded app will not be able to display
   a. The chat notifications whenever the user receives a missed call, SMS, fax, etc
   b. The Personal contacts from their Microsoft contact directory.

2. For accounts with **larger than 15,000 user profiles**, the admin portal will redirect to install the embedded app from the Teams Admin Center. Refer to this article for instructions.

Given the size of your Microsoft account users, we recommend you use Microsoft admin center and create a policy to provision this app to your users. For instructions, click here.
In Step 2, you can select the users listed from your Microsoft 365 account to whom you would like to install the embedded app. You can select

- A single user
- Multiple users
- All users

You can also refresh the user table and uninstall the embedded app from within Step 2.

If you are visiting this page for the first time, you will notice that Step 2 will have only the 2 buttons as shown below.

**Step 2: Install RingCentral's embedded app for your users**

Select the users that will get RingCentral's embedded app for Microsoft Teams.

[Install for all users] [Install for selected users]

Once an installation is complete, you will notice a user table appears with the installation status and other details. You can always come back to Step 2 to select more users.

**2.1: Install for all users**

If you choose to install the embedded app for all users in your organization, then click on the **Install for all users** button.

The installation might take several minutes so all the buttons in Step 2 will be temporarily disabled and you can feel free to multitask by switching tabs or apps.

Once completed, you will notice a confirmation with a summary of the installation status, and a user table is displayed. You can view the users installation status, search for a user, and sort or filter the table as desired.
### Step 1: Connect your Microsoft 365 account

- You’ve signed in as re-msteams-admin@2bys47.onmicrosoft.com.
- You’ve successfully authorized.

### Step 2: Install RingCentral’s embedded app for your users

Select the users that will get RingCentral’s embedded app for Microsoft Teams.

You can switch or close the browser tab while the app is being installed. A confirmation email will be sent once the installation is complete.

<table>
<thead>
<tr>
<th>Status</th>
<th>Microsoft 365 Email Address</th>
<th>RingCentral Users</th>
<th>Department</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not selected</td>
<td>Adele Vance</td>
<td>No</td>
<td>Retail</td>
<td>Installing</td>
</tr>
<tr>
<td>Not selected</td>
<td>Alex Wilber</td>
<td>No</td>
<td>Marketing</td>
<td>Installing</td>
</tr>
<tr>
<td>Not selected</td>
<td>Alexander Graham Bell</td>
<td>No</td>
<td>Information Technology</td>
<td>Installing</td>
</tr>
<tr>
<td>Not selected</td>
<td>Ashley Yang</td>
<td>No</td>
<td>HR</td>
<td>Installing</td>
</tr>
<tr>
<td>Not selected</td>
<td>Charlie Chen</td>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1682 users: 0 installed, 0 failed, 1682 not selected
Additionally, you will also receive an email to your RingCentral email address that will contain the installation summary and more details.

Update: RingCentral for MS Teams Embedded App has been partially installed
To: Ips New

Dear Ips New,

Due to an unexpected error, only 2 out of 4 selected users from your organization have been installed with the RingCentral for MS Teams Embedded App. They can access the embedded app from their Teams app from their desktop, web and mobile devices.

Please click here to view more details.

To try installing again, please follow the steps below
1. Sign into RingCentral Admin Portal
2. Select More
3. Select Account Setting
4. Select Microsoft Teams
5. Select Embedded App
6. Under Step 2, click Install for selected users

Thank you for your patience and understanding.

By subscribing to and/or using RingCentral, you acknowledge agreement to our Terms of Use.

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2.2: Install for selected users

To install for a single or selected users in your Microsoft organization, you can click on the **Install for selected users** button.

You will notice a window will be prompted where you can select which users in your Microsoft organization should receive the embedded app. You can select a single user, select based on department or search and select as desired. Once the selection is complete, click on the **Install** button to start the installation.
The installation might take several minutes so all the buttons in Step 2 will be temporarily disabled and you can feel free to multitask by switching tabs or apps.

Once completed, similar to Step 2.1, you will notice a confirmation with a summary of the installation status, and a user table is displayed. You can view the users installations status, search for a user, and sort or filter the table as desired.

Additionally, you will also receive an email to your RingCentral email address that will contain the installation summary and more details.
2.3: Quick install for a single user

You can choose to install the embedded app to a single user from the user table as well. Click on the Install button under the Actions column to do so.

### Step 1: Connect your Microsoft 365 account

- You've signed in as ro-msteams-admin@2bys47.onmicrosoft.com.
- You've successfully authorized.

### Step 2: Install RingCentral’s embedded app for your users

Select the users that will get RingCentral’s embedded app for Microsoft Teams.

- [Install for all users]
- [Install for selected users]

You can switch or close the browser tab while the app is being installed. A confirmation email will be sent once the installation is complete.

1682 users: 0 installed, 1682 failed, 0 not selected

<table>
<thead>
<tr>
<th>Status</th>
<th>Microsoft 365 Name</th>
<th>Microsoft 365 Email</th>
<th>RingCentral Users</th>
<th>Department</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failed</td>
<td>Adele Vance</td>
<td><a href="mailto:AdeleV@2bys47.onmicrosoft.com">AdeleV@2bys47.onmicrosoft.com</a></td>
<td>No</td>
<td>Retail</td>
<td>Installing</td>
</tr>
<tr>
<td>Failed</td>
<td>Alex Wilber</td>
<td><a href="mailto:AlexW@2bys47.onmicrosoft.com">AlexW@2bys47.onmicrosoft.com</a></td>
<td>No</td>
<td>Marketing</td>
<td>Install</td>
</tr>
</tbody>
</table>

2.4: Manually refresh the user list

Whenever there is any update to your Microsoft organization such as users being added/removed, or to just refresh the user table due to an error you can click on the refresh icon next to the installation summary as shown below.
During the refresh, all buttons in Step 1 and Step 2 will be temporarily disabled. However, you can still view/ sort/ search/ filter the user table.
Refreshing might take several minutes depending on the number of users in your organization, so you can feel free to multitask by switching tabs or windows and come back to view the refreshed user table.

2.5: Uninstall the embedded app for a single user

If for any reason you would like to uninstall the RingCentral embedded app from your user’s Teams app desktop and web, you can click the Uninstall button under the Actions column in the user table to do so.

Please note that the Uninstall button will only appear against a username if the installation has been previously successful.
2.6: Pin the RingCentral embedded app in your users Teams app

As an admin, you can follow the steps outlined in this Microsoft documentation for pinning the RingCentral embedded app within the Teams app of your users. By pinning, the embedded app will always be accessible from their left-side menu within Teams.

Step 3: Download the desktop plugin package and enable mobile mode

Step 3.a: Download the desktop plugin package for the embedded app

To pair with the RingCentral embedded app, RingCentral also offers a headless application called the RingCentral for Teams desktop plugin to make and receive phone calls, and manage active call controls.
The desktop plugin resides on the users desktop and runs as a background application. Whenever a user initiates an outgoing call, the desktop plugin is launched to display the active call controls such as mute, hold, hangup, etc as well as displays call controls to answer or ignore whenever there is an incoming call.

As an administrator, you can download the desktop plugin file package from Step 3 based on the OS and leverage your company’s end-point management solution remotely install it on your users desktops. An example of an IT tool is as follows.

1. VMWare-Workspace One
2. InTune by Microsoft
3. JAMMF

Step 3: Download RingCentral's desktop and turn on light mode for mobile app

To make and receive calls, download and install the desktop plugin and enable the mobile mode for users in your organization.

Note: You can skip this step if your organization is using the RingCentral for Microsoft Teams Direct Routing.

3.a Download desktop plugin
   - Download plugin (Windows)
   - Download plugin (Mac)

Next, follow your company's process to make the plugin available to your organization.

3.b Set up Teams mobile mode

Show a custom view for enabling mobile mode to the User List in your Admin Portal.

Note: The desktop plugin will be auto-updated once it’s installed on the users desktop.

**Step 3.b: Enable mobile mode for RingCentral mobile mode**

To make and receive calls with RingCentral for Teams embedded app on mobile, users require the RingCentral mobile app. For a lightweight, seamless user experience, administrators can enable a mobile mode for the RingCentral mobile app for all users in their organization.

The mobile mode applies a focused call-only experience to their existing RingCentral mobile app.
Any message, video, and other RingCentral features are hidden in the app so the user can stay focused on the embedded app for all their telephony needs.

To apply the mobile mode, follow the instructions listed below

1. Enable the Custom View toggle as shown in the image

   ![Custom View Toggle](image)

   3.b Set up Teams mobile mode

   Show a custom view for enabling mobile mode to the User List in your Admin Portal.

   ![Custom View Selection](image)

   Next, you can select the users who will receive this mobile mode from the User List.

   ![Go to User List Button](image)

   **Note:** You need to have a User administrator or Super administrator role in RingCentral Admin Portal to perform this task.

2. Click on the **Go to User List button**
3. You will be navigated to the Users tab within RingCentral Admin Portal. Here, you will see the toggles to enable the mobile mode for users in your organization.

Note: If you do not see the toggles immediately after navigation, please refresh the page and check again.

4. You can enable the toggle for a single user or you can select users in bulk and click on the ‘MS Teams Mobile Mode’ button to enable for more than one user.

5. Whichever user you have enabled the mobile mode will see a focused call-only interface in their RingCentral mobile app.
Migration from the Live version to the Open beta version:

If you are a brand new user of the RingCentral for Teams application, you will receive the latest and greatest features offered by the open beta version. However, the users on the older version of the app will be provided a choice to migrate to the latest version depending on how the embedded app has been installed to their Teams app.
To learn more about your setup and how the migration applies, please refer to this document.

Presence Sync in Embedded App

The RingCentral Presence Sync enables the integration of Microsoft Teams Presence into your RingCentral for Microsoft Teams embedded app, as well as the presence status of MS Teams users who are on active calls into the Teams environment. You can now see if specific users or stakeholders in your organization are available online or engaged in another call. Presence is updated in real-time on the desktop and web application versions.

Please refer to the Presence sync admin guide to set up the presence sync service for your organization.

Known issues and limitations

1. **RingCentral and Microsoft 365 email matching for users**

   By design, the Admin Portal matches the RingCentral email address to Microsoft's user principal name (UPN) and then to Microsoft's primary email (outlook email). Only the matched users can
   a. Receive chat notifications in the Activity tab
   b. View the Teams personal contact list in the Embedded App

   **Workaround:** The admin can update the emails in either RingCentral or Teams. Otherwise, the users will be auto-matched within a maximum of 12 hours.

   Please follow the instructions below to update Teams email address from Azure Admin portal
   1. Sign in to Azure Admin Portal
2. Navigate to Azure Active Directory

![Azure Active Directory logo]

3. Select Users from the left side menu
4. Search for the user for whom you would like to change the email address
5. Select Edit properties
6. Scroll down and update the Email field

![User properties form]

2. Notifications when the embedded app is logged into multiple devices

The chat notifications are sent per user account and not by the number of devices a user is logged into. If the user is signed into the embedded app with the same account on multiple devices, the message will be pushed to all the devices.

3. Notifications will be paused after 7 days

Daily unread messages will be paused if the user has not signed in or used the
embedded app in a period of more than 7 days. Once any activity is resumed by the user in the embedded app, the messages will start to deliver.

4. **App not fully configured**
   If the administrator has changed or updated their roles in Microsoft, the changes will take up to 24 hours to take effect. Meanwhile, the users of the RingCentral for Teams embedded app might receive an error that the app is not fully configured.

5. **Microsoft and RingCentral account connection**
   Currently, we do not support connecting multiple Microsoft accounts/tenants to a single RingCentral account and vice versa. This will be improved in future versions.