RingCentral for Skype for Business

USER GUIDE

Skype for Business   RingCentral®

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RingCentral®

Introduction

About RingCentral for Skype for Business

RingCentral® for Skype™ for Business fulfills the needs of customers who want to have all of their communications within one place. RingCentral built this integration with Skype for Business to allow customers to make and receive RingCentral calls, send and receive SMS texts, initiate RingCentral online meetings and audio conferences—all within Skype for Business.

About Skype for Business

Skype for Business is a communication tool that allows users to collaborate in real time via text chat, audio/video chat, and desktop sharing.

A feature of Skype for Business is the ability to share different information with other users. When chatting with an individual or group of people, users can share attachments, desktops, other programs, PowerPoint® presentations, a whiteboard, or even polls to their collaborators.

Learn more about Skype for Business here. Download the Skype for Business app here.

About This Guide

This guide is designed for users of the RingCentral for Skype for Business mini app. It shows how to download and install the app, open it, log in, log out, and exit the app. Covered in this guide are:

- The Settings Panel
- Call with RingCentral
- SMS with RingCentral
- Conference with RingCentral
- Initiate RingCentral Meeting
- Deal with Incoming Call
- Deal with New Inbound SMS
- Support Auto Version Update

Getting Started with RingCentral for Skype for Business

Installation

1. Download and install the RingCentral app add-on for Skype for Business (download here).

2. During installation, decide whether the user should be allowed to use the RingCentral Meetings feature. If RingCentral Meetings is not selected for use, it will be hidden from the user.

3. After installing the RingCentral app add-on successfully, it will launch and the user will see the RingCentral login page.

   - The RingCentral app window will be docked to the Skype for Business window.
   - The RingCentral app icon will be displayed in the Start menu and system tray.

4. The user will see the following four options when right-clicking on a Skype for Business contact, whether the user has logged in to RingCentral service or not:

   - Conference with RingCentral
   - SMS with RingCentral
   - Call with RingCentral
   - Initiate RingCentral Meetings

5. Before login, if the user selects any of the RingCentral feature options or clicks on the RingCentral icon from the system tray, the user will see the RingCentral login page.
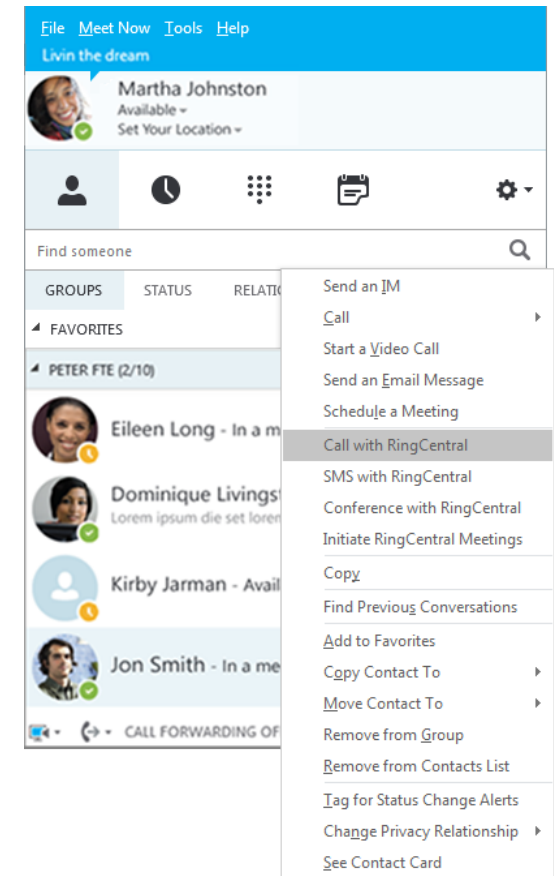
Settings Panel

When the user right-clicks the RingCentral icon from the system tray, the following options will appear:

Open—This is clickable only after the user has logged in to their RingCentral service.

When **Open** successfully opens the app window, the user can schedule a RingCentral Meeting or Conference, enter a phone number to initiate a call, or send an SMS.

Log In—This is available if the user has not logged in to their RingCentral service.

1. When the user clicks **Log In**, the RingCentral login page displays and allows the user to log in.

2. When the user enters the correct credentials and logs in to their RingCentral service, the login page will be closed and the message **You have logged in to RingCentral service** will display near the system tray.

3. After login, the user will see **Log Out** instead of the **Log In** option on the settings panel.

4. If the user clicks **Log In** before initiating and logging in to Skype for Business, the message **Please log in to Skype for Business before you use this App** will display near the system tray.

Log Out—When clicked, the user will log out of the RingCentral Service and the message **You have logged out RingCentral Service** will display near the system tray.

After log out, user will see **Log In** instead of the **Log Out** option on the settings panel.

About—When clicked, a popup window will show the app version info and a button that allows the user to update the software.

Exit—When clicked, the app will close and the app icon will no longer display in the system tray.

If the user logs out or quits Skype for Business, the user will be logged out of the RingCentral service automatically.
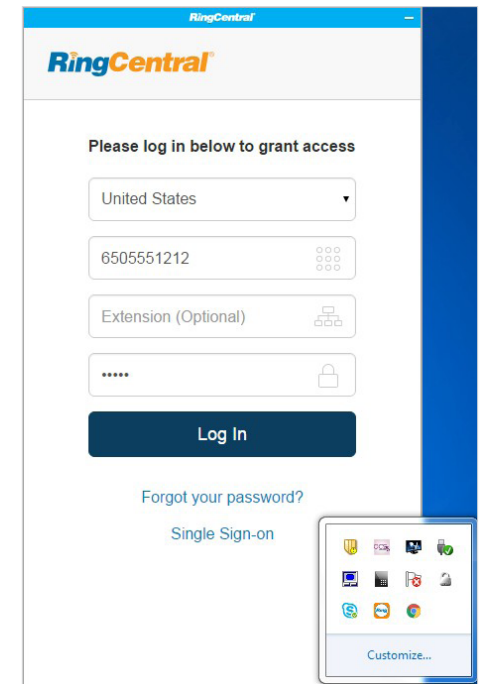
Call with RingCentral

The user can access this feature either from the RingCentral for Skype for Business app **Call** tab directly, or from the **Call with RingCentral** option from the Skype for Business contact menu.

If the user right-clicks on a Skype for Business contact and selects **Call with RingCentral**, the contact's phone numbers saved in RingCentral and Skype for Business will be populated in the drop-down below the **To** field in the RingCentral for Skype for Business app.

1. The user will need to select a **From** number and a phone number to place the WebRTC call to.

2. If there's no valid phone number found for the Skype for Business contact, the user will be prompted, **Cannot find a valid phone number**.

If the user goes directly to the **Call** page in the RingCentral for Skype for Business app, the user will be allowed to enter any valid phone numbers to place WebRTC calls.

The user can Transfer, Flip, Record, Mute, Unmute, Hold, Unhold and go to keypad, as in all RingCentral clients.

If user the clicks **Call** with no number or an invalid phone number in the **To** field, the user will see an error message about the missing or invalid phone number.

If the user has no access to the **Call** feature, the user will see an error message about having no access to the feature.

When there's an ongoing call in the RingCentral integrated app, Skype for Business presence will be updated to **Busy**; and when the RingCentral call ends, Skype for Business presence will change back to **Available**.
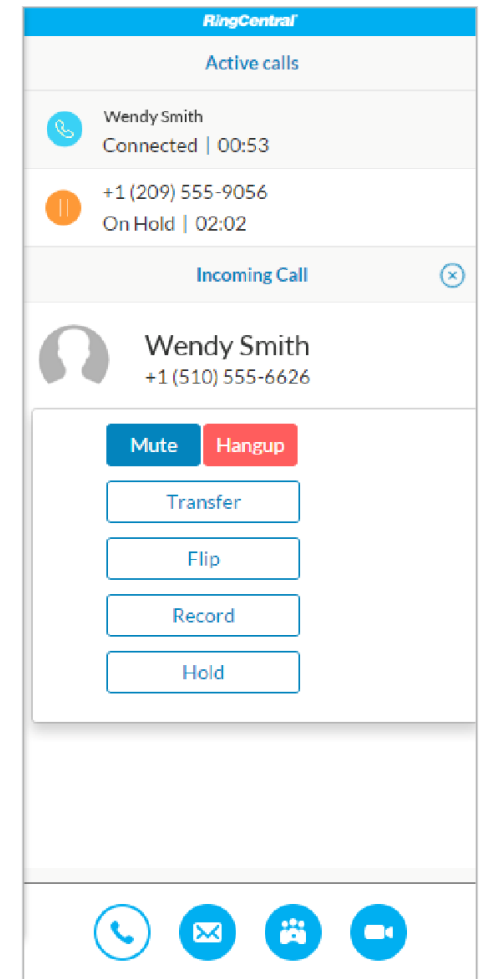
SMS with RingCentral

The user can access this feature either from the mini app **SMS** tab directly, or from the **SMS with RingCentral** option from the Skype for Business contact menu.

If the user right-clicks on a Skype for Business contact and selects **SMS with RingCentral**, the contact's phone numbers saved in RingCentral and Skype for Business will be populated in the drop-down below the **To** field in the RingCentral for Skype for Business app.

1. The user will need to select a **From** number and a **To** number and input text to send.

2. Each message can have a maximum length of 1,000 characters.

3. After the message is sent, the user will see the **Conversation** page.

4. The user can view all conversations they have via the **Back** icon on the **Conversation** page.

5. If the contact has no valid phone number, when the user clicks **SMS with RingCentral**, the app will prompt the user, **Cannot find valid phone number**.

If the user goes directly to the **SMS** tab in the RingCentral for Skype for Business app, the user will be allowed to enter multiple valid phone numbers to send SMS to. Messages sent to multiple numbers will be grouped into multiple conversations.

If user the clicks **Send** with no number or an invalid phone number in the **To** field, the user will see an error message about the missing or invalid phone number.

If the user has no access to SMS service, the app will prompt user, **SMS is not supported for your RingCentral number**. Please contact your account administrator for an upgrade.

The SMS sent via this app will be logged in the same way as the SMS sent via other RingCentral clients.
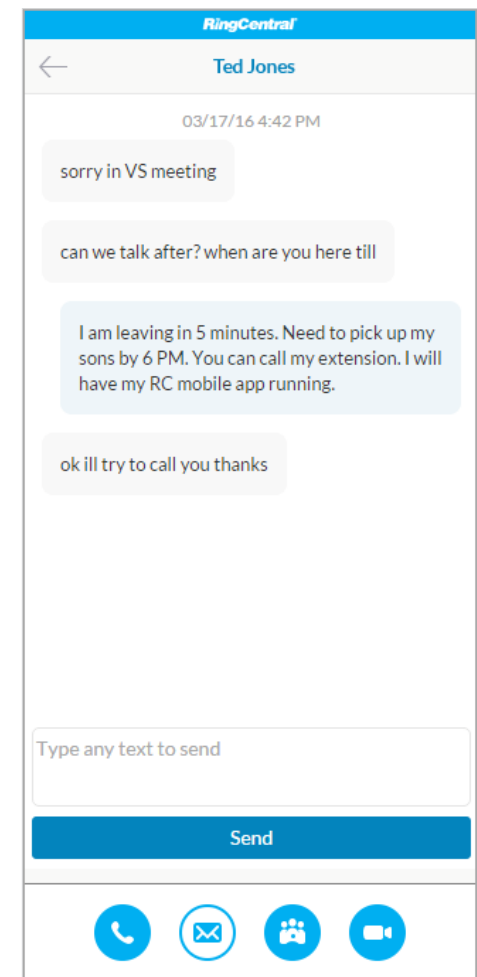
Conference with RingCentral

The user can access this feature either from the **Conference** tab directly or from the **Conference with RingCentral** option from the Skype for Business contact menu.

If the user right-clicks on a Skype for Business contact and selects **Conference with RingCentral**, the contact's Skype for Business ID and phone numbers saved in both RingCentral and Skype for Business will be populated in the drop-down below the **To** field in the RingCentral for Skype for Business app.

1. If the selected is a Skype for Business ID, then the Skype for Business message window will be invoked, with the conference invite info displayed; and the mini app **Call** page will be displayed with the conference dial-in number dialed.

2. If the selected is a phone number, then the conference invite will be sent via SMS and the mini app will dial the conference dial-in number.

3. The invite will read:

> Please join the RingCentral conference. The Conference will start immediately.
> Dial-In Number:
> Philadelphia, PA +1 (267) 930-4000
> Participant Access: 142 829 094
> To join the conference from your iPhone, click this link: http://rcconf.net/1LJUOoP
> Need an international dial-in phone number? Please visit http://rcconf.net/1L06Hd5

If the user goes directly to the **Conference** tab in the RingCentral for Skype for Business app, the user will be allowed to enter multiple valid phone numbers to send the conference invite with SMS.

If the user has no access to RingCentral Conference Service, the app will prompt the user about not having access to this feature.

RingCentral

New Conference

Dial-in Number:	+1 (267) 555-4000
Host:	189-333-234
Participants:	142-829-094

International participants

To: Enter Name or Number

Invite with Text & Start Call

Conference Commands

Initiate RingCentral Meeting

The user can go directly to the **Initiate RingCentral Meetings** option from the Skype for Business contact menu.

If the user right-clicks on a Skype for Business contact and selects **Initiate RingCentral Meetings**, the contact's name and phone numbers will be populated in the drop-down below the **To** field in the RingCentral for Skype for Business app.

Users can configure the meeting with the following settings:

1. Topic of the meeting

2. Meeting Type: a screen share or video meeting

3. Meeting Options:

   • Enable/disable a meeting password to join. Enter a password if enabled.

   • Enable/disable participants to join the meeting before the host.

Hello,
Donald is inviting you to a scheduled RingCentral meeting.
Join from PC, Mac, iOS or Android: https://meetings.ringcentral.com/j/1481325996
Or join by phone:
Dial: +1 (605) 562-3186
Meeting ID: 148 132 5996
International numbers available: https://meetings.ringcentral.com/teleconference

Click **Invite with Text and Start Meeting.**

If a Skype for Business contact is selected, then the Skype for Business message window will be invoked, with the conference invite info displayed; and the RingCentral for Skype for Business app **Call** page will be displayed and the RingCentral meeting will be started.

If the user clicks the **Initiate Meetings** icon from RingCentral for Skype for Business, the user will be allowed to enter multiple valid phone numbers to send the meeting invite with SMS.

If the user has no access to RingCentral Meetings, the app will prompt the user about not having access to this feature.

If the user has not installed the RingCentral Meetings client, app shall prompt user to install RingCentral Meetings first.

RingCentral

New Meeting

Topic: staff meeting

Meeting Type

Screen Share Meeting
Video Meeting

Meeting Options

Require meeting password

Password: 1579

Enable join before host

To: Wendy Smith   Bruce Richardson   Lilia Walden   Tod Bean

**Invite with Text and Start Meeting**

Deal with Incoming Call

When an incoming call arrives, you can answer or reject directly from the RingCentral for Skype for Business app. Once a call is answered, you have the option to transfer, flip, or record the call. RingCentral for Skype for Business also allows you to deal with multiple calls at the same time. If you are on a call and a new call arrives, your current call with be automatically put on hold when you answer the new call. You can easily switch among calls within the same integrated app.
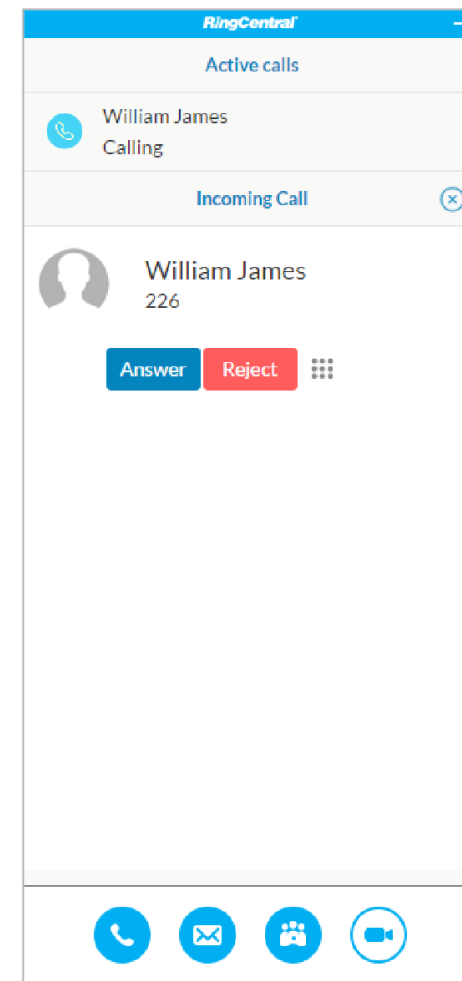
Deal with New Inbound SMS

When the user goes to the **SMS** tab in the RingCentral for Skype for Business app, the user will see the conversations, with new messages highlighted in blue.
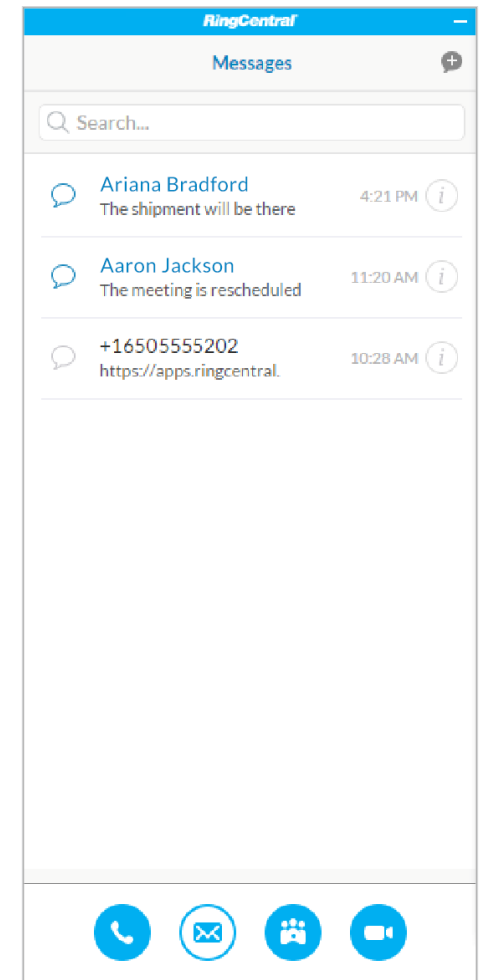
Support Auto Version Update

The RingCentral for Skype for Business app shall prompt the user to update when there's a new version. The prompt will read:

> A new version of RingCentral for Skype for Business is now available. Do you want to exit Skype for Business now to download and install it? Your unsaved data might be lost if you are in the middle of some process.

The user can either **Continue** or **Cancel** the update.

1. If the user clicks **Continue**, then Skype for Business and the RingCentral for Skype for Business app will close and the auto-update will proceed.

2. If the user clicks **Cancel**, the prompt will close and the update will not proceed. The next time the user logs in to the RingCentral for Skype for Business app, the update prompt will be displayed again.

There is a check box, **Skip this update**, in the prompt box. If the user checks this, then the prompt will not be displayed until the next version of RingCentral for Skype for Business is available.

System requirements:

1. **Operating system**

    Windows 7 32 bit and 64 bit
    Windows 8 32 bit and 64 bit
    Windows 10 32 bit and 64 bit
    Surface Win10 64 bit

2. **Skype for Business version**

    Skype for Business 2015
    Skype for Business 2016

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