

Call2Teams for RingCentral Service Description and Set-up Guide.

Qunifi Call2Teams is a simple Cloud Service that connects your RingCentral users to their Office 365 Microsoft Teams account.

Enable users to enjoy the full Microsoft Teams phone and calling experience whilst keeping all your RingCentral numbers, extensions and call flows. Qunifi Call2Teams for RingCentral is a Cloud Service that connects your existing RingCentral to users in Microsoft Teams, just like adding a second phone. There's no hardware or software to install and the service can be set up in minutes. Bring all users under one collaboration platform by using Microsoft Teams for Collaboration, messaging and voice; the user's Teams experience is seamless, and your RingCentral users can use all PC, Mac, Mobile and certified Teams devices to make calls; it's the pure Microsoft Teams calling experience.

Features

- The Call2Teams global gateways provide a simple link between RingCentral and the Office 365 Teams platform.
- Teams users get to make and receive calls just like on their existing RingCentral phone.
- No Software or hardware to install.
- No special configuration of your RingCentral system.
- Simply add Teams users like a new phone; keep all your desk phones as they are.
- Enterprise-grade, high-availability infrastructure that runs on Microsoft Azure.
- Retain all your custom configuration, add-on integrations, call-center and compliance features as they are today.
- No minimum user quantity - from 1 to 10,000 users
- Pay as you go monthly subscription model
- No up-front cost
- Use the Teams softphone on your mobile, no complex VPNs to manage

Please note: The Office 365 tenant should be configured by a competent IT administrator with Global Admin privileges. Admin access to the customer DNS provider is required to add new DNS records.

Microsoft Teams users will need an Office 365 account with the Phone System add-on or E5 license for Call2Teams to operate correctly. Skype for Business is supported with and without the Phone System add-on. Teams and Skype for Business users can be mixed on the same account.

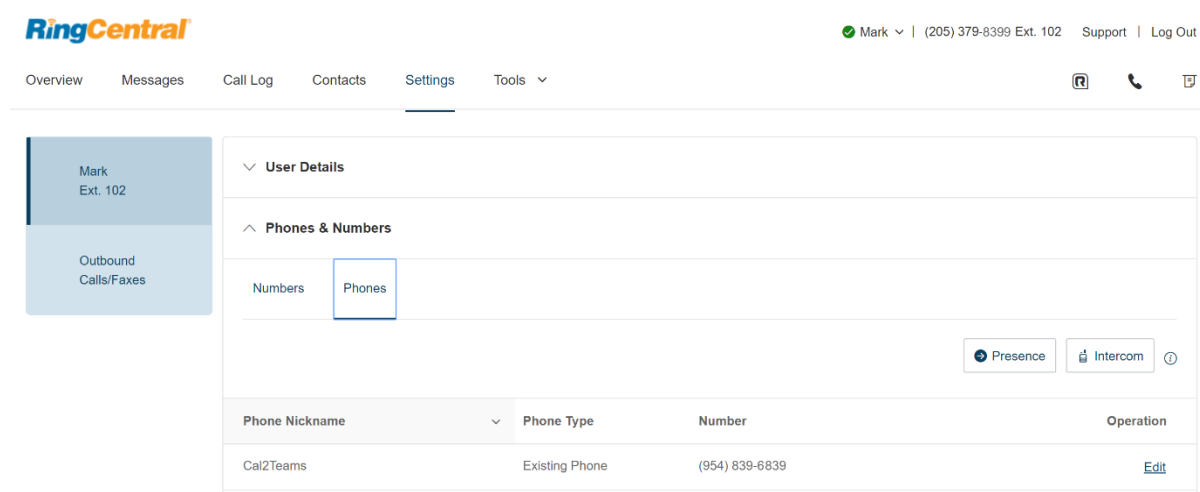
Setting up Call2Teams with your RingCentral extension

Call2Teams connects to your RingCentral extension just like a phone. Before you can add your RingCentral extension to Call2Teams, you will need to complete the tenant set-up as detailed in the Call2Teams portal.

For you to use Call2Teams on RingCentral, you will need to add a phone to your account alongside or instead of your existing RingCentral phone.

Below are the steps to create a phone type that can be used with Call2Teams. You will need administrative access to your RingCentral account to complete these steps.

- 1) Log into the RingCentral Service Portal.
- 2) From the top menu, chose **Settings**, select the user and then **Phones and Numbers**
- 3) Select **Phones** to view existing phones and numbers on the user:



RingCentral

Mark | (205) 379-8399 Ext. 102 | Support | Log Out

Overview Messages Call Log Contacts Settings Tools

Mark
Ext. 102

Outbound Calls/Faxes

User Details

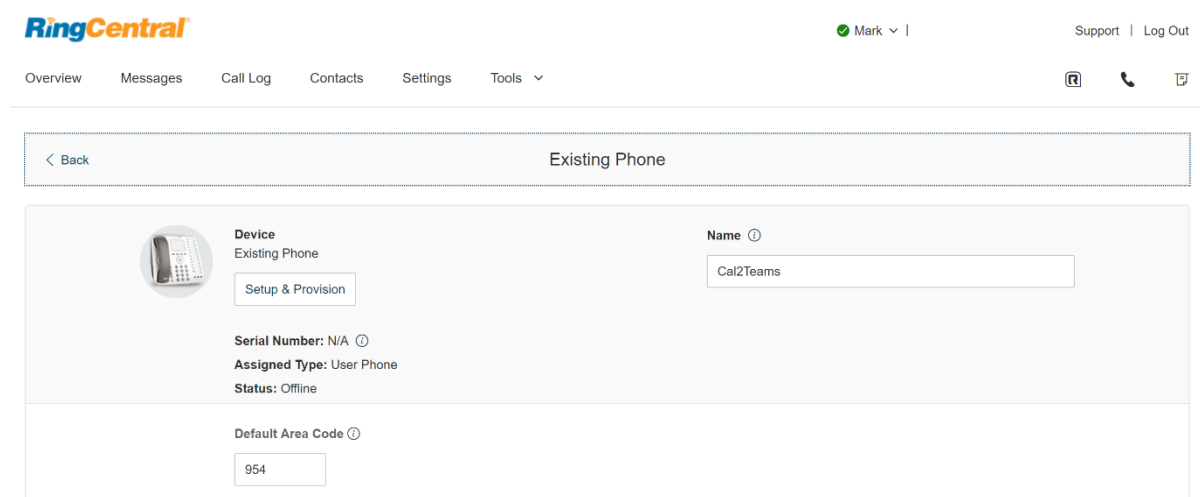
Phones & Numbers

Numbers Phones

Presence Intercom

Phone Nickname	Phone Type	Number	Operation
Cal2Teams	Existing Phone	(954) 839-6839	Edit

- 4) You will need to add or edit a phone type. Click the **Setup & Provision** button to open a new window



RingCentral

Mark | Support | Log Out

Overview Messages Call Log Contacts Settings Tools

< Back Existing Phone

Device: Existing Phone

Name: Cal2Teams

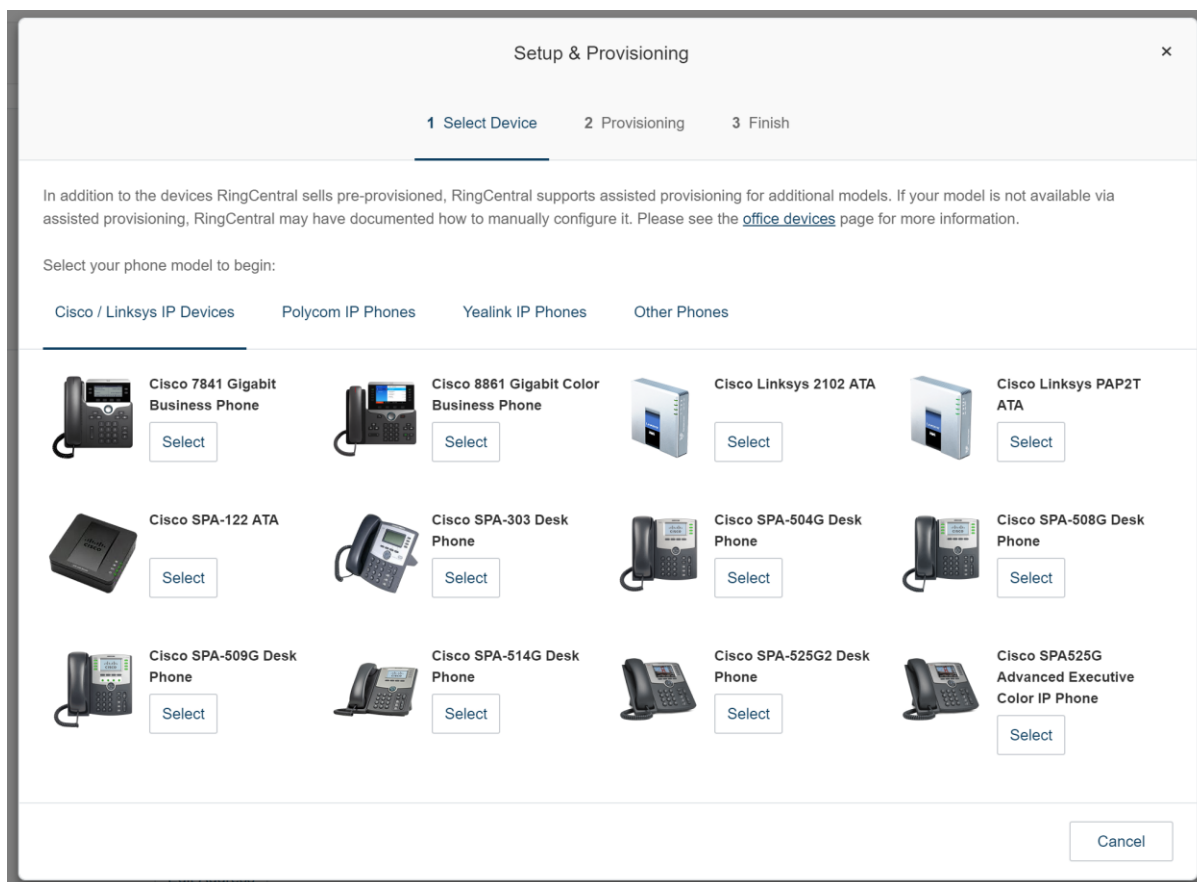
Serial Number: N/A

Assigned Type: User Phone

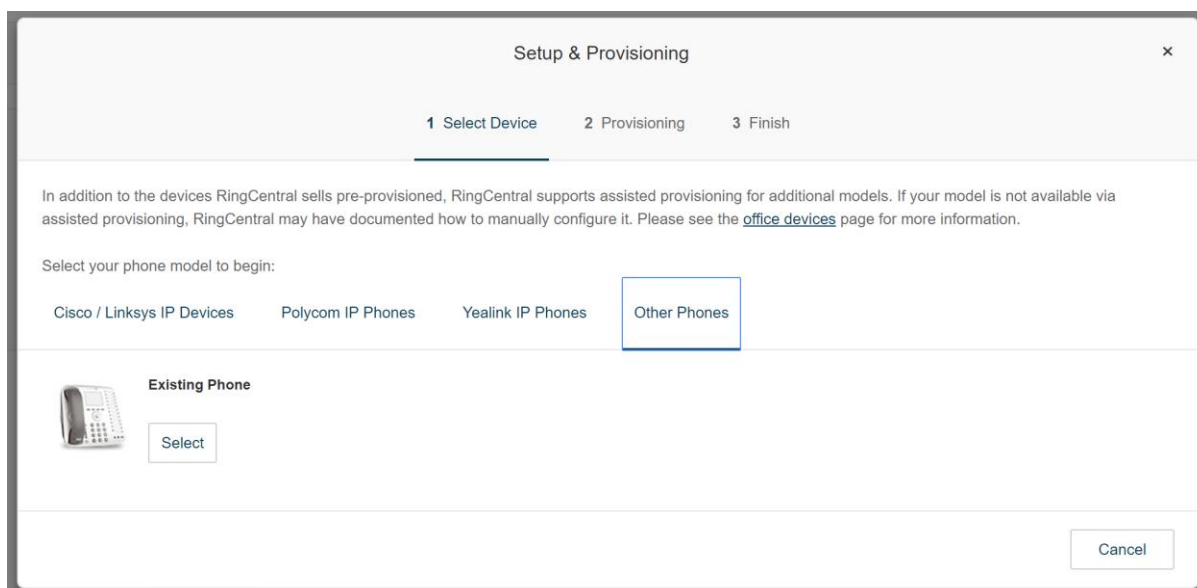
Status: Offline

Default Area Code: 954

- 5) At this window, you need to select the phone type you are going to add to the user.
Select **Other Phones**



- 6) In the Other Phones tab, you will find an entry for **Existing Phone**. Click **Select** next to this entry.



- 7) Selecting this will open a new window with the credentials we need to configure the user in Call2Teams

Setup & Provisioning ✕

✓ Select Device ✓ Provisioning 3 Finish

To configure your device to connect to the RingCentral service, you will need to program it with the following information.

The steps for programming will vary from device to device, so please check with your device's manufacturer for specific instructions.

Field	Value
SIP Domain	sip.devtest.ringcentral.com:5060
Outbound Proxy	<input type="text" value="sip101.devtest.ringcentral.com:5090"/>
User Name	19548396496
Password	xxxxxxx
Authorization ID	801538126004

- 8) Transpose the following information between the RingCentral device and the Call2Teams portal:

RingCentral Value/Field	Call2Teams Value/Field
User phone number	Teams Phone Number
SIP Domain	Domain
Outbound Proxy	Proxy (Remember to copy port number e.g. :5090)
Username	Username
Authorisation ID	Auth Username
Password	Password

- 9) Example of a configured RingCentral user on Call2Teams shown below:

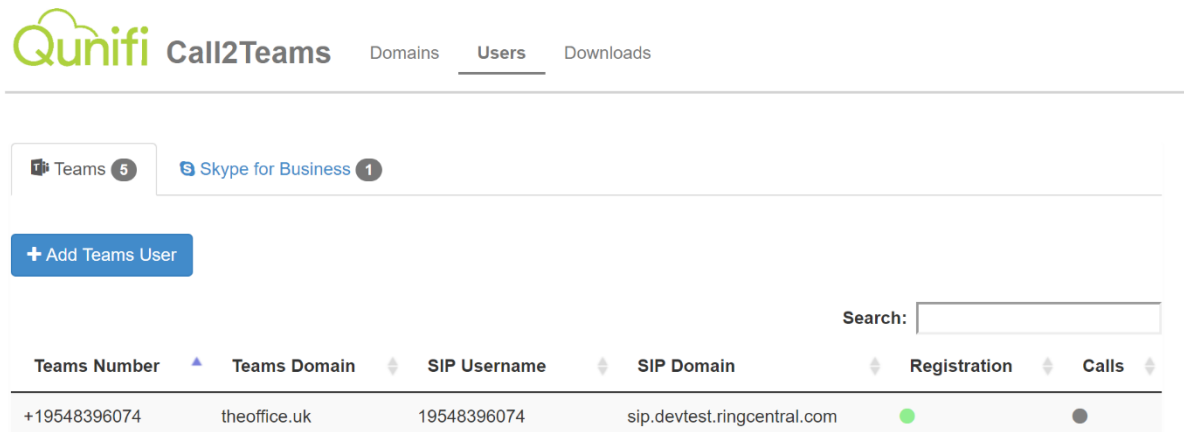
Teams

Phone Number <input type="text" value="+19548396074"/>	Domain <input type="text" value="theoffice.uk"/>
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PBX

Username <input type="text" value="19548396074"/>	Domain <input type="text" value="sip.devtest.ringcentral.com"/>
Auth Username <input type="text" value="801538127004"/>	Password <input type="password" value="....."/>
Set a new password	
Registration Type <input type="text" value="Generic SIP"/>	Proxy <input type="text" value="sip101.devtest.ringcentral.com:5090"/>
Region <input type="text" value="uscentral"/>	Encryption <input type="text" value="Default"/>

- 10) When the RingCentral device is added to the Call2Teams portal, check the **Registration** indicator is green ● to indicate the information supplied is correct and the Call2Teams service has successfully connected to the RingCentral system.



The screenshot shows the Qunifi Call2Teams portal interface. At the top, there are navigation tabs for 'Domains', 'Users', and 'Downloads'. Below this, there are filters for 'Teams' (5) and 'Skype for Business' (1). A blue button labeled '+ Add Teams User' is visible. A search bar is present on the right. Below the search bar is a table with columns: 'Teams Number', 'Teams Domain', 'SIP Username', 'SIP Domain', 'Registration', and 'Calls'. The table contains one row of data:

Teams Number	Teams Domain	SIP Username	SIP Domain	Registration	Calls
+19548396074	theoffice.uk	19548396074	sip.devtest.ringcentral.com	●	●

- 11) You are now ready to test the service and make RingCentral calls from your Teams client.
- 12) Further information is available from the RingCentral support area to show how you can have multiple devices for a user's extension and arrange the ringing order of these devices etc. This way a user can retain their RingCentral desk phone alongside their Teams client.