

Ring Central - Troubleshooting

01/10/2024 2:28 pm EST

Firewall

Confirm that the customer's firewall is setup to give firewall access where necessary. Refer to the Ring Central Installation page.

Can't See Extensions In Dialer Config

We were unable to successfully get a Ring Central OAuth token. See [Get Ring Central Credentials in Ring Central Credential Management](#) below.

Ring Central Error Messages

The Ring Central user {email-address} must have the {permission needed} permission.

The Ring Central user doesn't have the permission listed in the error message that they need to auto-dial. This needs to be fixed in the Ring Central admin portal. After it is fixed in the admin portal, see [Get Ring Central Credentials in Ring Central Credential Management](#) below.

Unable to get Ring Central lines.

We were unable to get the lines associated with the user. See [Get Ring Central Credentials in Ring Central Credential Management](#) below.

Request Rate Exceeded

You have tried to autodial too many times within a minute. Wait 60 seconds from the last autodial attempt and try again. At the time this help page was authored, you can only autodial 10 times per minute.

Unable to get Ring Central OAuth token.

Unable to get Ring Central refresh token. Initial OAuth response not found.

Unable to get Ring Central refresh token. Refresh token not found.

Unable to get Ring Central refresh token.

Unable to get Ring Central OAuth token - no response.

Unable to get Ring Central OAuth token.

See [Get Ring Central Credentials in Ring Central Credential Management](#) below.

Autodialing Not Working As Expected

Make sure you have selected the right extension in the autodialer configuration in Manitou.

Make sure you are logged into your (soft) phone with the same extension that you selected in Manitou. Remember, when Manitou dials, Ring Central calls the operator and when the operator answers then Ring Central places the call to the number Manitou dialed.

Getting a call state of Error while autodialing or the state of the call not updating. See Get Ring Central Credentials in Ring Central Credential Management below.

If you see a dialog box that states "Request Rate Exceeded" that means you have tried to autodial too many times within a minute. Wait 60 seconds from the last autodial attempt and try again.

Ring Central Credential Management

If you have the Ring Central integration, there are two new options the Tools menu, Get Ring Central Credentials and Clear Ring Central Credentials.

Get Ring Central Credentials will redirect you to Ring Central Authorization URL as noted in step 4 in the Authorization section above. NOTE: after Ring Central redirects back to Manitou, you will be navigated back to the dashboard or whatever your regular landing page is. Anything you had open previously will not be re-opened and you will lose any changes you had made but not saved before redirecting to Ring Central.

Clear Ring Central Credentials will clear your Ring Central credentials out of MWC and the user's settings. Your Ring Central autodialing will not work (you will have to manually dial your phone) until you log in to MWC again and get new credentials or you use the Get Ring Central Credentials menu option. NOTE: even if your Ring Central credentials don't work, MWC will still log calls to history properly.