

Ring Central - Installation

01/10/2024 2:28 pm EST

Create Ring Central Application

Log into <https://service.ringcentral.com/application/adminHome>. Click More. Click Apps and Resources. Click Developer Portal. Click Create App.

"What type of app are you creating?" -> "API App for RingCentral Office" -> "Web browser (Javascript)".

Create App


Register an application on RingCentral to gain access to the API and to integrate RingCentral into a product you are building.

1 ----- 2

App Type and Permissions

Details can't be edited once the app is created

What type of app are you creating? *

 API App for RingCentral Office ⓘ

Where will you be calling the API from?

To enhance your app's security, tell us where you will be calling the API from so that we can present you with proper credentials.

Web server (e.g. Tomcat, Node.js)
(Most common)

Web browser (Javascript)

Android

iOS

Windows Desktop

Mac Desktop

Other Non-UI (e.g. cronjob, daemon, command line)

Available Auth Flows ⓘ

- ✓ Auth Code
- ✓ Implicit
- ✗ Password
- ✓ Refresh token

[Help me choose>](#)

"Who will be authorized to access your app?" -> "Only members of my organization/company".

"Do you intend to promote your app in our App Gallery? (for internal use only)" -> "No".

Who will be authorized to access your app? * [Help me choose>](#)

All RingCentral customers ⓘ

Only members of my organization/company ⓘ

Only customers of selected brand partners ⓘ

Do you intend to promote your app in our App Gallery? (for internal use only) * ⓘ

Yes No

Cancel Next

Click Next.

Enter an App Name.

Create App

Register an application on RingCentral to gain access to the API and to integrate RingCentral into a product you are building.



App Type and Permissions

Edit

Details can't be edited once the app is created

App Type	Web browser (Javascript)
Access	Only members of my organization/company
Available Auth Flows	<input checked="" type="checkbox"/> Auth Code <input checked="" type="checkbox"/> Implicit <input checked="" type="checkbox"/> Password <input checked="" type="checkbox"/> Refresh token

App Properties

App Name * ⓘ

ABC Security Autodialing



Enter an App Description.

Add Ring Out and Read Accounts permissions.

App Description * ⓘ

Autodialing application.

App Permissions ⓘ

Ring Out ×

Read Accounts ×



Enter your OAuth Redirect URI. It should be your Manitou Central Station URI (not BoldNet) ending in /landingpage. You can enter multiple URIs if you have multiple Manitou Central Station endpoints.

OAuth Redirect URI ⓘ

 ⓘ

Click Create.

After you've created your application, you will see a screen like this:

Production Status: **Inactive** | **Active In Sandbox** | ⓘ View Full Status ⓘ

Progress: Create App (✓) → Develop App (▶) → Apply for Production ⓘ → In Production

! Develop and test your app against the sandbox environment and account. Please retrieve your sandbox credentials [here](#).

When your app has met all the [graduation requirements](#), you will be able to apply for production. Apply for Production

Sandbox Credentials View All Credentials ⓘ

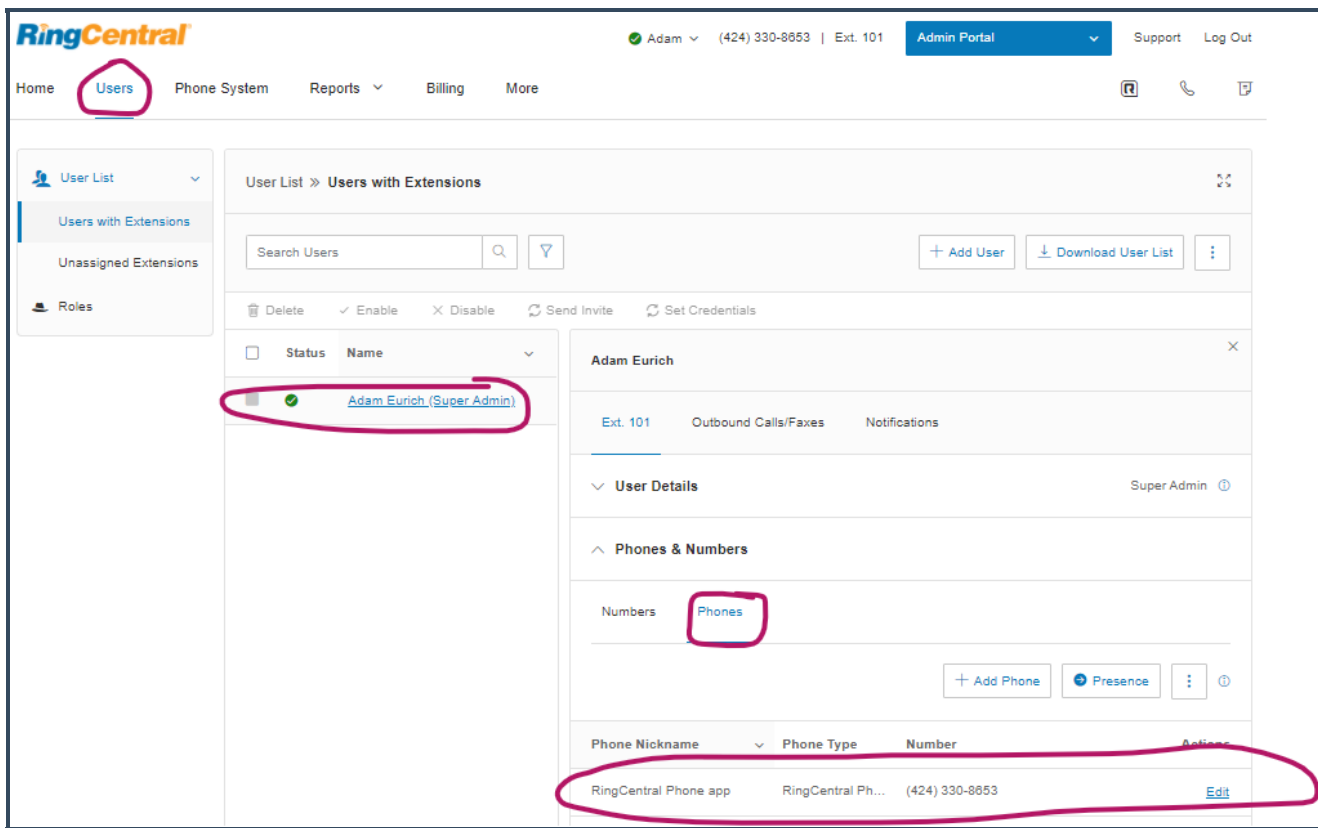
API Server URL	https://platform.devtest.ringcentral.com	Account	+14244276350	▼	📄
Client ID	rdak0k78_RBu1zsHtEjCAJQ	Online Portal	🔗		
Client Secret	Click to see	Password	Active	Reset password	

Analytics - API Calls Sandbox | Production

Duration:	Total	Success	Error
2020/12/02 00:00:00 - 2020/12/08 13:59:59 (UTC)	0	0	0

You will need the Client ID and Client Secret for the web.config steps below.

You will also need to communicate with your Ring Central administrator to create a user and a phone that is associated with that user that is also associated to the sandbox account. <https://service.devtest.ringcentral.com/application/adminHome>



Ring Central Phone

Download and install Ring Central Phone (softphone) and log in with your sandbox credentials. You should be able to make a call to an external phone number with the softphone. <https://www.ringcentral.com/apps/rc-phone>

Licensing

The system must have a non-zero number of Autodialer lines.

PSIM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Video Plus	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Address Verification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
BoldNetMobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PBX Autodialers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PBX Server Automation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Stealth Logger	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Action Pattern Plus	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Snap Reporter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

MWC

Web.config

Set the RingCentralClientId. This is Client ID assigned to the customer from Ring Central (<https://developers.ringcentral.com/my-account.html#/applications>).

Set the RingCentralRedirectUri. This is setup in the Ring Central administration (<https://developers.ringcentral.com/my-account.html#/applications>). It should be your base URL/landingpage. For example, mine is.

Set the RingCentralSandbox. If you are testing with your sandbox account then set this to true. If false then you will be using the production endpoints in Ring Central.

Set the RingCentralPlayAudioPrompt. If true then Ring Central will play an audio prompt telling the operator to hit the 1 key to place the call. If false then Ring Central will not play an audio prompt and will place the call after the operator has answered their phone.

API

Web.config

Set the RingCentralClientSecret. This is the Client Secret assigned to the customer from Ring Central when setting up an OAuth Client (<https://developers.ringcentral.com/my-account.html#/applications>).

Set the RingCentralSandbox. If you are testing with your sandbox account then set this to true. If false then you will be using the production endpoints in Ring Central.

Firewall

MWC users will need to be able to reach <https://platform.devtest.ringcentral.com> (sandbox) and <https://api.ringcentral.com> (production).

API will need to be able to reach <https://platform.devtest.ringcentral.com/restapi/oauth/token> (sandbox) and <https://api.ringcentral.com/restapi/oauth/token> (production).

Testing Your Application

You'll need to test your sandbox credentials in MWC for 48 hours. After that you will need to Apply for Production for your app.

Production Status: **Inactive** | **Active In Sandbox** | ⓘ [View Full Status](#) ⓘ

✓ Create App — ➤ **Develop App** — ● Apply for Production ⓘ — ● In Production

ⓘ Develop and test your app against the sandbox environment and account. Please retrieve your sandbox credentials here.

When your app has met all the graduation requirements, you will be able to apply for production.

Apply for Production

Sandbox Credentials [View All Credentials](#) ⓘ

API Server URL <https://platform.devtest.ringcentral.com>

Client ID ⓘ

Client Secret [Click to see](#)

Account ⓘ

Online Portal [↗](#)

Password **Active** | [Reset password](#)

Graduation requirements are:

Graduation Requirements 2020-12-08, 12:12:37 UTC ⓘ ⌂

We require your app's last two days (yesterday and today, UTC timezone) in the sandbox environment to meet the following requirements.

Requirement	Status	Analytics
5+ API calls per each used endpoint (20+ in total) ⓘ ▾	❌	📊
<5% of 4xx errors ⓘ	✅	📊
Exercise all requested permissions ⓘ ▾ Edit permissions	❌	📊

To achieve this, log into MWC and say yes to get Ring Central credentials. Go to menu->Tools->Get Ring Central Credentials. Do this at least 5 times. Autodial at least 5 times. Hang up at least 5 times. After a while, you can check on your graduation requirements (they take a while to update). You will have to do this the next day too (don't skip a day!) so that Ring Central has 48 hours of your sandbox account working properly before they will let you apply for production.

After you apply for production, they review your app and should approve it. After that, you will need to update the web.configs with the production Client ID and Client Secret. Operators should then be able to use the Ring Central interface with their phones (after they've selected their line in the autodialer config in MWC).