# RingCentral Embeddable

## None

None

 $2024\hbox{-}2025\ Ring Central, Inc.\ All\ rights\ reserved.$ 

## Table of contents

1 Calting started	2
1. Getting started	3
1.1 Registering your application	3
1.2 Develop your application	5
1.3 Initialization	6
2. Configuration	10
2.1 Configuring RingCentral Embeddable	11
2.2 Setting RingCentral Embeddable configuration parameters	14
2.3 Advanced parameters	15
3. Developer guide	37
3.1 RingCentral Embeddable events	37
3.2 Embeddable API for controlling and manipulating the UI	43
3.3 Alternative authorization methods	50
3.4 Introducing RingCentral Embeddable 2.0	52
3.5 Service features	55
3.6 User interface customization	84
3.7 Recipes	101
3.8 Migration	106
4. Support and troubleshooting	107
4.1 Limited support on non-supported browsers	107
4.2 Granting access to speakers and microphones	107
4.3 Enabling active call control features	107
4.4 Enabling the conference calling feature	107

## 1. Getting started

## 1.1 Registering your application

Before you begin development, you will first need to register your application via the RingCentral Developer Console. This step will provision your application a unique set of credentials used to identify your application on the network, and comes with the benefits listed below.

#### **Benefits**

- Your application will be less likely impacted by users of other instances of Embeddable
- You will have visibility into the analytics of your user's use of your Embeddable application
- You will be able to better customize your instance of Embeddable
- The "FOR DEMO PURPOSES ONLY" banner will be removed from your application



Some users of RingCentral Embeddable may observe a banner that appears above the dialer that reads, "FOR DEMO PURPOSES ONLY." This banner appears when a Developer uses the default client ID and secret that comes bundled with the RingCentral Embeddable library. This default client ID and secret are intended to make trying out Embeddable easy by eliminating the step of having to pre-register an application.

While nothing prevents a developer from using the default client ID and secret, it is strongly recommended that developers register their own application when deploying and using RingCentral Embeddable in a production context.

#### 1.1.1 Steps in registering an application

- 1. Login to the Developer Console, creating an account as necessary.
- 2. Click "Register App"
- 3. Select "REST API App" and click "Next."
- 4. Under the Auth section:
- Select "3-legged OAuth flow authorization code"
- Select "Client-side web app, e.g. SPA, Javascript"
- Set "OAuth Redirect URI" to:

 $Latest\ Embeddable\ version:\ \texttt{https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/redirect.html}$ 

For fixed version: `https://apps.ringcentral.com/integration/ringcentral-embeddable/\$VERSION/redirect.html`

- 5. Under the Security section, add the following "Application scopes:"
- Call Control
- Edit Message
- Edit Presence
- Internal Messages
- Read Accounts
- Read Call Log
- Read Call Recording (2.x recordings feature)
- Read Contacts
- Read Messages
- Read Presence
- RingOut
- SMS
- VoIP Calling
- WebSocketSubscription
- ullet Edit Extensions (2.x SMS templates feature)
- TeamMessaging (optional)
- Video (optional for Meeting feature)

For all other parameters you are free to select whatever values your prefer. Consult the Developer Guide to learn more about app registration.

## 1.2 Develop your application

## **Introducing RingCentral Embeddable 2.0**

Consider building your Embeddable application on the next version of RingCentral Embeddable to take full advantage of the new features and capabilities it brings.

Upon successfully registering your application you will be provided with a unique client ID to identify your application on the network. Your next step will be to develop your application using this unique client ID in the RingCentral environment.

#### 1.2.1 Initializing your application

To develop your application, you will need to update two of RingCentral Embeddable's configuration parameters. Set the following parameters:

Parameter	Value
clientId	Your client ID
appServer	https://platform.ringcentral.com

#### Example using a <script> tag

```
<script>
(function() {
    var rcs = document.createElement("script");
    var clientId = "YOUR CLIENT ID";
    var appServer = "https://platform.ringcentral.com"
    rcs.src = "https://platform.ringcentral.com"
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?clientId="+clientId+"&appServer="+appServer;
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
}();

    // script>
```

#### Example using an iframe

#### 1.3 Initialization

#### 1.3.1 Installing Embeddable on a web page

RingCentral Embeddable supports two ways for integrating itself onto a webpage. They include:

- · via Javascript
- via an iframe

EMBEDDING VIA JAVASCRIPT

Add following the following code to the <head> section of a website. This method is recommended for most applications as it optimised page load performance.

```
<script>
(function() {
  var rcs = document.createElement("script");
  rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js";
  var rcs0 = document.getElementsByTagName("script")[0];
  rcs0.parentNode.insertBefore(rcs, rcs0);
})();
</script>
```

You may also load RingCentral Embeddable directly as follows:

```
<script src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js">
</script>
```

Learn more about the defer and async attributes when loading scripts directly

Initializing Embeddable manually

Starting in v1.8.5, one can initialize Embeddable manually using the code below. This is beneficial if your application needs to load a lot of Javascript and you need to optimize page load and rendering speeds. Note: this is only available when initializing via Javacript.

```
<script>
window.RC_EMBEDDABLE_ADAPTER_MANUAL_INIT = true; // enable manual init
</script>
<script>
(function() {
   var rcs = document.createElement("script");
   rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js";
   var rcs0 = document.getElementsByTagName("script")[0];
   rcs0.parentNode.insertBefore(rcs, rcs0);
})();
</script>
```

Once the script has been loaded, you can trigger the initialization process as follows:

```
window.RCAdapterInit();
```

And you can dispose of Embeddable as well:

```
window.RCAdapterDispose();
```

EMBEDDING VIA AN IFRAME

Some developers may prefer to load Embeddable directly via an iframe for security or performance reasons. To load Embeddable via an iframe, use the following code.

```
<iframe width="300" height="500" id="rc-widget" allow="autoplay; microphone"
    src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html">
</iframe></irrame>
```

#### 1.3.2 Loading a specific version of RingCentral Embeddable

#### Using the latest build

We prefer developers to load the latest version of RingCentral Embeddable. This is the default behavior when you load Embeddable via a CDN and do not reference a specific version number, or if you use the RingCentral Embeddable embed tool to generate your embed code. Using the latest build ensures that your application will automatically receive updates along with any new bug fixes.

#### Loading older versions

Developers wishing to load a specific and fixed version of RingCentral Embeddable can do so by plugging their desired version into the following URL format:

https://apps.ringcentral.com/integration/ringcentral-embeddable/<version number>

#### For example:

- https://apps.ringcentral.com/integration/ringcentral-embeddable/1.4.1
- https://apps.ringcentral.com/integration/ringcentral-embeddable/1.9.3

Loading a specific version may be considered more stable by some developers as their application will be insulated from new features, or unintended changes that may not be backwards-compatible.

## Adate your Redirect URI to match

Starting with version 1.2.0, please note that the redirect uri of Embeddable must be changed to match the version you are loading. For example:

https://apps.ringcentral.com/integration/ringcentral-embeddable/1.4.1/redirect.html

EXAMPLE: LOADING SPECIFIC VERSION VIA JAVASCRIPT

```
<script>
(function() {
  var rcs = document.createElement("script");
  rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/1.4.1/adapter.js";
  var rcs0 = document.getElementsByTagName("script")[0];
  rcs0.parentNode.insertBefore(rcs, rcs0);
  })();
</script>
```

## 1.3.3 Hosting RingCentral Embeddable from your own servers

While not recommended, some developers may wish to download the RingCentral Embeddable javascript library and host it from their own servers. If you elect to do this, make sure you also:

- create a custom redirect.html page
- $\bullet$  host your  ${\tt redirect.html}$  file from the same domain as your Embeddable javascript file
- update your redirect Uri to point to your custom redirect.html file

## 2. Configuration

## 2.1 Configuring RingCentral Embeddable

Listed below are all supported parameters that can be configured for RingCentral Embeddable. For those parameters that warrant greater explanation a link has been provided to content where you can learn more about using the parameter properly.

Parameter	Default	Description
appServer	production	Sets the environment in which Embeddable will run. See Setting your environment.
authorizationCode	null	See Alternative auth methods.
authorizationCodeVerifier	null	See Alternative auth methods.
clientId	null	Sets the client Id credential of your Embeddable application. Useful in removing the FOR DEMO PURPOSES ONLY banner. See Using a custom client ID.
clientSecret	None	Deprecated. Sets the client secret of your application when using Authorization code grant type. See Alternative auth methods.
defaultCallWith	browser	See Calling features.
defaultDirection	right	Allowed values are "left" and "right". See Embeddable Badge.
disableMessages	False	Disable messages feature.
disableReadText	False	Disable SMS and read text feature.
disableCall	False	Disable call-related features.
disableCallHistory	False	Disable call history.
disableContacts	False	Disable contacts feature.
disableMeeting	False	Disable meeting feature.
disableGlip	True	Before we start to use Glip API, need to add Glip or Team Messaging permission to your app in RingCentral Developer website. Also, for testing with a sandbox user, user needs to first login to https://app.devtest.ringcentral.com
disableMinimize	False	By default, we provide Minimize button at app header to minimize the widget.
disconnectInactiveWebphone	False	See Working with multiple tabs.
enableAnalytics	False	See Custom analytics.
enableNoiseReductionSetting	False	See Noise reduction.
enab lePopup	False	See Customize pop-up window.
enableRingtoneSettings	False	For when call is ringing, app will play default ringtone. But we also support to customize ringtone. By enabled, user can get ringtone settings at settings page. Supported after v1.6.3
enableSMSTemplate	False	See SMS templates.
jwt	None	See Alternative auth methods.
multipleTabsSupport	False	See Working with multiple tabs.
newAdapterUI	False	See Embeddable Badge.
popupPageUri	null	See Customize pop-up window.
prefix	null	See Customize prefix.
redirectUri	null	See Customize redirectUri.
showSignUpButton	False	

Parameter	Default	Description
stylesUri	null	See Customize look and feel through CSS.
userAgent	null	See Customize X-User-Agent.
enableAudioInitPrompt	null	See Audio.
enableLoadMoreCalls	null	Support to load old call history (more than 7 days). Supported from $v2.1.0$

## 2.2 Setting RingCentral Embeddable configuration parameters

RingCentral Embeddable supports a number of different configuration parameters to modify the behavior of the library is key ways. Each parameter is set in one of two ways.

#### Via script tag's src attribute

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?parameterName=VALUE";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
    })();
</script>
```

#### Via iframe's href attribute

```
<iframe width="300" height="500" id="rc-widget" allow="microphone"
   src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?parameterName=VALUE">
</iframe>
```

## 2.3 Advanced parameters

## 2.3.1 Customize X-User-Agent

We provide default X-User-Agent header as RingCentralEmbeddable/0.2.0 RCJSSDK/3.1.3 in RingCentral API request for SDK usage analysis in backend. In this API, developers can also provide their desired User Agent into widget.

 $After that \ widget \ will \ change \ \ X-User-Agent \ header into \ \ TestAPP/1.0.0 \ RingCentral Embeddable/0.2.0 \ RCJSSDK/3.1.3 \ when send \ request to RingCentral Server.$ 

#### 2.3.2 Using a custom client ID with RingCentral Embeddable

Upon successfully registering your application you will be provided with a unique client ID to identify your application on the network.

#### Develop your application in sandbox

Before you can deploy your newly created application to production and remove the FOR DEMO PURPOSES ONLY banner, you will need to point RingCentral Embeddable at RingCentral's Developer sandbox environment.

#### Javascript iframe

## AppKey and appSecret have been renamed

Starting in version v1.4.0, appKey has been renamed to clientId and appSecret has been renamed to clientSecret.

#### Graduate your app



 $Currently, new \ created \ RingCentral \ app \ will \ go \ to \ production \ directly. \ You \ don't \ need \ this \ section \ now.$ 

Sandbox is used by developers when building and testing applications. In order to use the app in production, developers must "graduate" their app. For RingCentral Embeddable apps, the following should be done in sandbox to quality for graduation:

- Send more than 5 SMS messages
- Send more than 5 internal messages (SMS message to extension number in current account)
- Read more than 5 unread inbound messages
- Update presence more than 5 times in setting page
- $\bullet$  Go to Contacts page, and click refresh button more than 5 times
- $\bullet$  Login and logout more than 5 times
- Make 5 outbound web phone (Browser based) calls
- Make 5 inbound web phone (Browser based) calls
- Make 5 Ringout calls
- Control(end/hold) Ringout call in widget more than 5 times in widget

## Raving difficulty graduating your app?

Please create developer support ticket if you experience issues during the app graduation process.

## Update your client ID and server URL

Once you have successfully graduated your app, be sure to update the clientID and serverUrl your instance of Embeddable points to in order to run successfully in production.

## 2.3.3 Customize look and feel through CSS

This is a online demo built with Game of Thrones Styles.

Style file is defined here:

 $\verb|https://embbnux.github.io/ringcentral-web-widget-styles/Game of Thrones/styles.css|$ 

Javascript iframe

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?stylesUri=https://embbnux.github.io/ringcentral-web-widget-styles/Gameoffhrones/styles.css";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
    })();
    </script>

<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
stylesUri=https://embbnux.github.io/ringcentral-web-widget-styles/GameofThrones/styles.css">
</iframe>
```

see a live demo

#### 2.3.4 Customize Redirect Uri

In authorization code flow, it will require a valid redirect uri that developer set in developers account. This app offers a default redirect uri option that you can use, https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/redirect.html. And it also supports to config redirect uri.

Javascript iframe

```
<script>
  (function() {
    var rcs = document.createElement("script");
rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?redirectUri=your_redirect_uri";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
</script>
< if rame \ width = "300" \ height = "500" \ id = "rc-widget" \ src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
redirectUri=your_redirect_uri">
```

#### Hosting a custom redirect.html file

In your redirect page, you need to add following code to pass auth callback params to this app.

```
<script>
 // Important: the origin is used for postMessage
// Set "origin" to the same domain as the Embeddable library
  var origin = 'https://apps.ringcentral.com';
 if (window.opener) {
  // pass callbackUri to widget
    window.opener.postMessage(
     callbackUri: window.location.href,
    }, origin);
    window.close(); // close the login popup window
```

## sure to host your redirect.html and Embeddable library from the same domain

To comply with browser security policies meant to prevent XSS vulnerabilities, both your redirect.html file and the RingCentral Embeddable javascript file must be hosted from the same domain. If not, users will be unable to authenticate.

#### 2.3.5 Customize Prefix

We provide default prefix rc-widget in the widget. It will used at iframe id prefix and storage key prefix, such as rc-widget-adapter-frame and rc-widget-GlobalStorage-rateLimiterTimestamp.

Some developers wants to customize the prefix, so the widget can support to have different user storage data. We provide prefix param to support this feature:

Javascript iframe

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?prefix=your_prefix";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
    })();
    </script>

<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
    prefix=your_prefix">
    </iframe>
```

After that the widget iframe id will changed to your\_prefix-adapter-frame. And user data will be storaged at you\_prefix namespace.

For implicit grant flow, we use cookie to refresh the token, so it don't support different accounts in same browser in different tabs. If you want to support different accounts in different tabs or domains in same browser, you need to use authrization code flow.

#### 2.3.6 Interact with Calling Settings

In RingCentral Embeddable widget, we provide 4 calling options in Calling Setting page.

- · Browser make and receive calls using your computer's microphone and speaker based on browser
- RingCentral App make and receive calls using your RingCentral desktop app
- RingCentral Phone make and receive calls using your RingCentral Phone desktop app
- RingOut

For RingOut, You can get full document here Ringout mode. Users also need to set My Location phone number. So when user creates a call, RingCentral will first call user's location phone number, then call correspondent's phone number. If user enables Prompt me to dial 1 before connecting the call, RingCentral will only call correspondent's phone number after user dials 1. Please refer to here for more detailed information.

For RingCentral App, RingCentral Phone, RingOut, calls are on other devices, the widget can get call event and information from APIs. And it is recommended to enable active call control, so user can also control the call in widget.

#### Default option

To set default callwith option:

Javascript iframe

There are 4 options for defaultCallWith:

- browser
- jupiter
- softphone
- ringout

They are short names of  ${\tt Browser}$  ,  ${\tt RingCentral}$   ${\tt App}$  ,  ${\tt RingCentral}$   ${\tt Phone}$  ,  ${\tt RingOut}$  .

#### Calling settings updated event

Event fired when user changed call with option in calling settings page:

```
});
```

#### Enable call from number setting

In widget, user can also select From number when make a browser call. For developers who also want to set From number programmatically, we need to enable from number settings:

**Javascript** iframe

```
<script>
  (function() {
    var rcs = document.createElement("script");
rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?enableFromNumberSetting=1";
var rcs0 = document.getElementsByTagName("script")[0];
     rcs0.parentNode.insertBefore(rcs, rcs0);
</script>
<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?</p>
enableFromNumberSetting=1">
</iframe>
```

After enabled, we can receive From number list in calling settings updated event when callWith is browser.

#### Show my location numbers



1.8.1

In RingOut mode, user need to set My Location number to receive first-leg call. For developers who also want to get user's known location numbers programmatically, we need to set showMyLocationNumbers flag firstly:

**Javascript** iframe

```
<script>
  (function() {
    var rcs = document.createElement("script");
rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?showMyLocationNumbers=1";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
</script>
<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?</p>
showMyLocationNumbers=1">
</iframe:
```

After enabled, we can receive myLocation and myLocationNumbers in calling settings updated event.

#### **Update Calling settings**

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
        'rc-calling-settings-update',
  callWith: 'softphone',
  // myLocation: '+1111111111', // required for ringout
  // ringoutPrompt: true, // required for ringout
  // fromNumber: '+1111111111', // set from number when callWith is browser
```

For fromNumber, the number should be from fromNumbers list in calling settings event, or anonymous for Blocked from number.

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-calling-settings-update',
   fromNumber: 'anonymous',
```

#### 2.3.7 Multiple Brands

RingCentral works with a number of carriers and partners to deliver a cutting edge white labeled Cloud Communications service directly to their respective customers. This guide will show you how to create RingCentral Embeddable app for other brands.

#### AT&T Office@Hand

ADAPTER JS WAY

- Use adapter.att.js to instead of adapter.js
- Set appServer to https://platform.ringcentral.biz

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.att.js?appServer=https://platform.ringcentral.biz";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
})();
</script>
```

IFRAME WAY

Add brand=att and appServer in src query parameter:

```
<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html? brand=att&appServer=https://platform.ringcentral.biz"> </iframe>
```

#### **BT Cloud Work**

Use adapter.bt.js to instead of adapter.js:

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.bt.js";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
})();
</script>
```

IFRAME WAY

Add brand=bt in src query parameter:

```
<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
brand=bt">
</iframe>
```

### TELUS

Use adapter.telus.js to instead of adapter.js:

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.telus.js";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
})();
</script>
```

IFRAME WAY

Add brand=telus in src query parameter:

```
<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
brand=telus">
</iframe></iframe></iframe>
```

#### **Atos Unify Office**

From v1.8.0

Use adapter.atos.js to instead of adapter.js:

```
<script>
(function() {
  var rcs = document.createElement("script");
  rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.atos.js";
  var rcs0 = document.getElementsByTagName("script")[0];
  rcs0.parentNode.insertBefore(rcs, rcs0);
})();
</script>
```

IFRAME WAY

Add brand=atos in src query parameter:

```
<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
brand=atos">
</iframe></iframe></ir>
```

#### **Avaya Cloud Office**

From v1.8.0

Use adapter.avaya.js to instead of adapter.js:

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.avaya.js";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
    })();
</script>
```

IFRAME WAY

Add brand=avaya in src query parameter:

```
<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
brand=avaya">
</iframe></iframe></iframe>
```

#### Rainbow Office

From v1.8.0

Use adapter.rainbow.js to instead of adapter.js:

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.rainbow.js";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
})();
</script>
```

IFRAME WAY

Add brand=rainbow in src query parameter:

```
<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
brand=rainbow">
</iframe></iframe>
```

#### Other Brands

For other brands, we are still customizing styles for them. Those users can use with default brand.

#### ADAPTER JS WAY

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
  })();
</script>
```

#### IFRAME WAY

<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html"> </iframe>

#### 2.3.8 Noise reduction



Currently in beta.

Noise reduction is a self-descriptive feature that when enabled, filters out background noise present in the user's environment to create a clearer, easier-to-hear audio stream for people on the other end of a call. Noise reduction is currently only supported within the Google Chrome and Microsoft Edge browsers.

#### How to enable noise reduction



Noise reduction is only supported when loading Embeddable from apps.ringcentral.com

Noise reduction is not supported if you are loading the Embeddable library from a Github domain. The embeddable library must be loaded from https://apps.ringcentral.com domain. Please check your source code and migrate to a more new recent build hosted at ringcentral.com."



At version 1.10.x, noise reduction is disabled by default. To enable noise reduction, developer need to pass enableNoiseReductionSetting at query parameters.

#### iframe **Javascript**

```
(function() {
                  var ros = document.createElement("script");
rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?enableNoiseReductionSetting=1";
                     var rcs0 = document.getElementsByTagName("script")[0];
                     rcs0.parentNode.insertBefore(rcs, rcs0);
</script>
<iframe width="300" height="500" id="rc-widget" allow="microphone"</pre>
          src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?enableNoiseReductionSetting=1">https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?enableNoiseReductionSetting=1">https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?enableNoiseReductionSetting=1">https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoiseReductionSetting=1">https://apps.html?enableNoi
```



From v2.0.0, noise reduction feature is enabled by default for supported browsers. User can disable it manually in settings page. If you want to disable and remove the feature, please check How to remove noise reduction feature.

#### How to remove noise reduction feature



2.0.0

Noise reduction settings will be showed in settings page automatically from v2.0.0. If you don't want to use noise reduction feature, you can remove it by setting disableNoiseReduction at query parameters.

#### iframe Javascript

```
<script>
            (function() {
                        var rcs = document.createElement("script");
rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?disableNoiseReduction=1";
var rcs0 = document.getElementsByTagName("script")[0];
                          rcs0.parentNode.insertBefore(rcs, rcs0);
 </script>
 <iframe width="300" height="500" id="rc-widget" allow="microphone"</pre>
            \verb|src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?disableNoiseReduction=1">|src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?disableNoiseReduction=1">|src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?disableNoiseReduction=1">|src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disableNoiseReduction=1">|src="https://apps.html?disable
```

#### 2.3.9 Popup the widget in a standalone window

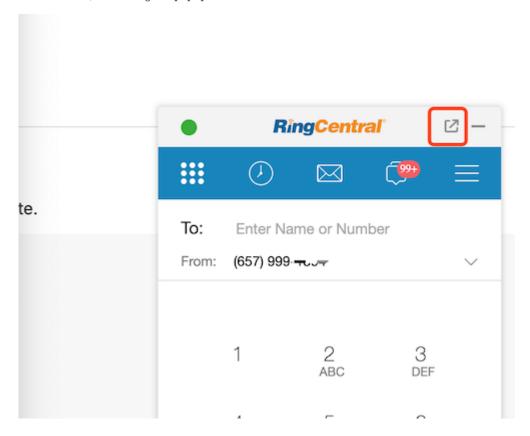
Support to open the widget in a popup window, so the widget is opened at a standalone window. User can close web page that embed the widget, and call will not be ended, and still active at popup window.

For Chrome (from 117), Safari and Firefox, iframe inside different domain is isolated. As default popup window's domain is different as the page embedded, need to host the popup window in same domain origin as the page embedded to have this feature work.

#### Javascript

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?enablePopup=1&multipleTabsSupport=1";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
    })();
</script>
```

After enabled, user will get a popup button at header:



The feature is based on Webphone Multiple Tabs solution 1, so multiple Tabs support need to be enabled. If you have enable disconnectInactiveWebphone, please remove it. Before user open popup window, web phone connection is built at first opened tab. After user open popup window, web phone connection is built at popup window.

To check if popup window opened

#### From v1.8.0:

```
RCAdapter.isWindowPoppedUp().then((opened) => {...})
```

## Known issues

- App can't make a opened popup window into desktop top (Browser limitation)
- · App will send Web phone call session notification at every tabs
- · User need to focus at popup window when start or answer a call at popup window for microphone permission at Firefox

#### Host the popup window

For some reason, developers need to host the popup HTML file by themselves. For example, if developer want to add Third Party service register and response into the widget, it is required to host the popup HTML file in your domain, and add your script inside the HTML file. It can be also used for resolve cross-origin domain issue.

In this case, we can config the popup button to open your own popup HTML file URI:

#### **Javascript**

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?enablePopup=1&popupPageUri=your_popup_html_file_uri";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
})();
</script>
```

The HTML file need to be based on code of this file. Then update the adapter.js src into absolute address in the file:

```
<script src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js"></script>
```

Then add your own script in the file.

#### 2.3.10 Multiple Tabs

For the Embeddable widget, it supports to run in multiple tabs, and will share the same storage and login status. But widgets in different tabs are still different instances.

When calling mode is set into Browser, widgets will create web phone connection in every widget instance. In our server-side, we have limitation of 5 phone connection. So when user selects Browser to make call, we only support to open tabs that no more than 5.

#### Option 1: Have only connection in first connected tab

To resolve 5 tab limitation issue for multiple tabs (more than 5), we have this option to make only a web phone connection in multiple tabs.

CORE IDEA

- 1. Web phone connection is only connected in first connected tab.
- 2. When user has a call in second tab or third tab etc, voice transmission is happened in first tab. Second tab only has web phone UI.
- 3. When user controls call in second tab, control command sent to first tab to execute.
- 4. When user closes first tab, second tab becomes first opened tab. Web phone will be connected in this tab.
- 5. Web phone states are shared with local storage between different tabs.
- 6. Use localStorage as message channel between different tabs.

His feature is in beta, we need more tests and feedback about it. It only works after v1.5.0.

#### Javascript iframe

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?multipleTabsSupport=1";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
    })();
    </script>

<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
multipleTabsSupport=1">
    </iframe></iframe>
```

#### Known issues

- · For Safari and Firefox, users need to go back to first opened tab to allow microphone permission for every call.
- For Chrome, user need to go back to first opened tab to allow microphone permission if user hasn't allowed microphone permission.
- $\bullet$  Web phone call session notification happens at all tabs with the widget.
- Web phone call muted event does not work at no web phone connection tabs.
- For Chrome and Firefox, browser may throttle or unload inactive (5 mins) tabs to make this feature broken.

#### Option 2: disconnect inactive web phone

For 5 tab limitation, we support to disconnect web phone connection in inactive tabs. So user can open more than 5 tabs, and not more than 5 active tabs.

CORE IDEA:

1. When user goes to new tab and web phone is connected, web phone connection in inactive tabs will be disconnected.

- 2. When user goes back to inactive tab, the tab became active and widget will reconnect web phone connection.
- 3. When user has active calls in inactive tabs, web phone connection in inactive tabs will be kept unless all calls ended.
- 4. User can control calls from inactive tabs by Call Control RESTful API in active tab. And can switch calls into current active tab.

#### Javascript iframe

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?disconnectInactiveWebphone=1";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
    })();
    </script>

<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
    disconnectInactiveWebphone=1">
    </iframe>
```

#### Known issues

- App will show connecting badge a while after user change active tab
- Performance issue when user change active tab fast
- · At Firefox, app can't disconnect web phone successfully at active page unloaded. So it maybe show too many connection error.

## 2.3.11 Setting your environment

RingCentral supports two different environments in which applications can run. These two environments are:

- Production. This is the primary environment for normal RingCentral operations.
- **Sandbox**. This is an environment set aside exclusively for developers to build and test applications before making them available in production.

By default, RingCentral Embeddable's appServer configuration parameter points to production.

Javascript iframe

```
<script>
  (function() {
    var rcs = document.createElement("script");
    var clientId = "YOUR CLIENT ID";
    var appServer = "https://platform.devtest.ringcentral.com"
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?clientId="+clientId+"&=appServer="+appServer;
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
    })();
    </script>

<iframe width="300" height="500" id="rc-widget" allow="microphone"
        src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?clientId=your_app_client_id&appServer=https://
platform.devtest.ringcentral.com">
    </iframe>
```

## AppKey and appSecret have been renamed

Starting in version v1.4.0, appKey has been renamed to clientId and appSecret has been renamed to clientSecret.

#### 2.3.12 SMS template



The SMS template feature is supported starting in version 2.0.0. This feature allows users to manage and utilize a set of shared pre-written messages in the SMS messages sent via RingCentral Embeddable. When enabled, users can:

- Select and apply an templated message in an SMS they are writing
- Create new SMS templates
- Access templates create by coworkers or administrators

#### **Enable SMS template**

 $First, you need to add \verb| EditExtensions| permission| into your RingCentral app in RingCentral developer portal.\\$ 

Then, you need to enable the SMS template feature in the widget. To enable it, you need to set enableSMSTemplate flag into the widget's URI.

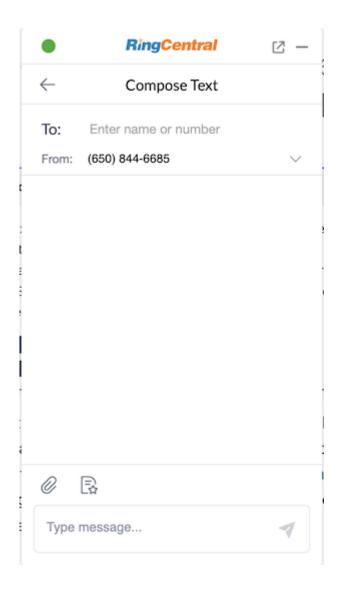
Javascript iframe

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?enableSMSTemplate=1";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
    })();
  </script>

<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
    enableSMSTemplate=1">
    </iframe>
```

#### Use SMS template

After enabled, user should be able to see the SMS template tab SMS text input toolbar.



### Import SMS template

The widget provides a API to import SMS template into the widget. You can use the following code to import SMS template into the widget.

Adapter JS Javascript

```
RCAdapter.createSMSTemplate('Template name', 'Template text');

document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-message-request',
    requestId: Date.now().toString(),
    path: '/create-sms-template',
    body: {
        displayName: 'Template name',
        text: 'Template text'
    },
    , '*');
```

## 2.3.13 Embeddable badge

In adapter JS way, our codes will generate a RingCentral Badge in web page by default:



In latest version, we implement a new dock UI:



## Changing the location of the badge

Use the defaultDirection configuration parameter to dock the badge either the left or right of the window.

#### 2.3.14 Audio

When the calling setting is configured to "Browser", the widget utilizes the browser's default audio and microphone devices for capturing audio and playing ringtones or call voices. Users can also change the audio device via audio settings page.

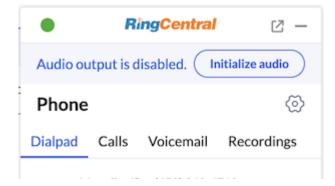
#### **Audio output**

Due to browser limitations, the widget can only play audio after user interacts with it. Therefore, an audio initialization is required to enable ringtone playback for incoming calls. Users can initialize audio by interacting with any button within the widget.

And developer can enable Audio Initialization banner to remind user to initialize audio. The banner will be displayed at the top of the widget.







#### **Audio input**

Access to a microphone device is essential for the widget to capture audio. If the widget cannot access the microphone, it will display a Web Phone Unavailable badge:



There are some reasons the widget might fail to access the microphone:

#### USER PERMISSION

The user must grant permission for the widget to access the microphone. If permission is denied, the widget will be unable to capture audio. When the user clicks on the Web Phone Unavailable badge, the browser will prompt a dialog requesting microphone access.

#### NO MICROPHONE DEVICE

If the user's device does not have a microphone, the widget will be unable to capture audio. Users can connect an external microphone to resolve this issue.

#### HTTP PROTOCOL

Microphone access is only permitted over secure connections (HTTPS). If the website is not using HTTPS, the browser will prevent the widget from accessing the microphone.

#### PERMISSIONS-POLICY

For security reasons, some websites may implement a Permissions-Policy header that restricts microphone usage. If such a header is present, the widget will only be able to access the microphone if the policy explicitly permits it. The header should be formatted as follows:

Permissions-Policy: microphone=("https://apps.ringcentral.com" "self")

# 3. Developer guide

# 3.1 RingCentral Embeddable events

RingCentral Embeddable emits a number of events that a developer can subscribe to in order to integrate more deeply with the library. Subscribing to these events is done via the postMessage API.

#### 3.1.1 Active call event

This event is fired for all calling modes, even when the call is on another device within the same RingCentral account. Get all active calls in current RingCentral logged user (extension) via a message event.

# Arking with multiple instances of Embeddable

If user opens multiple tabs, the event will be fired in every tab. disableInactiveTabCallEvent is a option that makes widget only fire active call event in last active tab. Just add disableInactiveTabCallEvent=1 in widget adapter js uri or iframe src.

#### 3.1.2 Dialer status event

Before we use the API to open the dialer, we need to check dialer status to make sure it is ready. This event fires whenever the status of the dialer changes.

### 3.1.3 Login popup event

Embeddable will open a popup window in order to login a user when that user clicks the login button. For some reason, you may want to popup window by yourself. So you can use login popup event to get login URI for open login window.

For enabling this event, set the disableLoginPopup=1 configuration parameter.

```
break;
}
}
});
```

This event also allows you to intercept the RingCentral authorization code if you so choose to faciliate authorization, which you can use to complete the authorization process for Embeddable.

#### 3.1.4 Login status event

You can receive changes to the user's current login status via this event, allowing you reinitiate the login process if the user is loged out, or to perform other login-related operations.

### 3.1.5 Meeting status event

Get meeting status and permission:

### 3.1.6 Message event

Get all message created or updated events via Embeddable. These message events include events relating to:

- SMS messages sent/received
- Voicemails received
- Fax messages sent/received

This does not include Team chat messaging events.

```
window.addEventListener('message', (e) => {
  const data = e.data;
  if (data) {
    switch (data.type) {
      case 'rc-message-updated-notify':
      // get message from widget event
      console.log('rc-message-updated-notify:', data.message);
      break;
    default:
      break;
  }
}
```

### New inbound messages

Get new inbound message event from Embeddable.

### 3.1.7 Presence sync event

Subscribe to presence change events for the currently logged in user.

You can modify a user's presence via Embeddable's API

### 3.1.8 Region settings event

Subscribe to any changes to a user's region settings.

#### 3.1.9 RingOut call event

This event is fired when calling mode is set to My RingCentral Phone or Custom Phone. Get the RingOut call event via message event:

```
window.addEventListener('message', (e) => {
  const data = e.data;
  if (data) {
    switch (data.type) {
      case 'rc-ringout-call-notify':
      // get call on active call updated event
      console.log(data.call);
      break;
    default:
      break;
  }
}
```

**L**arn more about RingOut

### 3.1.10 Route changed event

Get Current page route from widget

### 3.1.11 Telephony Session Event

Telephony Session is active call data from new Call Control API. In telephony session, we can get full state of caller and callee. We can use Telephony Session event instead of Active Call event.

# Arking with multiple instances of Embeddable

If user opens multiple tabs, the event will be fired in every tab. From v1.10.1, disableInactiveTabCallEvent is a option that makes widget only fire this event in last active tab. Just add disableInactiveTabCallEvent=1 in widget adapter js uri or iframe src.

### 3.1.12 Web phone call event

These events are only fired when calling mode is set to Browser and the user has received a call via Embedddable.

Get web phone (Browser) call info from web phone call event:

```
window.addEventListener('message', (e) => {
  const data = e.data;
  if (data) {
    switch (data.type) {
  case 'rc-call-ring-notify':
        // get call when user gets a ringing call
        console.log(data.call);
        break;
      case 'rc-call-init-notify':
        // get call when user creates a call from dial
        console.log(data.call);
        break:
      case 'rc-call-start-notify':
       // get call when a incoming call is accepted or a outbound call is connected
        console.log(data.call);
        break;
      case 'rc-call-hold-notify':
  // get call when user holds a call
        console.log(data.call);
        break;
      case 'rc-call-resume-notify':
        console.log(data.call);
        break;
      case 'rc-call-end-notify':
        // get call on call end event
        console.log(data.call);
      case 'rc-call-mute-notify':
       // get call on call muted or unmuted event
```

```
console.log(data.call);
      default:
        break:
});
```

#### Call event types

Event	Trigger
rc-call-ring-notify	fired when user gets a ringing incoming call
rc-call-init-notify	fired when user create a call from dial pad
rc-call-start-notify	fired when user accepts a ringing call or a outbound call is connected
rc-call-hold-notify	fired when user holds a call
rc-call-resume-notify	fired when user unholds a call
rc-call-end-notify	fired when call is ended
rc-call-mute-notify	fired when call is muted or unmuted

# UIP call vs physical phone calls

When user creates a call to a physical phone number, rc-call-start-notify is fired when callee accepts call. When user creates a call to a VOIP phone number (such as bettween RingCentral account), rc-call-start-notify is fired when outbound call is ringing in callee side.

# 3.1.13 Web phone connection status event



Embeddable's web phone (browser-based calling) works only after having successfully connected with a SIP server. To detect when the phone is connected:

```
window.addEventListener('message', (e) => {
  const data = e.data;
  if (data) {
    switch (data.type) {
  case 'rc-webphone-connection-status-notify':
        // get call on active call updated event
        {\tt console.log(data.connectionStatus);~//~connectionStatus-connected,~connectionStatus-disconnected}
      default:
        break:
});
```

# 3.1.14 Web phone sessions sync event



1.8.3

To get current active web phone calls send the sync trigger to Embeddable.

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
  type: 'rc-adapter-webphone-sessions-sync',
   '*');
```

# Receive active web phone calls via message event:

```
window.addEventListener('message', (e) => {
  const data = e.data;
  if (data) {
    switch (data.type) {
      case 'rc-webphone-sessions-sync':
      console.log(data.calls);
      break;
    default:
      break;
  }
}
```

# 3.2 Embeddable API for controlling and manipulating the UI

Embeddable provides an API that allows developers to control the UI and flow of the application via the embedded CTI. It is based on the postMessage API.

#### 3.2.1 Active call control



Following APIs need to work with Web phone call event to get callId.

#### Answer a ringing call

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-control-call',
    callAction: 'answer',
    callId: 'Call id'
}, '*');
// callId comes from web phone call event

// answer the current ringing call, call id default is current ringing call id.
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-control-call',
    callAction: 'answer',
}, '*');
```

#### Reject a ringing call

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-control-call',
   callAction: 'reject',
   callId: 'call id'
}, '*');
```

#### To voicemail a ringing call

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-control-call',
    callAction: 'toVoicemail',
    callid: 'call id'
}, '*');
```

#### Forward a ringing call

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-control-call',
   callAction: 'forward',
   callid: 'call id',
   options: {
      forwardNumber: 'forward_number'
   }
}, '*');
```

### Hangup a call

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-control-call',
    callAction: 'hangup',
    callId: 'call id'
}, '**');

// hangup current active call
    document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
        type: 'rc-adapter-control-call',
        callAction: 'hangup',
}, '**');
```

#### Hold a call

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-control-call',
   callAction: 'hold',
   callId: `call id`
}, '*');
```

### Unhold a call

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-control-call',
   callAction: 'unhold',
   callId: `call id`
}, '*');
```

#### Transfer a call

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-control-call',
   callAction: 'transfer',
   callId: 'call id',
   options: {
      transferNumber: 'transfer_number'
   }
}, '*');
```

#### Record a call

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-control-call',
   callAction: 'startRecord',
   callId: `call id`
}, '*');
```

his will only work after the call has already started (Inbound call accepted/Oubound call connected)

### Stop record a call

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-control-call',
   callAction: 'stopRecord',
   callId: `call id`
}, '*');
```

#### Mute a call

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-control-call',
   callAction: 'mute',
   callId: `call id`
}, '*');
```

#### Unmute a call

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-control-call',
   callAction: 'unmute',
   callId: `call id`
}, '*');
```

## Send DTMF



```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-control-call',
```

```
callAction: 'dtmf',
callId: `call id`, // optional, current call id by default
options: {
   dtmf: '101', // DTMF value
},
}, '*');
```

#### Close/open current ringing page



```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-control-call',
    callAction: 'toggleRingingDialog',
}, '*');

## Embeddable widget

### Show custom alert message

<span class="mdx-badge"><span class="mdx-badge_icon">[:material-tag-outline:](https://github.com/ringcentral/ringcentral-embeddable/releases 'Minimum version')</span><span class="mdx-badge_text">[1.8.6](https://github.com/ringcentral/ringcentral-embeddable/releases)</span></span>

'``js

const requestId = Date.now().toString();

document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-message-request',
    requestId: requestId,
    path: '/custom-alert-message',
    alertMessage: 'Test info message',
    alertMessage: 'Test info message',
    alertLevel: 'info',
    ttl: 5000 //5000ms => 5s
}, '*');
```

Note: alertLevel can be info, warning or danger.



```
const alertId = await RCAdapter.alertMessage({
   message: 'Test info message',
   level: 'info',
   ttl: 5000 //5000ms => 5s, 0 for infinite
});
// Dismiss the alert message
RCAdapter.dismissMessage(alertId); // dismiss the alert message
// Dismiss all alert messages
RCAdapter.dismissMessage();
```

# 2.1.0

### Alert with details

```
const alertId = await RCAdapter.alertMessage({
  message: 'Can not log phone call',
  ttl: 0,
level: 'danger',
  details: [{
   title: 'Description',
    items: [{
     id: '1',
      type: 'text',
      text: 'This is a longer more descriptive explanation of the problem that can expand over multiple lines.'
    }],
    title: 'Error from CRM',
    items: [{
   id: '1',
      type: 'text'
      text: 'OAU-1973 Contact not found'
    }],
    title: 'Actions',
    items: [{
   id: '1',
   type: 'link',
      text: 'Need help? Ask out community.'
      href: 'https://community.ringcentral.com'
    }, {
      id: '2'
      type: 'link', // when not href set, it will send a event with [button event](./sms-toolbar-button.md)
      text: 'Resolve logging conflict',
  }]
```

#### Minimize/Hide/Remove the widget

Only for Adapter JS way:

#### Minimize:

```
RCAdapter.setMinimized(true);
// RCAdapter.setMinimized(false); // maximize
```

You can also disable Minimize feature by following here.

#### Hide:

```
RCAdapter.setClosed(true);
// RCAdapter.setClosed(false); // Show
```

#### Remove:

```
RCAdapter.dispose();
```

### Popup the widget

Only for Adapter JS way and popup window feature enabled:

```
RCAdapter.popupWindow(); // popup the widget in a standalone window
```

#### 3.2.2 Login and authorization

#### Log out user

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-logout'
}, '*');
```

### Trigger Login button click

App will open login popup window after getting this command. Follow here to disable popup window, and receive oauth uri.

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-login'
}, '*');
```

his command only works when user is not logged in

### 3.2.3 Navigation

### Open the dialer and start a call

Find the widget iframe and use postMessage to send command and data:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-new-call',
   phoneNumber: `phone number`,
   toCall: true,
}, '*');
```

This feature can be used for click to Dial. If you set tocall to ture, it will start the call immediately.

If you are using Adapter JS way, just you can just call  ${\tt RCAdapter.clickToCall('phonenumber')}$  .

Here is tutorial to use RingCentral C2D library to quick implement click to Dial feature.

#### Navigate to arbitrary path

Navigate to path:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
  type: 'rc-adapter-navigate-to',
  path: '/messages', // '/meeting', '/dialer', '//history', '/settings'
}, '*');
```

Navigate back to previous path:



```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-navigate-to',
   path: 'goBack',
}, '*');
```

#### Go to the SMS tab

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-new-sms',
   phoneNumber: `phone number`,
}, '*');
```

#### Go to SMS conversation for specific phone number

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-new-sms',
   phoneNumber: `phone number`,
   conversation: true, // will go to conversation page if conversation existed
}, '*');
```

### Go to SMS page with prefilled text

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-new-sms',
   phoneNumber: 'phone number',
   text: 'your text'
}]
}, '*');
```

If you are using Adapter JS way, just you can just call RCAdapter.clickToSMS('phonenumber', 'text').

#### Auto-populate SMS conversation text

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-auto-populate-conversation',
    text: 'your text'
}, '*');
```

This only works when user is already on the SMS conversation detail page. It will add the specified text into user's conversation input.

#### Go to SMS page with prefilled image/attachment

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-new-sms',
    phoneNumber: `phone number`,
    attachments: {{
        name: 'test.txt',
        content: 'data:text/plain;base64,SGVsbG8sIFdvcmxkIQ%3D%3D', // base64 encoded data URI
        }], // optional for sending MMS message with attachments
    }]
}, '*');
```

His only works when user is already on the SMS conversation detail page. It will add the specified text into user's conversation input.

### 3.2.4 Schedule a meeting

Uur applicaton needs to have the "Meeting" application scope for this to work.

```
// meeting info
const meetingBody = {
  topic: "Embbnux Ji's Meeting",
  meetingType: "Scheduled",
password: "",
   schedule: {
     startTime: 1583312400368,
     durationInMinutes: 60,
     timeZone: {
  id: "1"
  allowJoinBeforeHost: false,
   startHostVideo: false,
  startParticipantsVideo: false.
  audioOptions: [
     "Phone"
     "ComputerAudio"
};
// send a request to schedule meeting
const requestId = Date.now().toString();
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
  type: 'rc-adapter-message-request',
  requestId: requestId,
  path: '/schedule-meeting',
body: meetingBody,
}, '*');
// listen response
window.addEventListener('message', function (e) {
   var data = e.data;
  if (data && data.type === 'rc-adapter-message-response') {
   if (data.responseId === requestId) {
       console.log(data.response);
});
```

# 3.2.5 Set presence



```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-set-presence',
   userStatus: 'Available', // Offline, Busy, Available
   dndStatus: 'TakeAllCalls', // TakeAllCalls, DoNotAcceptAnyCalls, DoNotAcceptDepartmentCalls, TakeDepartmentCallsOnly
}, '*');
```

To get current presence status please refer this event.

### 3.2.6 Update ringtone settings



Set ringtone audio

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-update-ringtone',
   name: 'CoolRingTone', // Ringtone name
   uri: 'https://xxx.wav', // Ringtone URI, support http/https and base64 data URI
}, '*');
```

Set ringtone volume

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-update-ringtone',
   volume: 0.5, // 0 - 1.0
}, '*');
```

If you are using Adapter JS way, just you can just call RCAdapter.updateRingtone({ name, uri, volume }) .

### 3.3 Alternative authorization methods

RingCentral Embeddable supports the Authorization code with PKCE grant type to facilitate user's logging into RingCentral. This is the recommended authorization method for applications like those built on top of RingCentral Embeddable. Therefore, no changes are necessary to enable authorization and usage of RingCentral Embeddable. However, some developers in specific and rare circumstances may wish to utilize a different method of authorization. This guide will instruct developers on how to do so.

# Access tokens are stored in a browser's local storage

In the Authorization code with PKCE flow, a user's access token is managed safely and securely in the browser's local storage for that user. If a user is inactive for more than 7 days, then the user will be automatically logged out. Embeddable automatically refreshes access tokens when API requests are made to the RingCentral API, so as long as the user remains active, they will not be required to login again. Users that are inactive for longer than seven days, however, will be required to login to RingCentral again.

#### 3.3.1 JWT flow

Developers can login to RingCentral Embeddable using the JWT auth flow if they so choose. However, doing so means that every user of RingCentral Embeddable will be logged in as the same user, which may undermine the value of RingCentral's audit trail and security practices. Please use at your own risk.

# T auth flow in Embeddable is experimental

While the JWT auth flow itself is not experimental, its usage within the context of RingCentral Embeddable is. This is due to the fact that using JWT in this way is beyond the intended design of Embeddable, and could be problematic in some circumstances.

JWT also requires you to expose your client secret, which if exposed publicly could expose you to some security risks.

#### Javascript iframe

```
<script>
  (function() {
    var rcs = document.createElement("script");
    var clientId = "<YOUR CLIENT ID>";
    var clientSecret = "<YOUR CLIENT SECRET>";
    var jwt = "<YOUR JWT TOKEN>";
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?"+
        "clientId="+clientId+"&clientSecret="+clientSecret+"&jwt="+jwt;
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
    })();
    </script>

<iiframe width="300" height="500" id="rc-widget" allow="microphone"
        src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
    clientId=ringcentral_app_client_id&clientSecret=ringcentral_app_client_secret&jwt=your_jwt_token">
    </iframe>
```

# 3.3.2 Authorization code flow

# Athorization code flow has been deprecated

RingCentral Embeddable utilizes the Authorization Code with PKCE grant flow by default since v1.4.0. Developers are required to upgrade.

If for debugging purposes you need to utilize this mode or authorization, developers can specify their app's client secret using the clientSecret URI parameter via a script tag's src attribute, or an iframe's href attribure.

Pass RingCentral authorization code and code verifier:

#### Javascript iframe

```
<script>
(function() {
    var rcs = document.createElement("script");
    var clientId = "<YOUR CLIENT ID>";
    var clientSecret = "<YOUR CLIENT SECRET>";
    var authCode = "<AUTH CODE>";
    var authCode = "<AUTH CODE>";
    var authCodeVerifier = "<AUTH CODE VERIFIER>";
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?"+
        "clientId="+clientId+"&authorizationCode="+authCode+"&authorizationCodeVerifier="+authCodeVerifier;
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
    }();
    </script>

<iframe width="300" height="500" id="rc-widget" allow="microphone" src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html?
clientId=ringcentral_app_client_id&authorizationCode=ringcentral_authorization_code&authorizationCodeVerifier=code_verifier_for_the_code">
```

#### PostMessage way

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-authorization-code',
   callbackUri: "http://localhost:8080/redirect.html?"+
        "code=authorization_code&state=MTU50TE0MzE5NTQ50Q%3D%3D&code_verifier="
}, '*');
```

athorizationCodeVerifier query parameter is only supported after v1.8.1

 ${\tt authorizationCodeVerifier}\ is\ not\ required\ if\ you\ use\ the\ authorization\ URI\ generated\ from\ the\ login\ popup\ event.$ 

For authorization code flow (without PKCE), clientId and clientSecret is required with authorizationCode. The app needs clientSecret to exchange token. The authorization code should be generated with same RingCentral app client id and secret.

# 3.4 Introducing RingCentral Embeddable 2.0

RingCentral Embeddable 2.0, marks the next generation of this popular RingCentral product, allowing developers to easily embed a RingCentral phone, SMS client, and more into any webpage or web application.

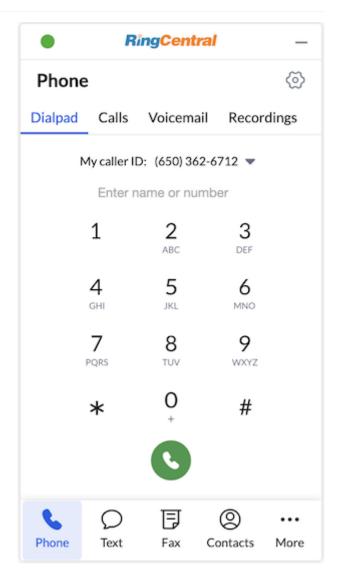
# RingCentral Embeddable 2.0 is 100% backwards compatible

The 2.x version of RingCentral Embeddable is completely backwards compatible with all previous versions of Embeddable 1.x. This means that developers can quickly and easily upgrade to the latest version with minimal risk of breaking your existing implementation. PubNub subscription which is deprecated in 1.x is removed in 2.x.

#### 3.4.1 What's new in 2.0

#### Updated design

RingCentral Embeddable 2.0 front-end has been completely refactored to better conform with RingCentral's user interface guidelines and best practices. Users familiar with the RingCentral



app will feel right at home using the new version of Embeddable. User interface highlights include:

- New navigation bar: A redesigned navigation bar for improved accessibility and navigation efficiency.
- New phone dialer: The dialer, calls, voicemail and recordings thas are merged into the phone tab.
- New call history: New call history UI provides a more extensible design so developers can add more options for taking action on past calls.
- **New Text inbox**: Experience a refreshed SMS inbox with a modernized user interface, making message management more efficient. Faxes are split into independent tab.
- New meetings home: The meetings interface has been updated for a modernized user interface.

#### Direct access to call recordings

In this new version, a new recordings page has been added, allowing users to conveniently manage and play their recorded calls directly within Embeddable.

To enable this feature, you must have ReadCallRecording app scope added in your RingCentral app settings.

#### **SMS** templates support

Author responses to common SMS inquiries and share those responses across all employees in your company using RingEX's SMS template feature. This feature require some special setup to fully enable.

#### Enhanced voicemail player

The new voicemail player in RingCentral Embeddable 2.x comes with seek support, providing users with more control over their voicemail playback.

#### Noise reduction

Enjoy improved audio quality with noise reduction enabled by default, ensuring a clearer communication experience. This feature is available, but disabled by default in Embeddable 1.x.

#### **Audio settings**

RingCentral Embeddable 2.x introduces a new audio settings page, allowing users to easily configure their audio input and output devices. It allows users to configure speaker volume and ringtone device.

#### **Developer features**

Over the course of the Embeddable 2.0, we will be working to make the UI more extensible by developers, without developers having to know or code HTML and CSS to conform to the RingCentral UI standard.

#### **Customized settings**

RingCentral Embeddable 2.x introduces a new customized settings API, offering developers more flexibility to tailor Embeddable's settings to the specific needs of the application it powers. Consider for example a circumstance in which Embeddable is being used within a third-party app, and settings specific to that app need to be made available to end users. This feature allows developers to inject the setting/preference into the "Settings" page using a simple JSON data structure.

### Customized pages and tabs

RingCentral Embeddable 2.x allows developers to register custom tabs and custom pages into the widget using a simple JSON schema. This allows developers to extend the user interface of Embeddable in countless ways. Generate fully customized forms to prompt users for input, or create custom listing screens to allow users to scroll and search data sources.

## 3.4.2 Try it

If you are using latest build, you will be upgraded to 2.x version automatically. If you want to use fixed version uri, you can upgrade manually:

Javascript iframe

Add following code to any website's header to embed a RingCentral phone into that page.

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/2.2.0/adapter.js?clientId=YOUR_RINGCENTRAL_CLIENT_ID";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
})();
</script>
```

Add the following anywhere on your webpage.

```
<iframe width="300" height="500" allow="microphone"
   src="https://apps.ringcentral.com/integration/ringcentral-embeddable/2.2.0/app.html?clientId=YOUR_RINGCENTRAL_CLIENT_ID">
   </iframe>
```

Then add following redirect URI into your app settings in RingCentral Developer Console:

https://apps.ringcentral.com/integration/ringcentral-embeddable/2.2.0/redirect.html

### 3.5 Service features

#### 3.5.1 Service integration features

After integrating the RingCentral Embeddable library into your web application, you can also integrate your own custom service into the CTI as well. This will allow you to associate an icon with contacts you synchronize into Embeddable via its API, or display a button to facilitate authorization with your service. In a nutshell, anywhere in Embeddable where the library allows you to modify or augment the user interface, requires you to first register your service so the Embeddable can properly indicate what features are native to the CTI, and which ones have been added by a third-party.

### Registering your app as a service in Embeddable

The code below shows how to register your service. When you do so you will choose a name for your service, below we use <code>TestService</code>. You will use that exact same name when engaging with the service API features. You will register your service by using the <code>postMessage</code> API.

### Registering your service via postMessage

```
var registered = false;
window.addEventListener('message', function (e) {
   const data = e.data;
   // Register when widget is loaded
   if (data && data.type === 'rc-login-status-notify' && registered === false) {
      registered = true;
      document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
      type: 'rc-adapter-register-third-party-service',
      service: {
            name: 'TestService'
      }
    }, '*');
   }
});
```

### 3.5.2 Integration contacts in your system into Embeddable

his feature requires you to register your app as a service first.

#### Show contacts on Embeddable's contacts tab

First you need to pass contactsPath when you register service:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
    name: 'TestService',
    contactsPath: '/contacts',
    contactIcon: 'https://set_brand_icon.com/test.png', // optional, show brand icon in the top right of contact avatar
   }
}, '**');
```

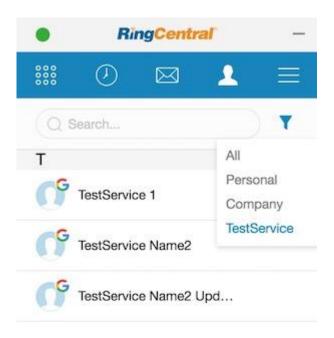
Add a message event to respond to a contacts list event:

```
window.addEventListener('message', function (e) {
  var data = e.data;
if (data && data.type === 'rc-post-message-request') {
    if (data.path === '/contacts') {
      console.log(data);
       // you can get page and syncTimestamp params from data.body
       // \ {\tt query \ contacts \ data \ from \ third \ party \ service \ with \ page \ and \ sync {\tt Timestamp}}
       // if syncTimestamp existed, please only return updated contacts after syncTimestamp
       // response to widget:
      const contacts = [{
  id: '123456', // id to identify third party contact, need to be string
         name: 'TestService', // need to same as service name type: 'TestService', // need to same as service name
         phoneNumbers: [{
phoneNumber: '+1234567890',
           phoneType: 'direct', // support: business, extension, home, mobile, phone, unknown, company, direct, fax, other
         company: 'CompanyName',
         jobTitle: 'Engineer'
         emails: ['test@email.com'],
         profileImageUrl: 'https://avatar_uri', // optional, show avatar in Contacts page deleted: false, // set deleted to true if you need to delete it in updated contacts
       // pass nextPage number when there are more than one page data, widget will repeat same request with nextPage increased
       document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
         type: 'rc-post-message-response'
         responseId: data.requestId,
         response: {
          data: contacts.
           nextPage: null,
           syncTimestamp: Date.now()
      },
}, '*');
```

 $\label{thm:local_path} \mbox{ Data from $$_{\tt contactsPath}$ will be displayed in the contacts tab inside Embeddable.}$ 

Embeddable will request contacts data when widget is loaded and when user visit contacts page. In first request syncTimestamp is blank, so you need to provide full contacts data to widget. Please provide syncTimestamp when reponse to widget. In next contacts request widget will send you syncTimestamp, so you just need to provide updated contact since syncTimestamp.

If you provide nextPage for contactsPath response, widget will repeat request with page="\${nextPage}" to get next page contacts data.



To trigger contact sync request in widget using the API:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-sync-third-party-contacts',
}, '*');
```

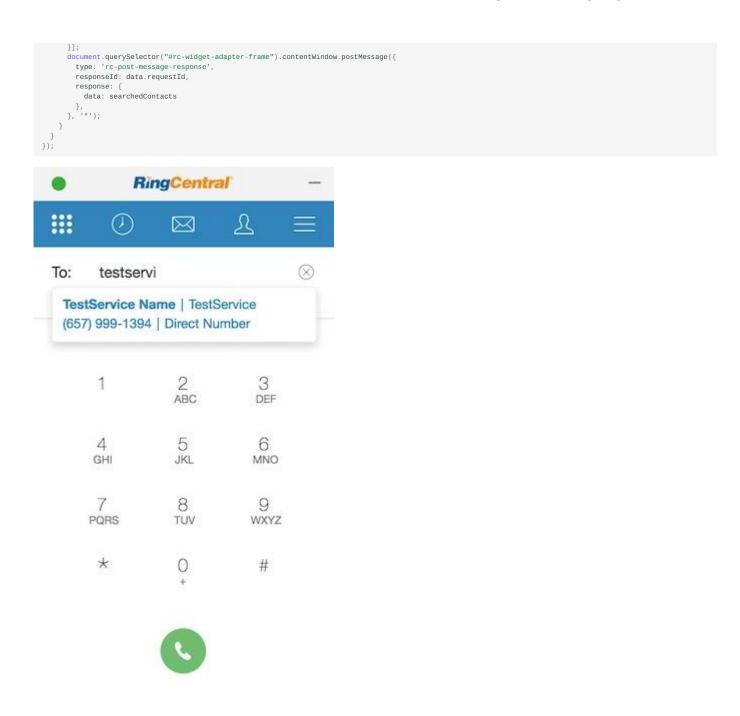
#### Show contacts search result in the dialer's receiver input

You must want to show related contacts result when user typing in callee input area. First you need to pass <code>contactSearchPath</code> when you register service:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
    name: 'TestService',
    contactSearchPath: '/contacts/search'
   }
}, '*');
```

Add a message event to response contacts search event:

```
window.addEventListener('message', function (e) {
  var data = e.data;
  if (data && data.type === 'rc-post-message-request') {
    if (data.path === '/contacts/search') {
      console.log(data);
      const searchedContacts = [{
        id: '123456', // id to identify third party contact
        name: 'TestService Name',
      type: 'TestService', // need to same as service name
      phoneNumbers: [{
            phoneNumbers: '+1234567890',
            phoneType: 'direct', // support: business, extension, home, mobile, phone, unknown, company, direct, fax, other
      }]
```



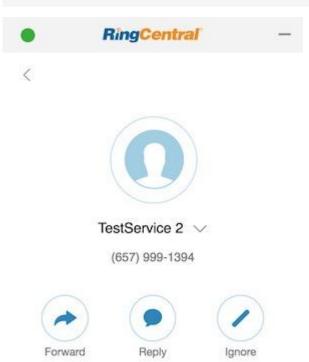
# Show matched contact in the call history or incoming call page

In widget, we use contact matcher to match phone number to contact in calls page or incoming page. First you need to pass contactMatchPath when you register service:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-register-third-party-service',
    service: {
        name: 'TestService',
        contactMatchPath: '/contacts/match',
        contactMatchPath: '/contacts/match',
        contactMatchTtl: 2 * 60 * 60 * 1000, // optional, contact match data cache deleted time in seconds, default is 2 hours, supported from v1.10.2
        contactNoMatchTtl: 5 * 60 * 1000, // optional, contact match data expired in seconds, will re-match at next match trigger, default is 5 minutes, from
v1.10.2
    }
}, '*');
```

Add a message event to response contacts matcher event:

```
window.addEventListener('message', function (e) {
  var data = e.data;
```



TRIGGER CONTACT MATCH MANUALLY

To Voicemail



If there are new contacts in your system, you can trigger contact match manually:

Answer

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
  type: 'rc-adapter-trigger-contact-match',
  phoneNumbers: [`phoneNumberInE164Format`],
}, '*');
```

VIEW MATCHED CONTACT EXTERNALLY



You can also view matched contact in your system by clicking "View contact details" in the call history or inbox page. You need to pass viewMatchedContactPath when you register service:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
   name: 'TestService',
   // ...
   contactMatchPath: '/contacts/match',
   viewMatchedContactPath: '/contacts/view',
  }
}, '**');
```

Add a message event to response view matched contact event:

```
window.addEventListener('message', function (e) {
  var data = e.data;
  if (data && data.type === 'rc-post-message-request') {
    // ... match contact event
    // ...
  if (data.path === '/contacts/view') {
    console.log(data.body); // contact info to view
    // open contact detail page in your system
    document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
        type: 'rc-post-message-response',
        responseId: data.requestId,
        response: 'ok',
    }, '*');
  }
}
}
});
```

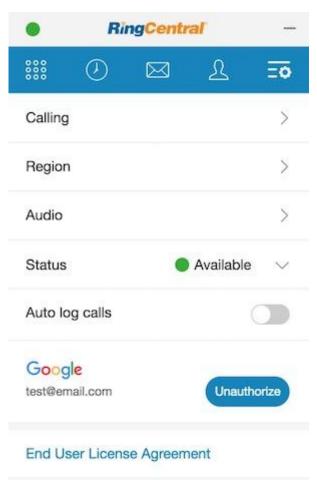
### 3.5.3 Add third-party authorization button

For some CRM API, they requires user to authorize firstly. This feature allows developer to add a third party authorization button and sync status into widget.

First you need to pass authorizationPath, authorizedTitle, unauthorizedTitle and authorized when you register service.

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-register-third-party-service',
    service: {
        name: 'TestService',
        displayName: 'TestServiceDisplayName', // Optional, supported from 2.0.1
        info: 'Some description about this service', // Optional, supported from 2.0.0
        authorizationPath: '/authorize',
        authorizedTitle: 'Unauthorize',
        unauthorizedTitle: 'Authorize',
        authorizedTitle: 'Authorize',
        authorizedGitle: 'Authorize',
        authorizedAccount: 'test@email.com', // optional, authorized account email or id
        authorizedAccount: 'test@email.com', // optional, authorized account email or id
        authorizationLogo: 'https://your_brand_picture/logo.png', // optional, show your brand logo in authorization section, recommended: height 30px, width <
85px.
        // showAuthRedDot: true, // optional, this will show red dot at settings page when need to auth
    }
}, '*');</pre>
```

After registered, you can get a TestService authorization button in setting page:



Add a message event to response authorization button event:

```
window.addEventListener('message', function (e) {
  var data = e.data;
  if (data && data.type === 'rc-post-message-request') {
    if (data.path === '/authorize') {
        // add your codes here to handle third party authorization
        console.log(data);
        // response to widget
        document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
```

```
type: 'rc-post-message-response',
    responseId: data.requestId,
    response: { data: 'ok' },
    }, '*');
}
}
```

### Update authorization status in widget:

```
\label{local-document} \begin{array}{ll} \mbox{document.querySelector("\#rc-widget-adapter-frame").contentWindow.postMessage(\{type: 'rc-adapter-update-authorization-status', \end{supplies}). \\ \end{array}
authorizedAccount: 'test@email.com', // optional, authorized account email or id
}, '*');
```

you register an authorization service into Embeddable, the contacts-related service above will work only after the user's status has changed to authorized.

### 3.5.4 Show contact's activities from your application

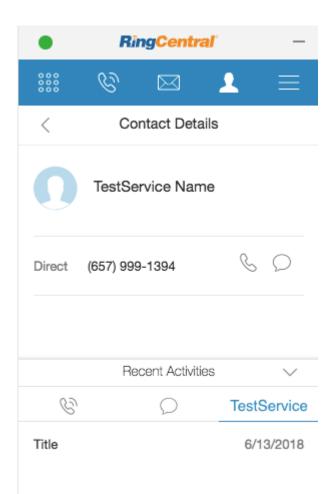
his feature requires you to register your app as a service first.

First you need to pass activitiesPath and activityPath when you register service.

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-register-third-party-service',
    service: {
        name: 'TestService',
        activityName: 'TestService', // optional, will use service.name as default
        activitiesPath: '/activities',
        activityPath: '/activity'
    }
}, '*');
```

Add a message event to response activities query event:

Data from activitiesPath will be showed in contact details page in the widget. Event from activityPath is triggered when user click activity item in the widget.



# 3.5.5 Log a call in your service

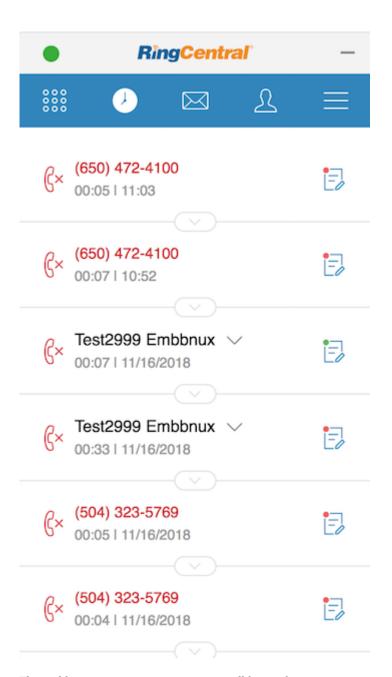
rais feature requires you to register your app as a service first.

### Add call log button/icon in call history tab

 $First\ you\ need\ to\ pass\ \ {\tt callLoggerPath}\ \ and\ \ {\tt callLoggerTitle}\ \ when\ you\ register\ service.$ 

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
    name: 'TestService',
        name: restservice',
callLoggerPath: '/callLogger',
callLoggerTitle: 'Log to TestService',
// callLoggerAutoSettingLabel: 'Auto log calls', // optional, customized the auto log setting label
// recordingWithToken: 1
}
}, '*');
```

After registered, you can get a Log to TestService in calls page, and Auto log calls setting in setting page



Then add a message event to response call logger button event:

This message event is fired when user clicks Log button. Or if user enables Auto log calls in settings, this event will be also fired when a call is started and updated.

In this message event, you can get call information in data.body.call. When call is recorded and recording file is generated, you can get recording data in data.body.call:

```
contentUri: "https://media.devtest.ringcentral.com/restapi/v1.0/account/170848004/recording/6469338004/content"
link: "http://apps.ringcentral.com/integrations/recording/sandbox/?id=Ab7937-59r6EzUA\& recordingId=6469338004" type: "OnDemand" type: "OnDemand type: "O
 uri: "https://platform.devtest.ringcentral.com/restapi/v1.0/account/170848004/recording/6469338004"
```

The link property in recording is a link to get and play recording file from RingCentral server. The contentUri is a URI which can be used to get recording file with RingCentral access token. If you pass recordingWithToken when register service, you can get contentUri with access\_token . The access\_token will be expired in minutes, so need to download immediately when get it.

```
contentUri: "https://media.devtest.ringcentral.com/restapi/v1.0/account/170848004/recording/6469338004/content?access_token=ringcentral_access_token"
link: "http://apps.ringcentral.com/integrations/recording/sandbox/?id=Ab7937-59r6EzUA&recordingId=6469338004" type: "OnDemand"
uri: "https://platform.devtest.ringcentral.com/restapi/v1.0/account/170848004/recording/6469338004"
```

#### Auto log calls setting



1.10.0

User can enable/disable auto log in settings page. To set default Auto log calls enabled:

Add defaultAutoLogCallEnabled into the adapter.js URI:

```
<script>
 (function() {
    var rcs = document.createElement("script");
rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?defaultAutoLogCallEnabled=1";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
```

Listen to Auto log calls setting changed:

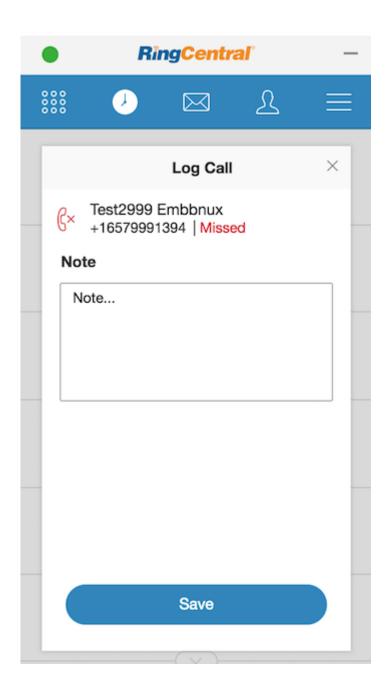
```
window.addEventListener('message', function (e) {
  if (data && data.type === 'rc-callLogger-auto-log-notify') {
    console.log('rc-callLogger-auto-log-notify:', data.autoLog);
```

## Add call logger modal

For some developers who want to add note when log a call to their platform, we provide a log modal to support it.

Add showLogModal when register service:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
      name: 'TestService'
     callLoggerPath: '/callLogger',
callLoggerTitle: 'Log to TestService',
      showLogModal: true,
```



### Add call log entity matcher

In call logger button, widget needs to know if call is logged. To provide <code>callLogEntityMatcherPath</code> when register, widget will send match request to get match result of calls history.

Note: If you have third party auth configured, call log entity matcher only works when authorized is true.

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
    name: 'TestService',
    callLoggerPath: '/callLogger',
    callLoggerTitle: 'Log to TestService',
    callLoggEntityMatcherPath: '/callLogger/match'
   }
}, '*');
```

Then add a message event to response call logger matcher event:

```
window.addEventListener('message', function (e) {
  var data = e.data;
  if (data && data.type === 'rc-post-message-request') {
```

TRIGGER CALL LOGGER ENTITY MATCH MANUALLY

The widget will trigger call logger entity match after call logged automatically. But you can still trigger it to match manually

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-trigger-call-logger-match',
   sessionIds: [`call_session_id`],
}, '*');
```

### Get un-logged calls



When user have calls in other device during the widget closed, those calls data can't be sent by the callLoggerPath event even auto log enabled. You can get those calls by un-logged calls api.

```
const { calls, hasMore } = await RCAdapter.getUnloggedCalls(PER_PAGE, PAGE_NUMBER); // PER_PAGE: number of calls per page, PAGE_NUMBER: page number
```

# 3.5.6 Log RingCentral video meeting into your service

his feature requires you to register your app as a service first.

this is only relevant for customers who use RingCentral Video

 $First you \ need to \ pass \ \textit{meetingLoggerPath} \ \ and \ \textit{meetingLoggerTitle} \ \ when \ you \ register \ service.$ 

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
    name: 'TestService',
    meetingLoggerPath: '/meetingLogger',
   meetingLoggerTitle: 'Log to TestService',
   }
}, '**');
```

After registered, you can get a Log to TestService in meeting history page.

Then add a message event to response meeting logger button event:

```
window.addEventListener('message', function (e) {
  var data = e.data;
  if (data && data.type === 'rc-post-message-request') {
    if (data.path === '/meetingLogger') {
        // add your codes here to log meeting to your service
        console.log(data);
        // response to widget
        document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
        type: 'rc-post-message-response',
        responseId: data.requestId,
        responses { data: 'ok' },
        }, '**');
    }
}, '**');
}
```

### 3.5.7 Log messages into your service

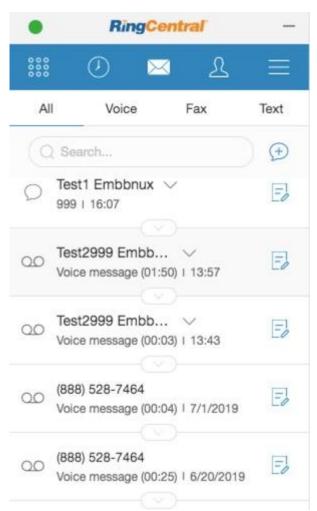
his feature requires you to register your app as a service first.

#### Add message logger button in messages page

 $First \ you \ need \ to \ pass \ {\tt messageLoggerPath} \ \ and \ \ {\tt messageLoggerTitle} \ \ when \ you \ register \ service.$ 

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-register-third-party-service',
    service: {
        name: 'TestService',
        messageLoggerPath: '/messageLogger',
        messageLoggerTitle: 'Log to TestService',
        // messageLoggerAutoSettingLabel: 'Auto log messages', // optional, customize the auto log setting label
        // attachmentWithToken: true,
    }
}, '*');
```

After registered, you can get a Log to TestService in messages page, and Auto log messages setting in setting page:



Then add a message event to response message logger button event:

```
window.addEventListener('message', function (e) {
  var data = e.data;
  if (data && data.type === 'rc-post-message-request') {
    if (data.path === '/messageLogger') {
        // add your codes here to log messages to your service
        console.log(data);
        // response to widget
```

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-post-message-response',
    responseId: data.requestId,
    response: { data: 'ok' },
    }, '*');
}
}
```

This message event is fired when user clicks Log button. Or if user enables Auto log messages in settings, this event will be also fired when a message is created and updated.

In this message event, you can get call information in data.body.conversation. Messages are grouped by conversationId and date. So for a conversation that have messages in different date, you will receive multiple log message event.

For Voicemail and Fax, you can get attachment data in message. The attachment.link is a link used to get voicemail file from RingCentral server with Browser. The attachment.uri is a URI which can be used to get attachment file with RingCentral access token. If you pass attachmentWithToken when register service, you can get attachment.uri with access\_token. The access\_token will be expired in minutes, so need to download immediately when get it.

#### Auto log messages settings



User can enable/disable auto log in settings page. To set default Auto log messages enabled:

Add defaultAutoLogMessageEnabled into the adapter.js URI:

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js?defaultAutoLogMessageEnabled=1";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
    })();
    </script>
```

Listen to Auto log messages setting changed:



```
window.addEventListener('message', function (e) {
  var data = e.data;
  if (data && data.type === 'rc-messageLogger-auto-log-notify') {
    console.log('rc-messageLogger-auto-log-notify:', data.autoLog);
  }
});
```

### Add message log entity matcher

In message logger, widget needs to know if messages are logged. To provide messageLogEntityMatcherPath when register, widget will send match request to get match result of messages history.

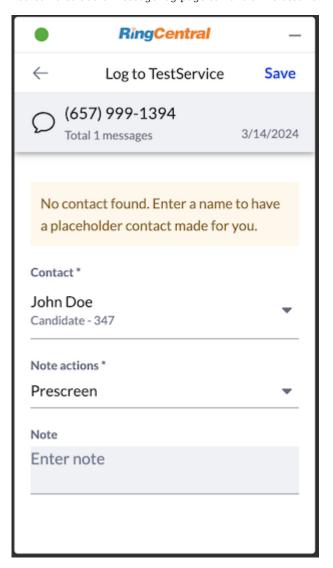
```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
    name: 'TestService',
    messageLoggerPath: '/callLogger',
   messageLoggerTitle: 'Log to TestService',
   messageLogEntityMatcherPath: '/messageLogger/match'
   }
}, '*');
```

Then add a message event to response message logger match event:

#### Message log page



You can also add a message log page to have an related form when user logs messages to your service.



# Register message log service:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-register-third-party-service',
    service: {
        name: 'TestService',
        messageLoggerPath: '/messageLogger',
        messageLoggerTitle: 'Log to TestService',
        messageLogPageInputChangedEventPath: '/messageLogger/inputChanged',
    }
}, '**');
```

Then add message event listener to show message log page and input changed request:

```
window.addEventListener('message', function (e) {
  var data = e.data;
if (data && data.type === 'rc-post-message-request') {
  if (data.path === '/messageLogger') {
       // Get trigger type: data.body.triggerType
// When user click log button in message item, triggerType is 'manual'
// When user enable auto log, triggerType is 'auto' for new message
if (data.body.triggerType === 'manual') {
// customize message log page
            document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-update-messages-log-page',
               page: {
                  title: 'Log to TestService',
                  // schema and uiSchema are used to customize call log page, api is the same as [react-jsonschema-form](https://rjsf-team.github.io/react-
jsonschema-form)
                  schema: {
  type: 'object',
                     required: ['contact', 'noteActions'],
                     properties: {
  "warning": {
    "type": "string",
    "description": "No contact found. Enter a name to have a placeholder contact made for you.",
                         "contact": {
   "title": "Contact",
   "type": "string",
   "one0f": [
                              "description": "Candidate - 347",
                                 "const": "newEntity",
"title": "Create placeholder contact"
                           ],
                         "contactName": {
                           "type": 'string',
"title": "Contact name",
                         "contactType": {
   "title": "Contact type",
   "type": "string",
   "oneOf": [
                                 "const": "candidate",
"title": "Candidate"
                              {
    "const": "contact",
    "title": "Contact"
                           ],
                         "noteActions": {
                           "type": "string",
"title": "Note actions",
                             "oneOf": [
                              {
    "const": "prescreen",
    "title": "Prescreen"
                                 "const": "interview",
"title": "Interview"
                           ],
                       },
"note": {
  "type": "string",
  "title": "Note"
                  uiSchema: {
                     warning:
                        "ui:field": "admonition", // or typography to show raw text
"ui:severity": "warning", // "warning", "info", "error", "success"
                        "ui:placeholder": 'Enter name',
"ui:widget": "hidden", // remove this line to show contactName input
                     contactType: {
   "ui:placeholder": 'Select contact type',
                        "ui:widget": "hidden", // remove this line to show contactName input
                        "ui:placeholder": 'Enter note',
```

```
"ui:widget": "textarea", // show note input as textarea
                       submitButtonOptions: {
                      submitText: 'Save',
},
                    formData: {
  contact: 'xxx',
  contactName: '',
                       contactType: '',
                       noteActions: 'prescreen', note: '',
             }, '*');
            // navigate to message log page
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-navigate-to',
    path: '/log/messages/${data.body.conversation.conversationId}`, // conversation id that you received from message logger event
}, '*');
         }

if (data.body.triggerType === 'logForm' || data.body.triggerType === 'auto') {

// Save message log to your platform
console.log(data.body); // data.body.conversation, data.body.formData
          }
// response to widget
          document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-post-message-response',
             responseId: data.requestId,
         if (data.path === '/messageLogger/inputChanged') {
  console.log(data); // get input changed data in here: data.body.formData
  document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
            type: 'rc-post-message-response', responseId: data.requestId,
          response: { data: 'ok' }, }, '*'); // you can update message log page data here to make the form dynamic
          return:
}
});
```

#### 3.5.8 Add meeting schedule feature with your service

his feature requires you to register your app as a service first.

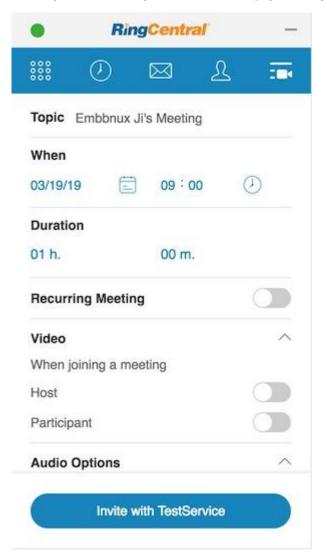
precated. This is only relevant for customers who use RingCentral Meetings

First we need to add Meeting permission into your app in RingCentral Developer website if you are using your own RingCentral client id. This works on RingCentral Video or RingCentral Meetings service.

Then pass meetingInvitePath and meetingInviteTitle when you register service.

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
    name: 'TestService', // service name
    meetingInvitePath: '/meeting/invite',
    meetingInviteTitle: 'Invite with TestService',
   }
}, '*');
```

After registered, we can get Schedule Meeting page in navigator, and Invite button in meeting page:



Add a message event to response meeting invite button event:

```
window.addEventListener('message', function (e) {
  var data = e.data;
  if (data && data.type === 'rc-post-message-request') {
    if (data.path === '/meeting/invite') {
        // add your codes here to handle meeting invite data
        console.log(data);
        // response to widget
        document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
            type: 'rc-post-message-response',
            responseId: data.requestId,
            response: { data: 'ok' },
        }, '*');
    }
}
```

# 3.5.9 Show upcoming meeting list in RingCentral Video page

his feature requires you to register your app as a service first.

his only works on RingCentral Video meeting service.

First you need to pass meetingUpcomingPath when you register meeting invite service.

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-register-third-party-service',
    service: {
        name: 'TestService', // service name
        meetingInvitePath: '/meeting/invite',
        meetingInviteTitle: 'Invite with TestService',
        meetingUpcomingPath: '/meetingUpcomingList
    }
}, '**');
```

Then add a message event to response upcoming meeting request:

#### 3.5.10 VCard click handler

his feature requires you to register your app as a service first.

In SMS messages, user can receive vcard (contact) file with MMS. We allow third party to handle the vard attachment download event. For example, when user click vcard file download button, your service will receive the vcard URI, and save the contact into your service.

First, register service with vcardHandlerPath:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
    name: 'TestService',
    vcardHandlerPath: '/vcardHandler',
   }
}, '*');
```

Add a message event to listen vcard click event:

```
window.addEventListener('message', function (e) {
  var data = e.data;
  if (data && data.type === 'rc-post-message-request') {
    if (data.path === '/vcardHandler') {
        // add your codes here to handle the vcard file download event
        console.log(data.body.vcardUri);
        // response to widget
        document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
            type: 'rc-post-message-response',
                responseid: data.requestId,
                response: { data: 'ok' },
            }, '*');
        }
    }
}
```

# 3.5.11 SMS toolbar button

First, register service with buttonEventPath:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-register-third-party-service',
    service: {
        name: 'TestService',
        buttonEventPath: '/button-click',
        buttons: [{
            id: 'template',
            type: 'smsToolbar',
            icon: 'icon_url',
            label: 'Template',
        }],
    },
},
'**');
```

Add a message event to listen button click event:

```
window.addEventListener('message', function (e) {
  var data = e.data;
  if (data && data.type === 'rc-post-message-request') {
    if (data.path === '/button-click') {
        // add your codes here to handle the vcard file download event
        console.log(data.body.button);
        // response to widget
        document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
            type: 'rc-post-message-response',
                responseId: data.requestId,
                response: { data: 'ok' },
        }, '*');
    }
}, '*');
}
```

#### 3.5.12 Do Not Contact



This is feature to prevent the user to call/message someone who is in the DoNotContact list in your service.

To enable the feature, please pass doNotContactPath when you register service.

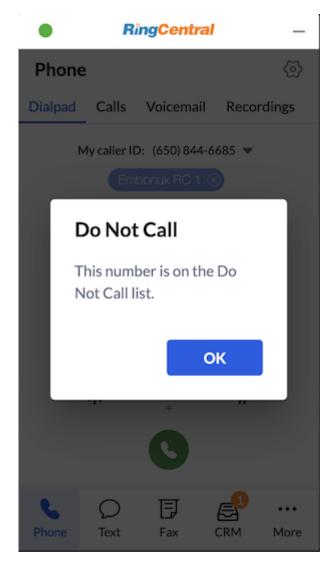
```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
    name: 'TestService',
    doNotContactPath: '/doNotContact',
   }
}, '*');
```

Add a message event to response DoNotContact checking event:

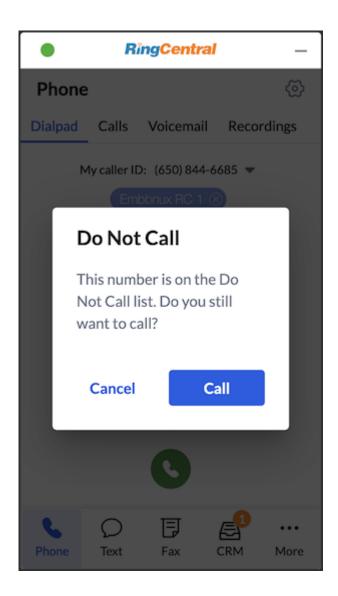
```
// Function to response message to widget
function responseMessage(request, response) {
     console.log(request);
     document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-post-message-response',
           responseId: request.requestId,
           response,
const DO_NOT_CONTACTS_LIST = []; // Your DoNotContact list
window.addEventListener('message', function (e) {
      var data = e.data;
      if (data && data.type === 'rc-post-message-request') {
           const request = data;
if (request.path === '/doNotContact') {
                // For DoNotContact checking for call
if (request.body.actionType === 'call') {
                              Check if the phone number is in the DoNotContact list, you can check with your own API/logic
                       \texttt{if} \ (\texttt{DO\_NOT\_CONTACTS\_LIST}. \texttt{includes}(\texttt{request}. \texttt{body}. \texttt{phoneNumber})) \ \{
                             responseMessage(request, {
                                       result: true, // true: do not contact, false: can contact, message: 'This is a do not contact message.', // optional, message to show in widget
                                        mode: 'restrict', // optional, restrict mode to prevent user from calling. Or allow user to force call after warning.
                                  },
                             });
                             return;
                       ^{\prime\prime} // If the phone number is not in the DoNotContact list, you can allow the user to call
                      responseMessage(request, {
                           data: {
                                  result: false,
                           },
                      });
                      return;
           // For DoNotContact checking for sms
           if (request.body.actionType === 'sms') {
                         Check if the phone number is in the DoNotContact list, you can check with your own API/logic
                 \begin{tabular}{ll} \textbf{if} & (\texttt{request.body.recipients.find}((\texttt{item}) \Rightarrow \texttt{DO\_NOT\_CONTACTS\_LIST.includes}(\texttt{item.phoneNumber}))) & (\texttt{Item.phoneNumber}) \\ \textbf{if} & (\texttt{request.body.recipients.find}((\texttt{item}) \Rightarrow \texttt{DO\_NOT\_CONTACTS\_LIST.includes}(\texttt{item.phoneNumber}))) & (\texttt{Item.phoneNumber}) \\ \textbf{if} & (\texttt{request.body.recipients.find}((\texttt{item}) \Rightarrow \texttt{DO\_NOT\_CONTACTS\_LIST.includes}(\texttt{item.phoneNumber}))) & (\texttt{Item.phoneNumber}) \\ \textbf{if} & (\texttt{Item.ph
                      responseMessage(request, {
                                 result: true, // true: do not contact, false: can contact,
                                  message: 'This is a do not contact message'
                                  mode: 'restrict' // optional, restrict mode to prevent user from messaging. Or allow user to force sending after warning
                            },
                      return;
                  responseMessage(request, {
                      data: {
                           result: false,
                      },
                });
                 return;
```

When user make a call or send a message, the widget will send request to check if the phone number is in the DoNotContact list. If the phone number is in the DoNotContact list, the widget will show a warning message to the user and prevent the user from calling/messaging. If the phone number is not in the DoNotContact list, the widget will allow the user to call/message.

# Restrict mode:



No restrict mode:

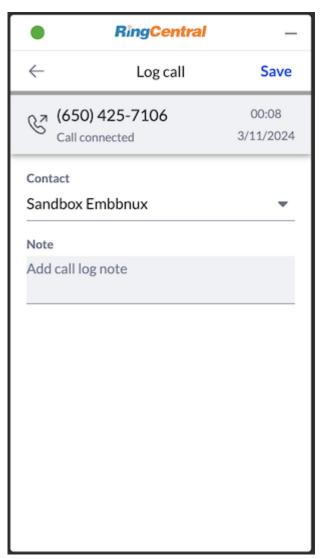


# 3.6 User interface customization

#### 3.6.1 Creating a customize call log page



From v2.0.0, call logger modal is refactored into call log page:



You can customize call log page by adding callLogPageDataPath and callLogPageInputChangedEventPath when register service:

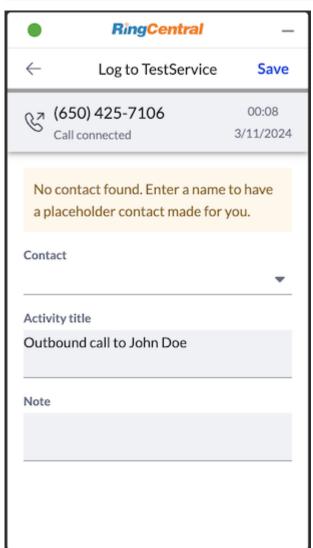
```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-register-third-party-service',
    service: {
        name: 'TestService',
        callLoggerPath: '/callLogger',
        callLoggerTitle: 'Log to TestService',
        // showLogModal: false, // disable showLogModal if you want to use call log page
        callLogPageInputChangedEventPath: '/callLogger/inputChanged',
    }
}, '*');
```

Then add message event listener to show call log page and input changed request:

```
window.addEventListener('message', function (e) {
  var data = e.data;
  if (data && data.type === 'rc-post-message-request') {
    if (data.path === '/callLogger') {
```

```
// Get trigger type: data.body.triggerType
// When user click log button in call item, triggerType is 'createLog' or 'editLog'
        // When it is triggered from auto log, triggerType is 'presenceUpdate'
// When save button clicked, triggerType is 'logForm'
if (data.body.triggerType === 'createLog' || data.body.triggerType === 'editLog') {
          // customize call log page
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
              type: 'rc-adapter-update-call-log-page',
              page: {
                title: 'Log to TestService',
// schema and uiSchema are used to customize call log page, api is the same as [react-jsonschema-form](https://rjsf-team.github.io/react-jsonschema-form)
                   type: 'object',
                   required: ['contact', 'activityTitle'],
                   properties: {
                      "warning": {
    "type": "string",
    "description": "No contact found. Enter a name to have a placeholder contact made for you.",
                      "contact": {
    "title": "Contact",
    "type": "string",
    "oneOf": [
                              "const": "xxx",
"title": "John Doe",
"description": "Candidate - 347",
                              "const": "newEntity",
                              "title": "Create placeholder contact"
                         ],
                       "contactName": {
                         "type": 'string',
"title": "Contact name",
                       "contactType": {
  "title": "Contact type",
  "type": "string",
                         "oneOf": [
                             "const": "candidate",
"title": "Candidate"
                             "const": "contact",
"title": "Contact"
                        ],
                       "activityTitle": {
                        "type": "string",
"title": "Activity title"
                       "note": {
   "type": "string",
   "title": "Note"
                     },
                   warning: {
    "ui:field": "admonition", // or typography to show raw text
    "ui:severity": "warning", // "warning", "info", "error", "success"
                   contactName: {
                      "ui:placeholder": 'Enter name',
                      "ui:widget": "hidden", // remove this line to show contactName input
                   contactType: {
                      "ui:placeholder": 'Select contact type',
                      "ui:widget": "hidden", // remove this line to show contactType input
                   note: {
                      "ui:placeholder": 'Enter note',
"ui:widget": "textarea", // show note input as textarea
                   submitButtonOptions: {
                     submitText: 'Save'
                   },
                formData: {
  contact: 'xxx',
                   contactName: ''.
                   contactType: ''
                   activityTitle: 'Outbound call to ...',
                   note: '',
            },
'*');
'iq
           // navigate to call log page
```

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-navigate-to',
    path: '/log/call/s(data.body.call.sessionId)',
    }, ''');
}
if (data.body.triggerType === 'logForm' || data.body.triggerType === 'presenceUpdate') {
    // Save call log to your platform
    console.log(data.body); // data.body.call, data.body.formData
}
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
        type: 'rc-post-message-response',
        response! data: 'ok' },
    }, ''');
return;
}
if (data.path === '/callLogger/inputChanged') {
    console.log(data); // get input changed data in here: data.body.formData
    document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
        type: 'rc-post-message-response',
        response!d: data.requestId,
        response!d: data.requestId,
        response!data.requestId,
        response!data.requestId,
        response!data.requestId,
        response!data.requestId,
        response!data.requestId,
        response!data.requestId,
        response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    response!data.requestId,
    resp
```



#### 3.6.2 Custom page



RingCentral Embeddable is a powerful tool that allows you to customize the user experience for your users. You can create customized pages or tabs to display your own content in the widget.

#### Register a page

Register a customized page:

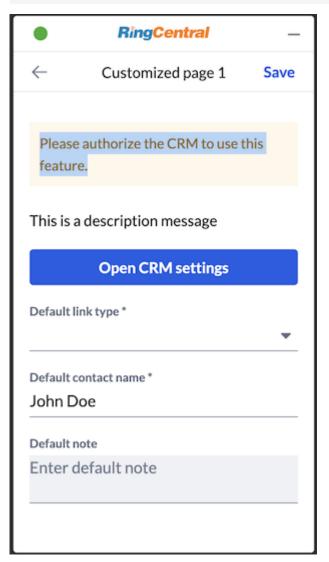
```
type: 'rc-adapter-register-customized-page',
  page: {
  id: 'page1', // page id, required
    title: 'Customized page 1',
type: 'page',
     // schema and uiSchema are used to customize page, api is the same as [react-jsonschema-form](https://rjsf-team.github.io/react-jsonschema-form)
     schema: {
  type: 'object',
        required: ['contactType', 'defaultContactName'],
       properties \colon \; \{
          "warning": {
  "type": "string",
  "description": "Please authorize the CRM to use this feature."
           "someMessage": {
            "type": "string",
"description": "This is a description message"
           "someLink": {
    "type": "string",
    "description": "This is a link message"
           "openSettingsButton": {
            "type": "string",
"title": "Open CRM settings",
           "contactType": {
             "type": "string",
"title": "Default link type",
"oneOf": [
              {
    "const": "candidate",
    "title": "Candidate"
              {
    "const": "contact",
    "title": "Contact"
           defaultContactName": {
            "type": "string",
"title": "Default contact name",
          "defaultNote": {
   "type": "string",
   "title": "Default note",
         },
     uiSchema: {
       submitButtonOptions: { // optional if you don't want to show submit button
          submitText: 'Save',
          "ui:field": "admonition".
          "ui:severity": "warning", // "warning", "info", "error", "success"
       },
someMessage: {
  "ui:field": "typography",
  "ui:variant": "body1", // "caption1", "caption2", "body1", "body2", "subheading2", "subheading1", "title2", "title1"
  // "ui:bulletedList": true, // show text as list item // supported from v2.0.1
        someLink: {
          "ui:field": "link", // supported from v2.0.1
          "ui:variant": "body1",
"ui:color": "avatar.brass",
"ui:underline": false,
          "ui:href": "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/",
       openSettingsButton: {
          "ui:field": "button",
"ui:variant": "contained", // "text", "outlined", "contained", "plain"
          "ui:fullWidth": true
```

```
},
defaultContactName: {
    "ui:placeholder": 'Enter default contact name',
},
defaultNote: {
    "ui:placeholder": 'Enter default note',
    "ui:widget": "textarea", // show note input as textarea
},
},
formData: {
    contactType: 'candidate',
    defaultContactName: 'John Doe',
    defaultNote: '',
},
},
```

To update the page, you can re-register the page with new data and same page id.

Navigate to the page:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-navigate-to',
   path: '/customized/page1', // page id
}, '*');
```



#### Handle button clicked and input changed event

 $Pass \ \ \texttt{buttonEventPath} \ \ and \ \ \texttt{customizedPageInputChangedEventPath} \ \ when \ you \ register \ service:$ 

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
    type: 'rc-adapter-register-third-party-service',
    service: {
    name: 'TestService',
    customizedPageInputChangedEventPath: '/customizedPage/inputChanged',
    buttonEventPath: '/button-click',
    }
}, '**');
```

Add event listener to get button clicked and input changed event:

```
window.addEventListener('message', function (e)\ \{
 type: 'rc-post-message-response',
responseId: data.requestId,
      response: { data: 'ok' }, }, '*'); // you can re-register page data here to update the page
      return;
    if (data.path === '/button-click') {
      if (data.body.button.id === 'page1') {
  // on submit button click
        // button id is the page id
        console.log('Save button clicked');
      if (data.body.button.id === 'openSettingsButton') {
        // click on the button registered in schema, button id is the button key
        console.log('Open settings button clicked');
      document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
        type: 'rc-post-message-response',
        responseId: data.requestId, response: { data: 'ok' },
      }, '*');
```

When the user clicks the button, you will receive a message with the path /button-click. When the user changes the input, you will receive a message with the path /customizedPage/inputChanged.

#### 3.6.3 Custom third-party settings and preferences

his feature requires you to register your app as a service first.

For some features that support user to customize, widget supports to add settings into widget's setting page.

#### Register settings

First, register service with settings and settingsPath:

REGISTER BUTTON, SECTION AND GROUP



```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
   name: 'TestService'
        settingsPath: '/settings',
        settings: [
         ettings: [
{
    "id": 'openLoggingPageAfterCall',
    "type": 'boolean',
    "name": 'Open call logging page after call',
    "value": true,
    "groupId": 'logging', // optional, group settings into call and sms logging settings
    // "readOnly": true, // supported from v2.1.0
    // "readOnlyReason": "This setting is managed by admin", // supported from v2.1.0
}.
               "id": "goToAppSettings",
"type": "button",
"name": "Go to App settings",
"buttonLabel": "Open",
            },
               "id": "crmSetting",
"type": "section",
"name": "CRM settings",
                "items": [
                    {
    "id": "info",
    "info"
                        "name": "info",
"type": "admonition",
"severity": "info",
                        "value": "Please authorize ThirdPartyService firstly",
                       "id": "introduction",
"name": "Introduction",
"type": "typography",
"variant": "body2", // optional, default is body1
"value": "Update ThirdPartyService contact settings",
                        "id": 'openContactPageAtCall',
                        "type": 'boolean',
"name": 'Open contact for incoming calls',
                         "value": true,
                        "id": "defaultRecordType",
                        "type": "option",
"name": "Default record type",
                         "options": [{
```

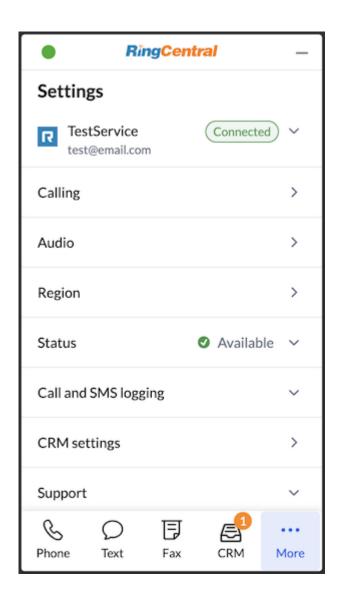
```
"id": "Lead",
"name": "Lead"
             }, {
   "id": "Contact",
                "name": "Contact"
            }],
"value": "",
"required": true,
"placeholder": "Select default record type"
             "id": "defaultContactName",
            "type": "string",
"name": "Default contact name",
"value": "John Doe",
             "required": true,
             "placeholder": "Input default contact name"
            "id": "defaultNote",
"type": "text",
"name": "Default note",
"value": "",
            "placeholder": "Input default note"
    ),
1
  {
    "id": "support",
    "type": "group",
    "name": "Support",

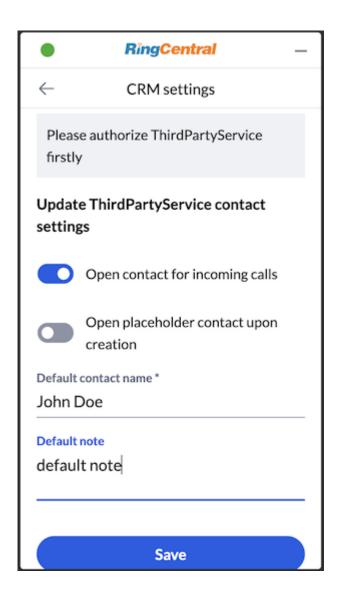
     "name": "Support,

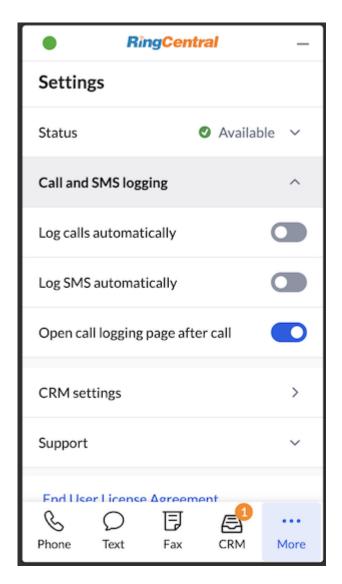
"items": [{
    "id": "document",
    "type": "externalLink",
    "name": "Document",
    "uri": "https://www.google.com",
      }, {
  "id": "feedback",
         "type": "button",
"name": "Feedback",
         "buttonLabel": "Open",
"buttonType": "link",
      }, {
  "id": "devSupport",
         "type": "button",
"name": "Developer support",
"buttonLabel": "Open",
      }]
  },
buttonEventPath: '/button-click', // required if you have button type in settings
```

settings root items, it only supports boolean, button, section and group type. In section's items, it supports boolean, string, option, text, typography and admonition type.

After registering, you can get your setting in settings page:







Add a message event to listen settings updated event:

#### LISTEN FOR SETTING BUTTON CLICK

```
2.0.0
```

```
window.addEventListener('message', function (e) {
  var data = e.data;
```

```
if (data && data.type === 'rc-post-message-request') {
  if (data.path === '/button-click') {
        // add your codes here to handle button click event
        console.log(data):
        // response to widget
        document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-post-message-response',
          responseId: data.requestId, response: { data: 'ok' },
        }, '*');
});
```

#### Set settings item order



You can set settings item order by adding order field in settings item:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
  name: 'TestService'
      settingsPath: '/settings',
      settings: [
       {
    "id": "settingItem1",
    "type": "button",
    "name": "Setting Item 1",
    ""tton!ahel": "Open",
           "buttonLabel": "Open",
"order": 250 // the smaller the number, the higher the priority.
// Calling setting order value: 100,
           // Audio setting order value: 200,
          // Region setting order value: 300,
// Status setting order value: 400,
           // Call and SMS logging setting order value: 500,
        },
     buttonEventPath: '/button-click', // required if you have button type in settings
}
}, '*');
```

#### **Update settings**



2.0.0

You can update settings by sending rc-adapter-update-third-party-settings message:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
  type: 'rc-adapter-update-third-party-settings',
settings: [
    "id": "openContactPageAtCall",
  "type": "boolean",
  "name": "Open Contact Page at Call",
     },
     {
    "id": "openCRMPage",
    "button",
        "type": "button",
"name": "Go to app settings",
"buttonLabel": "Open",
        "order": 10000,
     },
```

#### 3.6.4 Custom tab



RingCentral Embeddable is a powerful tool that allows you to customize the user experience for your users. You can create customized pages or tabs to display your own content in the widget.

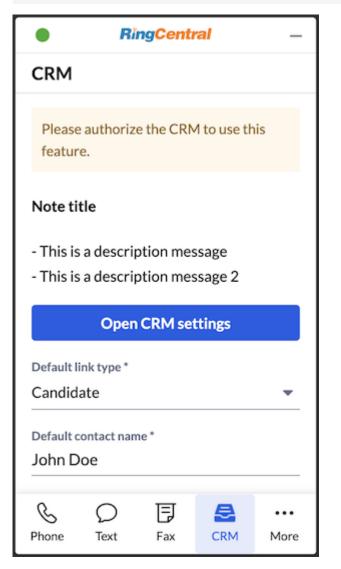
#### Register a tab

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
  type: 'rc-adapter-register-customized-page',
  page: {
  id: 'tabID', // tab id, required
    title: 'CRM',
type: 'tab', // tab type
     iconUri: 'https://xxx/icon.png', // icon for tab, 24x24, recommended color: #16181D
    activeIconUri: 'https://xxx/icon-active.png', // icon for tab in active status, 24x24, recommended color: ##2559E4 darkIconUri: 'https://xxx/icon-dark.png', // Supported from v2.2.1, icon for tab in dark mode, 24x24, recommended color: #ffffff hidden: false, // optional, default false, whether to hide the tab icon from navigation bar
    unreadCount: 0, // optional, unread count, 0-99
priority: 31, // tab priority, 0-100, 0 is the highest priority, Phone tab: 10, Text: 20, Fax: 30, Glip: 40, Contacts: 50, Video: 60, Settings: 70
     // schema and uiSchema are used to customize page, api is the same as [react-jsonschema-form](https://rjsf-team.github.io/react-jsonschema-form)
    schema: {
  type: 'object',
       required: ['contactType', 'defaultContactName'],
properties: {
           "warning": {
    "type": "string",
    "description": "Please authorize the CRM to use this feature."
           'someMessage": {
             "type": "string"
             "description": "This is a description message"
           "openSettingsButton": {
            "type": "string",
"title": "Open CRM settings",
           "contactType": {
    "type": "string",
    "title": "Default link type",
             "oneOf": [
              {
    "const": "candidate",
    "title": "Candidate"
                  "const": "contact",
                  "title": "Contact"
           defaultContactName": {
             "type": "string",
"title": "Default contact name",
           "defaultNote": {
            "type": "string",
"title": "Default note",
         },
       },
     uiSchema: {
       submitButtonOptions: { // optional if you don't want to show submit button
         submitText: 'Save',
         an:-ing. \
"ui:field": "admonition",
"ui:severity": "warning", // "warning", "info", "error", "success"
        someMessage: {
  "ui:field": "typography",
         "ui:variant": "body1", // "caption1", "caption2", "body1", "body2", "subheading2", "subheading1", "title2", "title1"
       openSettingsButton: {
          rui:field": "button",
"ui:field": "button",
"ui:variant": "contained", // "text", "outlined", "contained", "plain"
          "ui:fullWidth": true
       defaultContactName: {
          "ui:placeholder": 'Enter default contact name',
         "ui:placeholder": 'Enter default note',
"ui:widget": "textarea", // show note input as textarea
```

```
},
formData: {
  contactType: 'candidate',
  defaultContactName: 'John Doe',
  defaultNote: '',
},
},
```

#### Navigate to the tab:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-navigate-to',
   path: '/customizedTabs/tabID', // page id
}, '*');
```



# Handle button clicked and input changed event

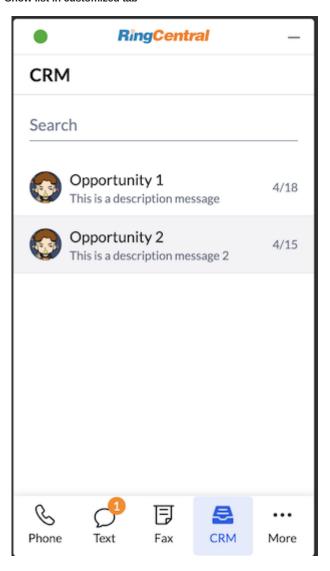
 $Pass \ \ \texttt{buttonEventPath} \ \ \textbf{and} \ \ \texttt{customizedPageInputChangedEventPath} \ \ \textbf{when you register service:}$ 

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
    name: 'TestService',
    customizedPageInputChangedEventPath: '/customizedPage/inputChanged',
   buttonEventPath: '/button-click',
   }
}, '**');
```

Add event listener to get button clicked and input changed event:

When the user clicks the button, you will receive a message with the path  $\protect\p$ 

#### Show list in customized tab



#### You can show a list in the customized page:

When user clicks on the list item, you will receive a message with the path  $\verb|/customizedPage/inputChanged|.$ 

# 3.7 Recipes

# 3.7.1 Enable analytics

Developers can implement their own custom event tracking with internal or third-party analytics systems using Embeddable's API. This feature is disabled by default. To enable analytics tracking, enable the enableAnalytics configuration parameter.

#### Listen for the track event

```
window.addEventListener('message', (e) => {
  const data = e.data;
  if (data) {
    switch (data.type) {
      case 'rc-analytics-track':
      // get analytics data
      console.log('rc-analytics-track:', data.event, data.properties);
      break;
    default:
      break;
  }
}
```

# 3.7.2 Working with RingCentral's click-to-dial library

This is document that show how to implement <code>Click To Dial</code> feature with RingCentral C2D library. RingCentral C2D is a library that help developers to implement <code>Click To Dial</code> and <code>Click To SMS</code> feature, it will scan phone numbers in web page. When users hover on phone number, it will show C2D widget for <code>Click to Call</code>.

Click to SMS: +1234567890

Click to Call: +1234567888

+12345678900

+12345678901 🕟 📞 🗩

+1-2345-678-901

+12345678901

#### To implement with RingCentral Embeddable:

```
<script src="https://unpkg.com/ringcentral-c2d@1.0.0/build/index.js"></script>

<script>
// Inject Embeddable
(function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
})();

// Interact with RingCentral C2D
var clickToDial = new RingCentralC2D();
clickToDial.on(RingCentralC2D.events.call, (phoneNumber) => {
    RCAdapter.clickToCall(phoneNumber, true);
});
clickToDial.on(RingCentralC2D.events.text, (phoneNumber) => {
    RCAdapter.clickToSMS(phoneNumber);
});
</script>
```

# 3.7.3 Call pop

This page describes how to implement the call pop feature based on the Embeddable events.

#### Listen for the active call event

Here we listen to active call event. When there is an incoming call, it will popup a Google Forms pre-fill uri. Get the online demo here.

#### 3.7.4 Add feedback prompt in Settings tab

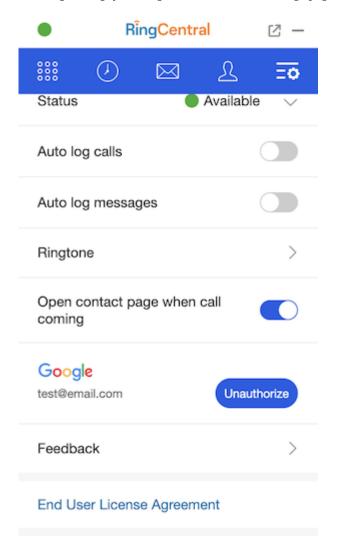
his feature requires you to register your app as a service first.

For developer who want to add feedback feature, the app provides a API to show a feed link in settings page:

First, register service with feedbackPath:

```
document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
   type: 'rc-adapter-register-third-party-service',
   service: {
    name: 'TestService',
    feedbackPath: '/feedback',
   }
}, '**');
```

After registering, you can get feedback link in settings page:



Add a message event to listen feedback link click event and handle that:

```
window.addEventListener('message', function (e) {
  var data = e.data;
  if (data && data.type === 'rc-post-message-request') {
    if (data.path === '/feedback') {

        // response to widget
        document.querySelector("#rc-widget-adapter-frame").contentWindow.postMessage({
        type: 'rc-post-message-response',
        responseId: data.requestId,
```

```
response: { data: 'ok' },
}, '*');
// add your codes here to show your feedback form
console.log(data);
}
});
```

# Add feedback button at header

You can also add a feedback button at header, this way doesn't require to register service:



```
RCAdapter.showFeedback({
    onFeedback: function () {
      // add your codes here to show your feedback form
}
},
});
```

# 3.8 Migration

#### 3.8.1 Migrating from Github Page latest URI

In previously, we deployed the latest build at Github Page: https://ringcentral.github.io/ringcentral-embeddable/. And now the latest build is deployed at https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/ to have more stable network access.

To migrate to the new latest URI, you can just replace the old URI with the new one.

Javascript iframe

#### Update adapter js src:

```
<script>
  (function() {
    var rcs = document.createElement("script");
    rcs.src = "https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/adapter.js";
    var rcs0 = document.getElementsByTagName("script")[0];
    rcs0.parentNode.insertBefore(rcs, rcs0);
})();
</script>
```

#### Update iframe src:

```
<iframe width="300" height="500" allow="microphone"
src="https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/app.html">
</iframe>
```

Then add new redirect URI in your RingCentral app settings to

```
https://apps.ringcentral.com/integration/ringcentral-embeddable/latest/redirect.html
```

After migrating, user will need to re-authorize RingCentral to your app to use the widget as domain changed.

# 4. Support and troubleshooting

# 4.1 Limited support on non-supported browsers

RingCentral Embeddable is full tested on the latest versions of the following browsers:

- Google Chrome
- Microsoft Edge (a Chromium-based browser)
- · Mozilla Firefox

In all other browsers, support may be limited, especially browsers that do not support WebRTC. For those browsers you may see a warning indicating that the web phone is "unavailable." For these browsers, you can modify your Calling settings and set your calling mode to either:

- · Call with RingCentral Desktop app
- RingOut

# 4.2 Granting access to speakers and microphones

RingCentral Embeddable requests the userMedia permission from your browser in order to access a computer's microphone and speaker, necessary for making phone calls. There are three circumstances that will cause this request to fail:

- There is no microphone and speaker devices in your computer
- The end user does not click "Allow" when the request is made
- The widget is not served via HTTPS

In Chrome or Firefox, browsers will block the userMedia request for a non-HTTPS website. One can forcibly circumvent this limitation in one of the following ways (this is not recommended for production use):

- Chrome users: goto chrome://flags/#unsafely-treat-insecure-origin-as-secure page, enable Insecure origins treated as secure
- Firefox users: goto about:config page, enable media.getusermedia.insecure

# 4.3 Enabling active call control features

Active Call Control feature uses new CallControl RESTful API to control RingCentral Call. With this API, users can control their calls on other devices in this widget.

Before we start to use Active Call Control feature, need to add callcontrol permission to your app in RingCentral Developer website. After permissions added, you can get the feature after re-login to the widget.

Please submit a help ticket to add callcontrol permission if you get any problem.

# 4.4 Enabling the conference calling feature

To enable Conference Call (3-way-calling) feature, please add <code>callcontrol</code> permission to your app via the RingCentral Developer console. If your app has already been graduated and you need help, please submit a help ticket and we can assist. After the permission is added you can obtain the feature after you re-login to the widget.

