

Features	RingCentral for Desktop	RingCentral Softphone
<b>Call Management</b>		
Make and receive calls from the app	Y	Y
Support HD voice for clearer communication	Y (Office Premium & Enterprise)	N
Support secure voice (TLS/STRP encryption)	Y (opt-in only)	N
Single view for all calls: current call, incoming calls and calls on hold	Y	Y
Mute, hold, forward, and record an active call	Y	Y
Transfer a call (with options of blind, warm transfer, and to voicemail)	Y	N
Park a call in the cloud (a public location that anyone can pick up, anywhere)	Y	Y (touch-tone command only)
Park calls in private park locations, visible to only assigned users in groups	Y	N
Flip a call to a different device	Y	N
Add up to 4 callers in a call (merge calls)	Y	Y
Split calls	Y	N
Mute caller phone	N	Y
Receive/listen/save/delete voicemail	Y	Y
<b>Pre-call Control</b>		
View multiple incoming calls (with caller IDs) in a separate window	Y	N
Send an incoming call to voicemail	Y	Y
Reject/ignore an incoming call	Y	Y
Reply a message to the caller	Y	Y
Reply a custom text-to-speech message to the caller	Y	N
Screen, receive, and listen to voicemail	Y	Y
Save voicemail locally	Y	Y
Forward voicemail	N	Y
Read voicemail transcription	Y (Office Enterprise only)	N
Block caller ID for outgoing call	N	Y
Audio announcement for an incoming call	N	Y
<b>Head-Up Display (HUD)</b>		
Enable BLF function from the app	Y	N
Single interface to view colleagues' phone status (available, active call, incoming call, etc.)	Y	N
Transfer an active call from HUD	Y	N
Instantly add a colleague to an active call	Y	N
Pick up call on behalf of a colleague (if permission is given)	Y	N
Call monitoring (silent monitor, whisper, barge, and take over)	Y (Office Premium & Enterprise)	N
Park calls in private park locations, visible for assigned users in groups	Y	N
Manage (add, delete, and drag-n-drop) extensions within HUD; the list is synced automatically with online account's presence appearance	Y	N

## RingCentral Comparison Matrix | RingCentral for Desktop vs. RingCentral Softphone

Last Updated on 09/30/2015

Features	RingCentral for Desktop	RingCentral Softphone
<b>Conferencing</b>		
Host conference calls	Y	N
Send a conference invitation via an email or a text message	Y	N
Support international dial-in numbers	Y	N
Join a conference before the host	Y	N
<b>Business SMS</b>		
Send and receive text messages	Y	N
Support up to 1,000 characters in one text message	Y	N
Extension-to-extension group texting	Y	N
Forward, copy, paste, and search text from threads	Y	N
Detect phone numbers and meeting invitations in text threads	Y	N
Search message thread	Y	N
<b>Fax</b>		
Send, receive, delete, view faxes	Y	Y
Schedule to send a fax	Y	Y
Choose a fax cover page	Y	Y
Add a custom fax cover page	Y	N
Print driver to send fax (Windows)	Y	Y
Save faxes locally	Y	Y
Forward faxes	Y	Y
Resend a failed fax	Y	Y
Automatically print fax upon received	Y	Y
Choose different header (Windows)	N	Y
Fax Editor: insert signature into (fax) document	N	Y
Scan to fax	Y	Y
Choose resolution (Windows)	N	Y
<b>Contacts</b>		
Display and search for company and personal contacts	Y	Y
Integrated with company directory; reach colleagues via call or text	Y	N
View real-time phone presence status from a contact's profile	Y	N
Save contacts to local storage	N	Y
Add photos to contacts	Y	N
Synchronize with Outlook contacts (Windows)	Y	Y
Synchronize with Mac contacts (Mac)	Y	N

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Features	RingCentral for Desktop	RingCentral Softphone
<b>Favorites</b>		
Add/edit contacts to Favorites	Y	Y
View real-time phone presence status across devices	Y	N
Call, send text and fax from Favorites	Y	N
<b>Integration</b>		
Microsoft Outlook Contact: make calls, send faxes, send texts from within Outlook (Windows)	Y	Y
Microsoft Office:- send faxes from within Office applications (Windows)	Y	Y
Internet Explorer: send faxes from Internet Explorer (Windows)	N	Y
Mac Address Book: send faxes from within Mac Address Book (Mac)	Y	Y
<b>Call Log</b>		
Display call log details, including missed calls	Y	Y
Refresh call log automatically when there is a new or missed call	N	Y
Block numbers from inbound calls	Y	N
Search within call logs	Y	N
Delete call logs	Y (delete all)	Y (delete selected ones)
Save call logs to local storage	N	Y
Comment on the calls in the call log	N	Y
<b>Other</b>		
RingCentral Global Office (IBO) support	Y	N
Single Sign-On (SSO) support	Y (Office Premium & Enterprise)	N
Do Not Disturb	Y	Y
RingOut	Y	Y
Launch an external app or a website after answering an incoming call	Y	Y
Select outbound caller ID (call, fax, and text)	Y	Y (call & fax only)
Add custom ringtones	Y	N
Click-to-call from apps or web that supports callto:, tell:, fax: protocols	Y	Y
One-click to access RingCentral Meetings	Y	N
Change own presence status	Y	N
Do not accept queue call status	Y	N
Upload/crop own avatar	Y	N
Auto suggestion list with presence support	Y	N
HotKeys support (Windows)	Y	Y
Access to local storage for inbox voicemail and faxes	N	Y
Access to local storage for sent, saved (draft) and outbox faxes	N	Y