

# RingCentral Mobile App

## Getting Started Guide

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## Introduction

The RingCentral app's intuitive and unified user interface allows you to seamlessly transition between phone calls, video meetings, and team chat without losing track of what you're working on. Less toggling between communications applications and solutions means your projects move forward, your teams stay connected, and your productivity increases.

The RingCentral app is available on three platforms: web, desktop, and mobile (Android and iOS). This availability makes it easy to switch between devices and take or make calls, check voicemail messages, and connect and collaborate with teams wherever you are, whether that's at work, home, or on the go.

## Requirements

### Operating systems

- Android Marshmallow (version 6.0) and later
- iOS 12.0 and later

**NOTE:** Since the RingCentral app mobile is updated regularly, it is best to check these app pages for the most up-to-date information:

- Google Play: <https://play.google.com/store/apps/details?id=com.glip.mobile>
- App Store: <https://itunes.apple.com/us/app/ringcentral/id715886894?mt=8>

## RingCentral app components

The seamless transition between calls, meetings, and chat is made easy by the bottom menu bar, which you can use to navigate between the following main RingCentral app components: Message, Video, and Phone.

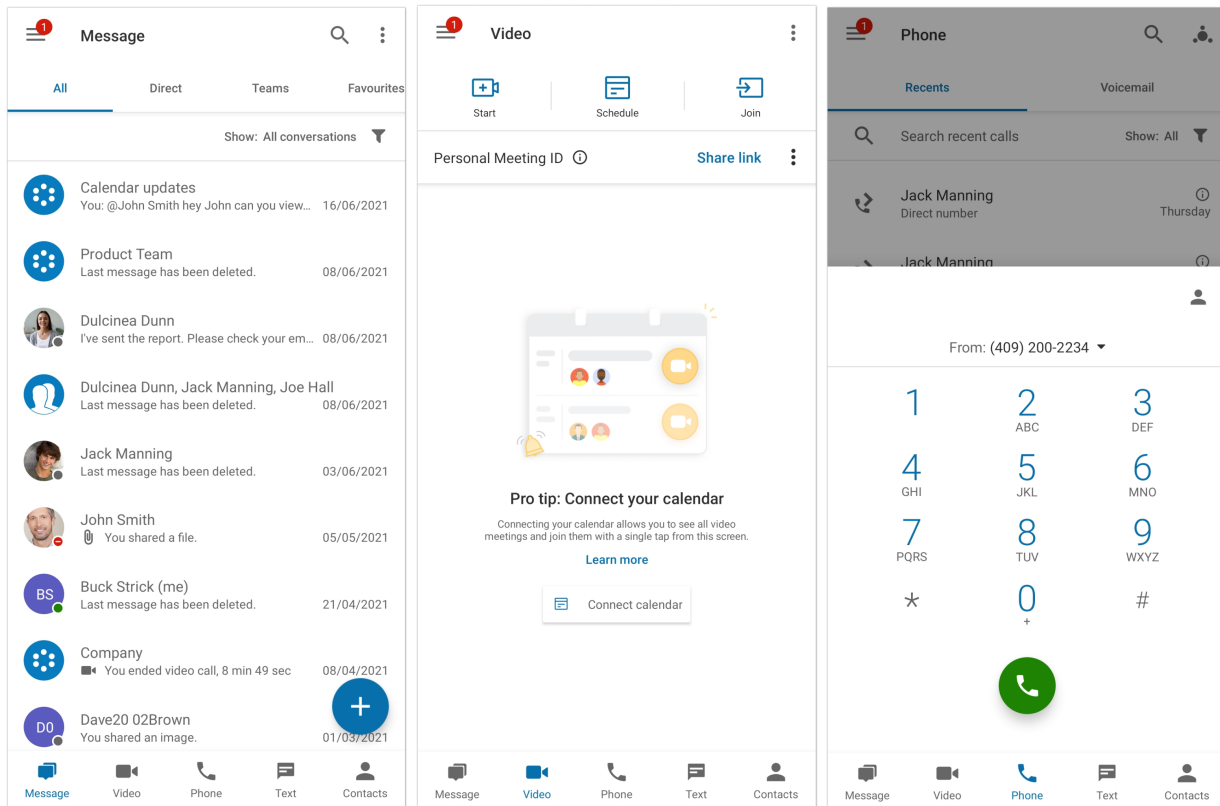
In addition, you can customize the bottom menu bar and choose what other features to appear such as Text, Fax, Contacts, Tasks, Team events, and Resource Center.

To know more about what features are available for you according to your RingCentral plan, visit the following:

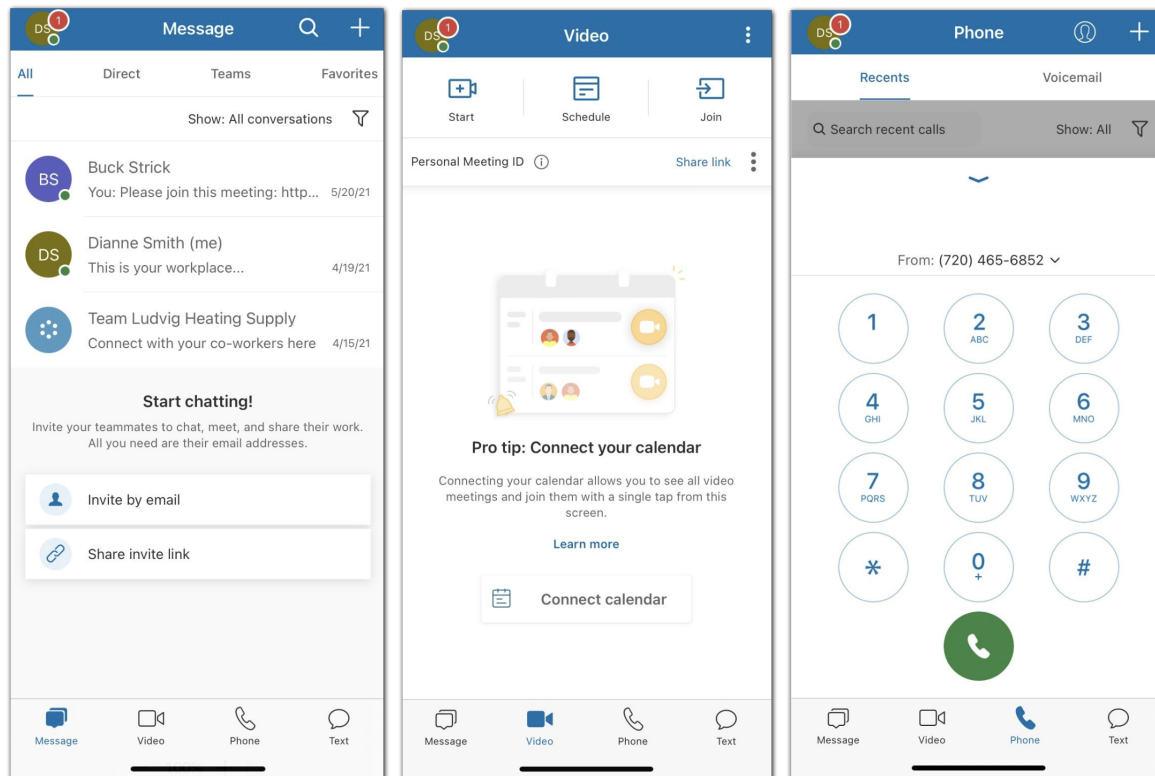
- [RingCentral MVP](#)
- [RingCentral Video Pro/ RingCentral Video Pro+](#)



## RingCentral mobile app for Android



## RingCentral mobile app for iOS



### Message

The Message menu option allows you to work and collaborate seamlessly with other people in your company, no matter where you are. The ability to communicate with others, either one-on-one or in a team environment, allows you to better streamline your workflow with fewer meetings, quicker decisions, and more productivity.

Using the Message menu option, you can communicate with anyone, be that someone on your team or someone you need to bring in from outside your company. The RingCentral app lets you invite guest users for free to collaborate with them on a particular project or topic.

With the RingCentral app, you can use the Message option to do the following:

- Create teams for specific projects, topics, or departments.
- Share links and files with no size limits.
- Add GIFs and code snippets.
- Create tasks for yourself or others to complete.
- Invite and communicate with guest users.
- Share any important events to keep your team members informed of your activity.

## Video

With the Video menu option, you can increase customer engagement and improve team collaboration by using integrated online meetings. RingCentral app meetings broadcast in HD quality to your computer or mobile device.

With the RingCentral app's Video feature, you can:

- Begin, join, or schedule online meetings directly within the app. Joining a meeting is made easier to join audio either through your computer or by dialing in using domestic and global numbers.
- Share your screen during a meeting, record the meeting for later review, and use the chat feature to chat with other meeting attendees.
- Broadcast meetings in HD quality to your computer or mobile device
- Easily switch between your desktop and mobile device while in a meeting
- Join audio through your computer or by dialing in using domestic and global numbers
- Integrate your Outlook, Google calendar, or phone calendar with the RingCentral app so you can join and manage your meetings without ever having to leave the app.

## Phone

You can use the Phone menu option to make or take calls at any time. Using Cloud PBX with enterprise-grade reliability and quality, RingCentral provides advanced calling capabilities globally, with service in over 100 countries.

With the RingCentral app's reliable and high-quality phone service, you can:

- Make calls with your carrier minutes, Wi-Fi, or cellular data without ever dropping a call. Your data is also kept available and secure through RingCentral's highly encrypted and redundant data networks.
- Provide a single number for HD VoIP calling, SMS/MMS, and online fax.
- Review missed calls.
- Listen to voicemails.
- Send and receive faxes.
- Send and receive individual and group text messages.
- Access advanced call controls such as Call Flip, Switch, Transfer, and Park.

## Getting started

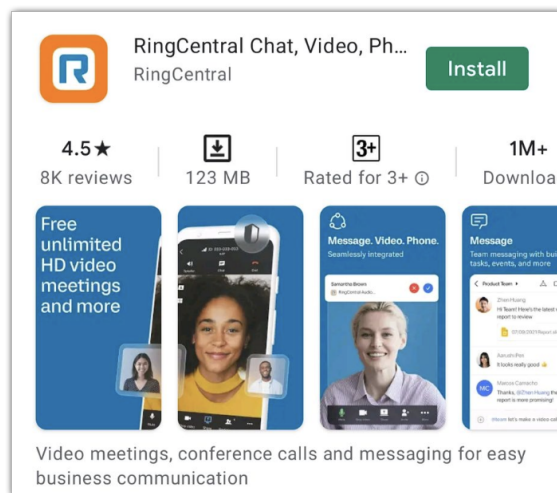
The first step to getting started is downloading the app on your iOS or Android mobile device.

### Downloading and installing the app on your mobile device

To install the RingCentral app on your Android or iOS mobile device, follow the steps below.

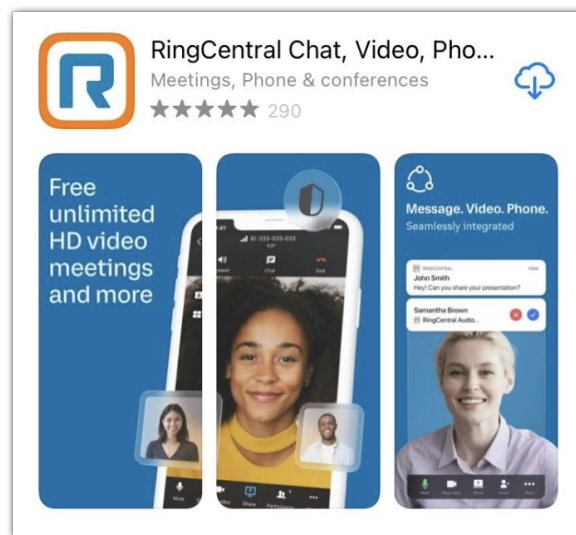
For Android:

1. Open the Google Play Store.
2. Search for the RingCentral app or navigate to [this link](#).
3. Tap **Install** to begin installing the app.



For iOS:

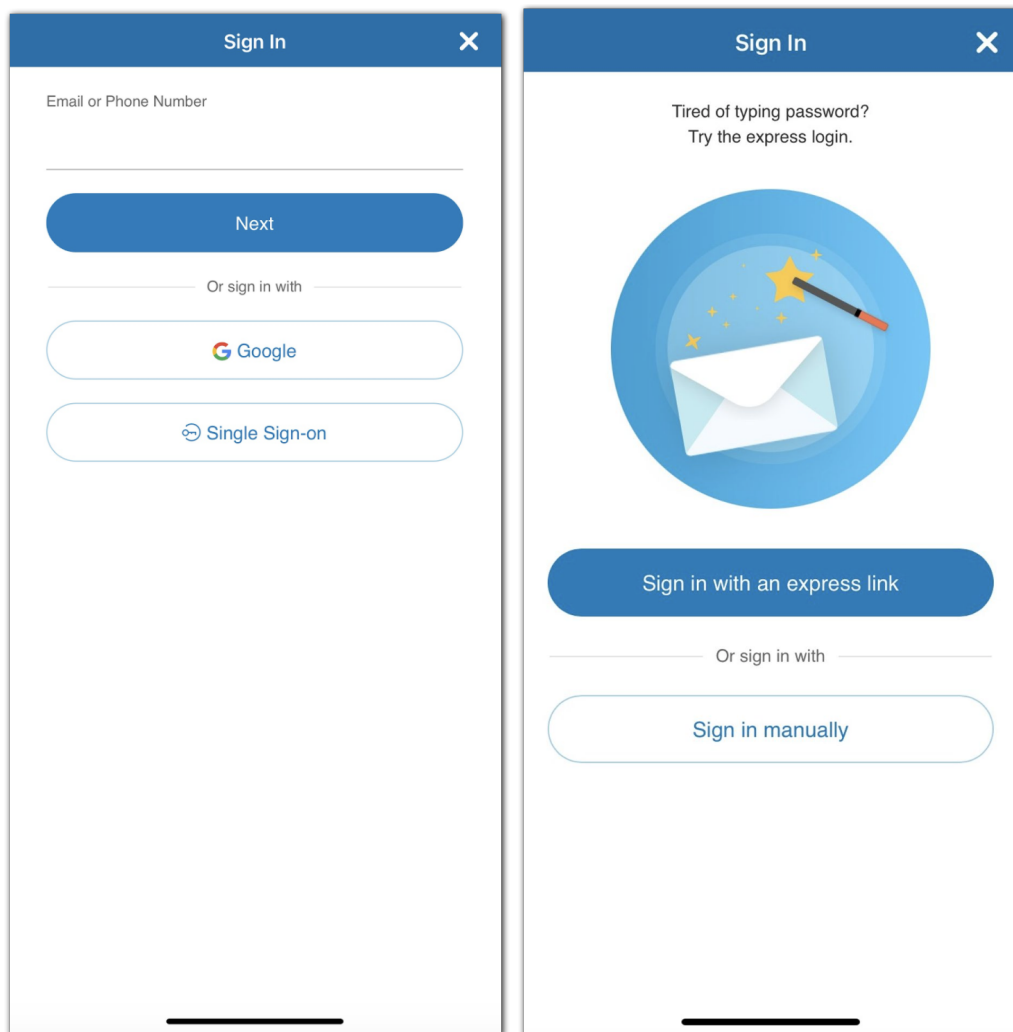
1. Open the App Store.
2. Search for the RingCentral app or navigate to [this link](#).
3. Tap the downward arrow to begin installing the app.



## Logging in to the RingCentral app

Once you've downloaded and installed the RingCentral app, you can begin using it by logging in. There are several methods to logging in, and you may choose to log in either on the RingCentral desktop app, your web browser, or your mobile device.

1. Launch the RingCentral mobile app.
2. Tap the **Sign-in** button.
3. Select your preferred sign-in method from the login page. Options include signing in using
  - a. the RingCentral sign-in form,
  - b. Google,
  - c. Single Sign-on,
  - d. or an express link.



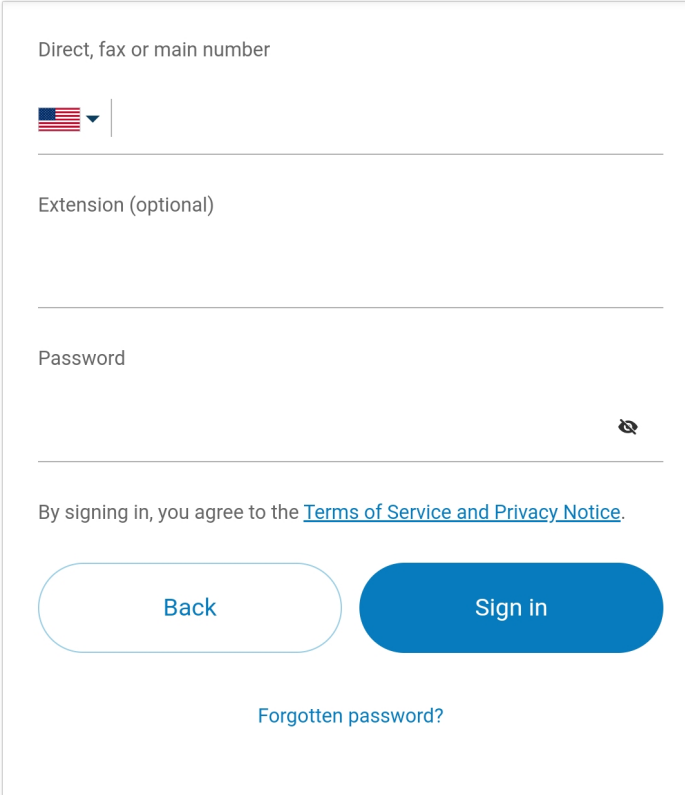
## Logging in using your preferred login method

Your login options include:


- RingCentral login form: Use this login method to sign in using your RingCentral credentials.
- Google: Use this login method to sign in using your Google account credentials.
- Single Sign-on: If Single Sign-on has been enabled for your account, use this login method to sign in using your Single Sign-on credentials.
- Express link: Receive an email to perform a one-click express login.

## Logging in using the RingCentral login form


1. Enter your RingCentral email or phone number.
2. Select the **Next** button.
3. If you logged in using your phone number, enter your extension number in the **Extension (optional)** field. Note: You may need to specify your extension if you are using the main company number to log in to your account.

The image shows a login form for RingCentral. It has three input fields: 'Direct, fax or main number' with a country code dropdown (showing the US flag), 'Extension (optional)', and 'Password' with a toggle icon. Below the fields is a line of text: 'By signing in, you agree to the [Terms of Service and Privacy Notice](#).' At the bottom are two buttons: 'Back' (outlined) and 'Sign in' (solid blue). Below the buttons is a link: 'Forgotten password?'

Direct, fax or main number

 ▼ |

Extension (optional)

Password 

By signing in, you agree to the [Terms of Service and Privacy Notice](#).

[Back](#) [Sign in](#)

[Forgotten password?](#)

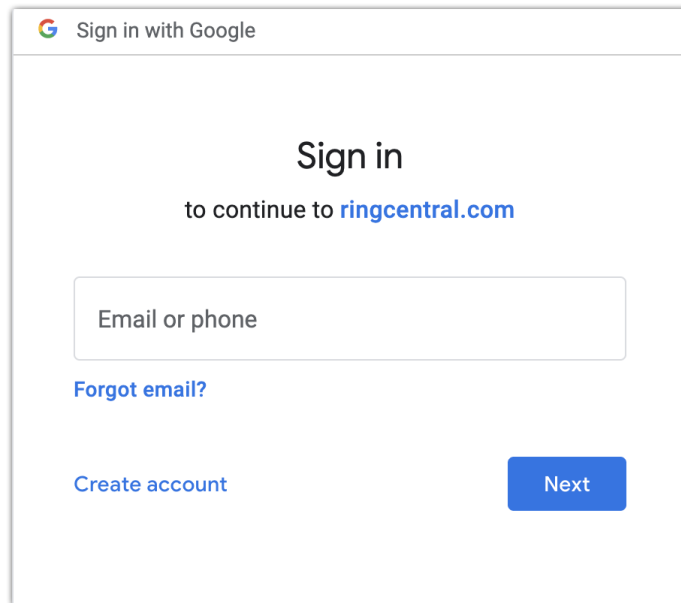
4. Enter your password.
5. Tap **Sign in**.

## Logging in using your Google account

If you have logged in before using your Google account credentials, select your Google account from the login page to log in automatically.

If this is your first time logging in:

1. Enter your Google email address or phone number.

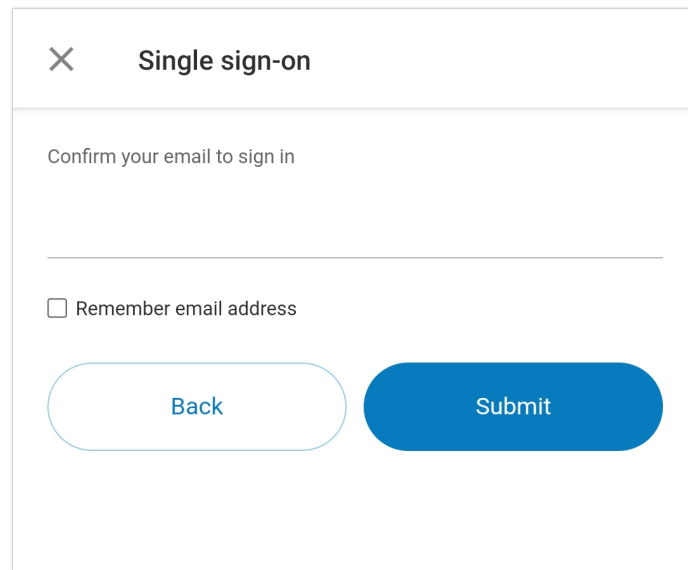
A screenshot of the Google sign-in interface. At the top, it says "Sign in with Google" with the Google logo. Below that, it says "Sign in to continue to ringcentral.com". There is a text input field labeled "Email or phone". Below the field is a link "Forgot email?". At the bottom left is a link "Create account", and at the bottom right is a blue button labeled "Next".

2. Click the **Next** button.
3. Enter your password.
4. Click **Next** to navigate to a page requesting access to your Google account.
5. Click **Allow** to sign in.

Note: If your Google account has been provisioned with Google G Suite, you may be redirected to the Google G Suite login page. Enter your login credentials, and then click **Sign In**. Visit [\*\*Enable Google Cloud Directory in the RingCentral Online Account\*\*](#) to learn more.

## Logging in using Single Sign-on

1. Click the **Single Sign-on** button.

A screenshot of a mobile app's 'Single sign-on' screen. At the top, there is a close button (an 'X' icon) and the title 'Single sign-on'. Below the title, the text 'Confirm your email to sign in' is displayed. Underneath this text is a horizontal line representing an email input field. Below the input field is a checkbox labeled 'Remember email address'. At the bottom of the screen, there are two buttons: a light blue 'Back' button on the left and a dark blue 'Submit' button on the right.

2. Enter your email to confirm your identity.
3. Tap **Submit** to redirect to the RingCentral Single Sign-on page.
4. Enter your **Username** and **Password**.
5. Tap **Sign in**.

## Navigating the RingCentral app for mobile

There are several main navigation features you'll need to know to get started on the RingCentral mobile app using an iOS or Android device.

### Navigating the RingCentral mobile app for iOS and Android

The RingCentral app for mobile is divided into several sections: the top header bar, the center section, and the bottom menu bar.

Please note that each of these sections may differ depending on which part of the app you're in.

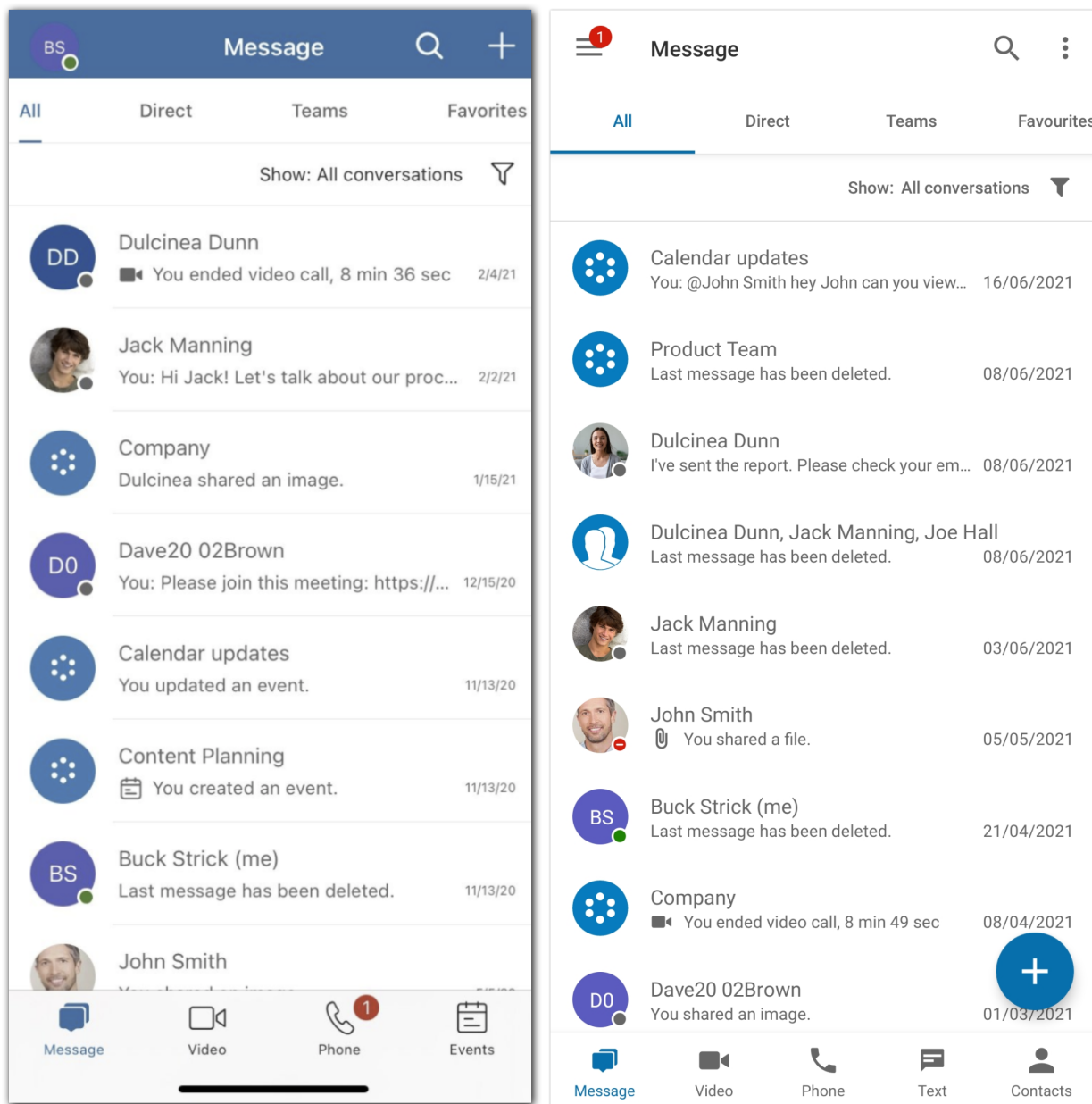
#### Top header bar

The top header bar contains features such as your profile menu, a search bar, settings, and a quick actions button, although this may depend on where you are in the app.

For example, when you're in the **Message** menu, the top header bar contains the following from left to right:

- Main menu (profile photo for iOS or three stacked lines for Android at top left)
- A search bar for your messages
- A plus icon, which acts as a shortcut to create a new message, invite contacts, and create a team conversation. On Android, this plus icon appears at bottom right.





## Main menu

You can access the **Main** menu by tapping your profile photo (iOS) or the three-stacked lines (Android) at top left, and then a panel will slide out from the left-hand side of the app containing the following options:

- **Profile:** Your profile appears at the top of the app with your name, email address, and profile picture. Tap your profile picture and choose to view the picture, take a new picture, or select a new picture from your mobile image gallery.
- **Presence:** Your current RingCentral app presence appears below your name and email address. Tap on your current presence and make a new selection from a list of options.

- **Status:** Select **Share status** to share a new status. If you already have a status created, click on your current status to make any changes.
- **Tasks:** Tap **Tasks** to visit a list of tasks assigned to you from all your active conversations.
- **Team events:** Tap **Team events** to view a calendar of team events and tasks from all your active conversations.
- **Admin tools:** Only available to admins, tap **Admin tools** to view your company call logs, phone system, analytics, and billing.
- **Settings:** Tap this option to navigate to a page of in-app settings. This is where you can configure your notification, Message, Video, and Phone settings.

## Bottom menu bar

Your main navigation in the mobile app is located at the bottom of the app, called the bottom menu bar. You can fully customize what appears in this menu bar via the **Customize tabs** menu.

You can navigate between the following features in the bottom menu bar:

- **Message:** Send and receive messages, create and collaborate in teams, share files, and create tasks.
- **Video:** Start, schedule, and join meetings, manage recordings, and view recent meetings.
- **Phone:** Make and receive phone calls, manage your call history, and listen to your voicemails.
- **Text:** View and send SMS/text messages.
- **Team events:** View a calendar of team events from all your active conversations.
- **Tasks:** Create, view, and manage your tasks from all your active conversations.
- **Contacts:** Add, view, and manage all your company contacts, including administrators, company users, and guest users. You can also create, view, and manage teams via this interface.

Note: You can also add your personal contacts from your Microsoft and Google accounts. For more Information, view **Configuring contacts settings in RingCentral mobile app**.

- **Resource Center:** Discover features, get help, and provide feedback.
- **Fax:** View and send fax messages.

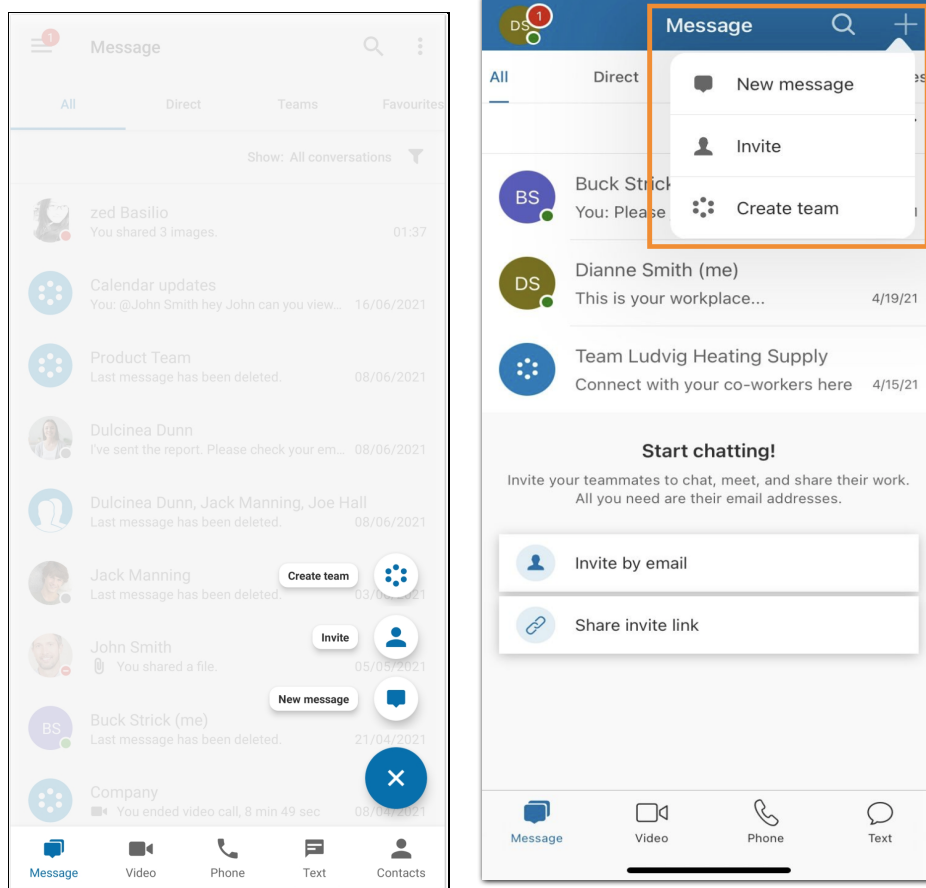
## Center section

The center section is the primary part of the app where you will spend most of your time, and it will differ depending on where you are within the app. For example, while in Message, the center section will contain your list of conversations. When you tap on a chat, this center section becomes the message thread.

### New actions

Selecting the new actions button reveals a dropdown menu of actions you can perform associated with that menu. These actions may differ depending on where you are in the app.

For example, in Android, selecting the new actions button at the bottom right in the Messages menu allows you to create a team, invite a user, or create a new message. In iOS, the new actions button is at the top right.



## Using the Resource Center

The Resource center is available for users to discover features, try beta features, get information, and provide feedback. With the Resource center, you can:

- Discover recommended features, beta features, and new updates in the RingCentral mobile app.
- Chat with support, access help articles, report an issue, share ideas, and rate the app.
- Access app information such as app version, terms of service, software license, and more.

## Accessing the Resource center

Depending on how you customized the Resources menu, there are two ways to access this:

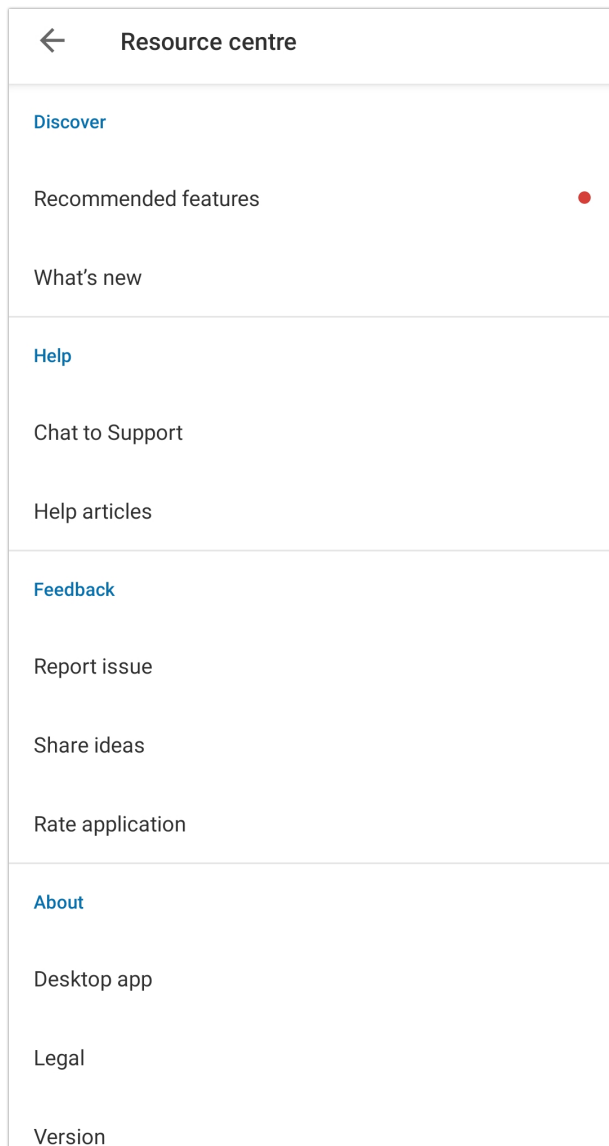
- Tap your profile picture (iOs) or main menu (Android) > Resource center
- Tap Resources at the bottom menu bar if you have customized your tabs

Note: To learn how to customize your tabs, visit [Customizing tabs in the RingCentral mobile app](#).

## Resource center features

You can navigate between these features in the Resource center:

- **Discover:** Discover recommended features and what's new in the RingCentral app.
- **Help:** Chat with support and access help articles.
- **Feedback:** Share your feedback on the RingCentral app.
- **About:** Download the desktop app, read legal aspects, and view the version of the app.



## Discover

- Recommended features: Learn about the recommended features and beta features you can try within the mobile app. A red dot will display if there's a new feature added, and a banner will display if there's a new beta feature available for you.
- What's New?: Discover and try out new updates or features in the mobile app. You can also view previous releases.

## Help

- [Chat to Support](#): Tap to chat with AI-powered chatbots.
- Help articles: Access help articles by tapping one of the available topics.
- Siri & CarPlay command guide (iOS only): Access a list of commands to send messages or start audio calls using Siri.

## Feedback

- Report issue: Report an issue via the default email app installed on your phone.
- Share ideas: Suggest feature ideas via the RingCentral App Feedback and Ideas site.
- Rate application: Rate the RingCentral app via the Google Play Store or the App Store.

## About

- Desktop app: Download the RingCentral desktop app.
- Legal: Read the legal aspects of using the app according to the following:
  - Privacy Notice
  - Acceptable use policy
  - Emergency service policy
  - Terms of service
  - Software licenses
- Version: View app version.

## Using RingCentral Message

### Sending a message

To send a message in the RingCentral mobile app, follow these steps:

1. Navigate to **Message** via the bottom bar.
2. Tap the new actions plus button in the lower right-hand corner of the app (Android) or top right (iOS).
3. Select *New message*.
4. Enter the names or email addresses in the **To** field.
5. Tap **Next** at upper right.
6. Type the body of your message in the **Message** field.
7. Tap the rightward arrow (iOS) to send the message.

Note: Once you've sent a new message, that conversation will appear at the top of your conversations list. There are several other methods you can use to [send a message](#).

### Creating a team

You can create a team chat to communicate with a group of people and collaborate.

To create a team in the RingCentral mobile app, follow these steps:

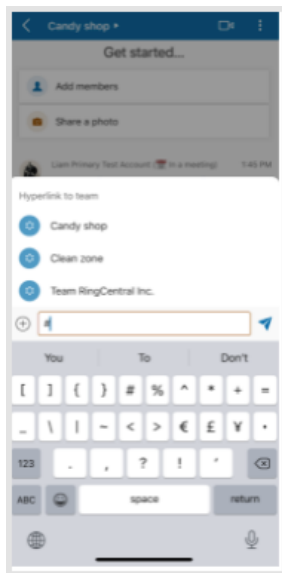
1. Navigate to Message or Contacts via the bottom menu bar.
2. Tap the new actions plus button located in the lower right corner (Android) or top right (iOS).
3. Select *Create team* from the menu.
4. Provide a name for your team in the **Team name** field.
5. Choose either *Private (invite only)* or *Public (visible to any co-worker)* from the **Team type** dropdown menu.
6. Tap **Members**, then enter a list of names or email addresses in the **To** field
7. Tap **Next** at top right
8. Tap the check mark at top right to finish creating the team

Note: Once you've created a team chat, the conversation thread will appear at the top of the list under the **Teams** tab in the Message interface. There are several other methods you can use to [create a team](#).

## Hyperlink to a team

You can refer to your team in any conversations by using the @ or # sign to directly link a team or a person in a team for conversations.

1. Navigate to **Message** via the bottom menu bar.
2. Select any conversation.
3. Type # to trigger team mention, and then tap the team name. You can type in @ to trigger a pop-up to mention specific team members.

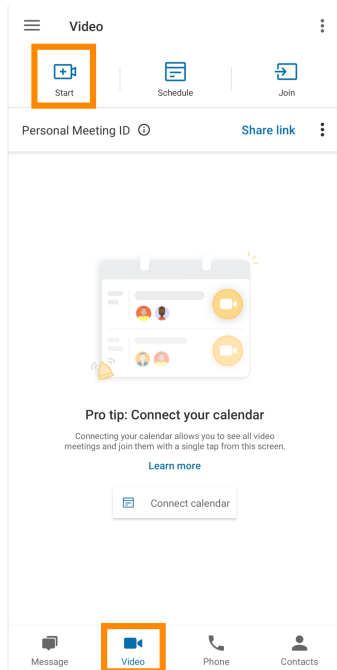


## Using RingCentral Video

### Starting a meeting

To start a meeting in RingCentral mobile app, follow these steps:

1. Navigate to Video via the bottom menu bar.



2. Tap the **Start** button in the upper left corner. This will start the meeting immediately.
3. You can Invite participants during the meeting by:
  - a. Tap **Participants** in the bottom bar.
  - b. Tap the **Add** icon next to **Invite people**.
  - c. You can choose to invite others via RingCentral video call, other apps, or email.

When you [start a meeting](#), you are designated the host. To learn more about host controls, visit [Using RingCentral Video host controls on mobile](#).

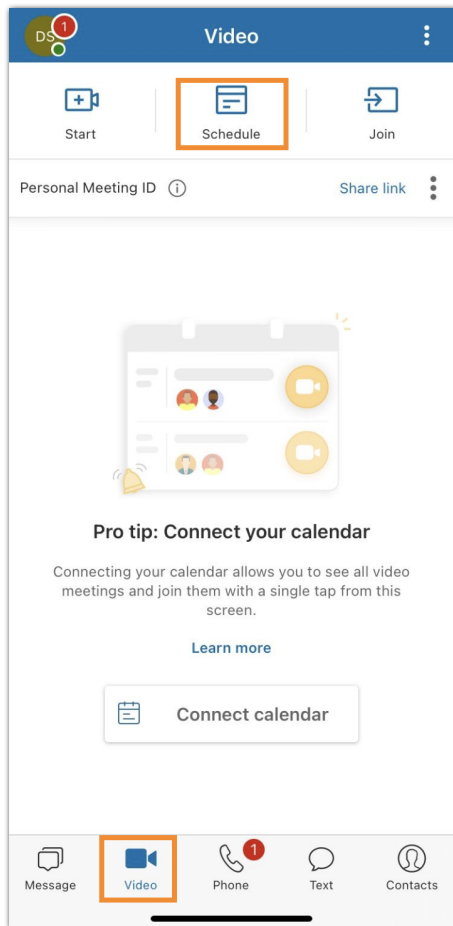
Depending on how you [configured your Video settings](#), you will have slightly different options for selecting the audio sources from which you'd like to start your meeting.

### Scheduling a meeting

To schedule a meeting in the mobile app, follow these steps:

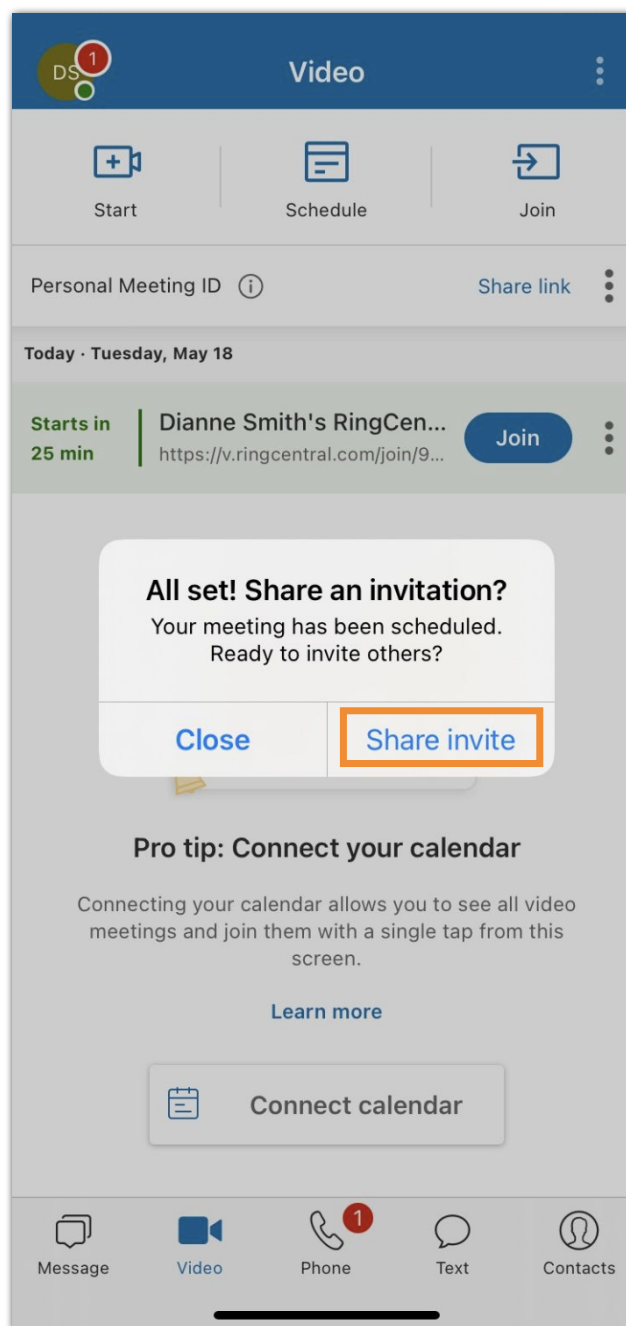
1. Tap the **Video** tab via the bottom menu bar.





2. Tap **Schedule** at the top.
3. Make changes to the meeting title (optional).

4. Set the **Date**, **Start Time**, and **End time**.
5. Configure additional meeting settings as needed.
6. Tap the **Next** button at top right.
7. Follow the steps depending on whether you've synced either your Microsoft, Google, or device calendar with the RingCentral mobile app or not:
  - a. If you haven't synced your Microsoft, Google, or device calendar with the RingCentral mobile app, you can share the meeting invite link via an installed app on your phone by tapping **Share invite**.



- b. If you've synced at least one of the calendar options (Microsoft, Google, or device calendar) with the RingCentral mobile app, follow these steps:

1. Select the calendar where you want to save the meeting. This will open the meeting invite in the selected calendar.

Note: If you've synced either your Microsoft, Google, or device calendar with the RingCentral mobile app, you can select the calendar where you want to save the meeting by default: *Outlook, Google, device calendar* or *Schedule without calendar* via the [Schedule Meetings page](#).

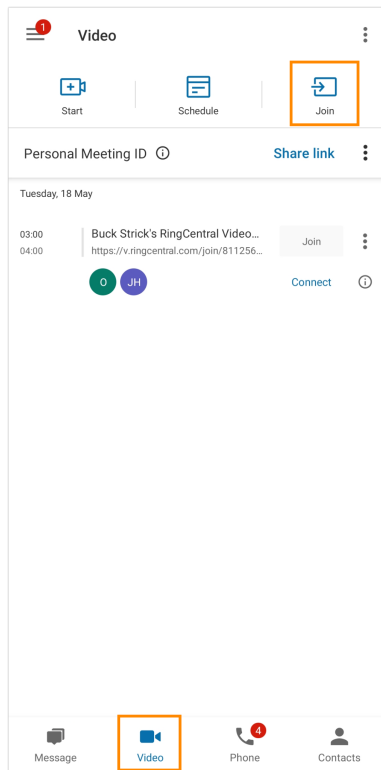
The screenshot displays the 'New Event' form in the RingCentral app. At the top, there's a title bar with a close icon, a profile icon, and the text 'New Event' and 'Calendar'. Below this, there's a list of settings: an invitee field with the email 'stricklandpropane...atosrd@gmail.com', an 'All Day' toggle, a date and time section showing 'Tue, May 18' and '11:00 PM → 11:30 PM' with a duration of '30 minutes', a 'Time Zone' selector, a 'Teams Meeting' toggle, a 'Repeat' dropdown set to 'None', an 'Alert' dropdown set to '15 minutes before', a 'Show As' dropdown set to 'Busy', and a 'Private' toggle. A checkmark icon is located in the top right corner of the form.

2. Add the people you'd like to invite to the meeting.
3. Configure meeting settings as desired.
4. Save the calendar event by tapping the checkmark icon (iOS device) at top right or **Next** (Android).

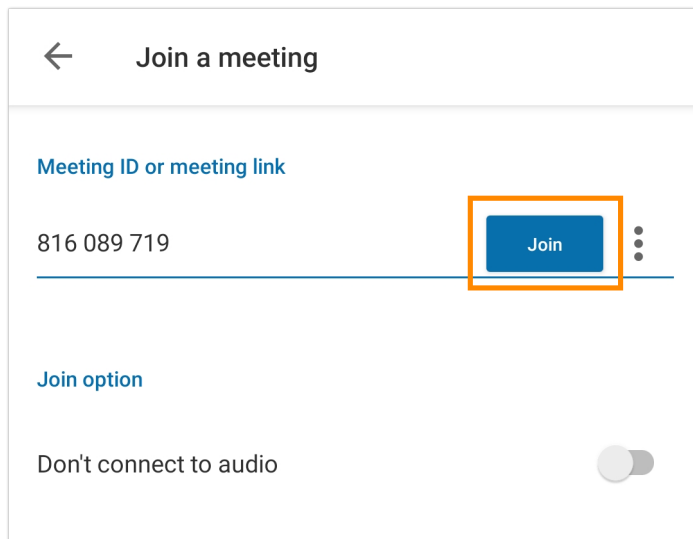
Once you've scheduled a meeting, that meeting will appear in the Video menu.

## Joining a meeting

1. Navigate to Video via the bottom menu bar.
2. Tap the **Join** button at the top.



3. Enter the meeting ID or the meeting link of the meeting you want to join.
4. Tap the **Join** button next to the meeting ID or meeting link.



5. Configure your audio sources in the meeting that opens on your device.

Depending on your video service, you will have slightly different options for selecting your audio sources from which you'd like to start your meeting.

## Inviting users to RingCentral Video

You can add three types of users in the RingCentral app:

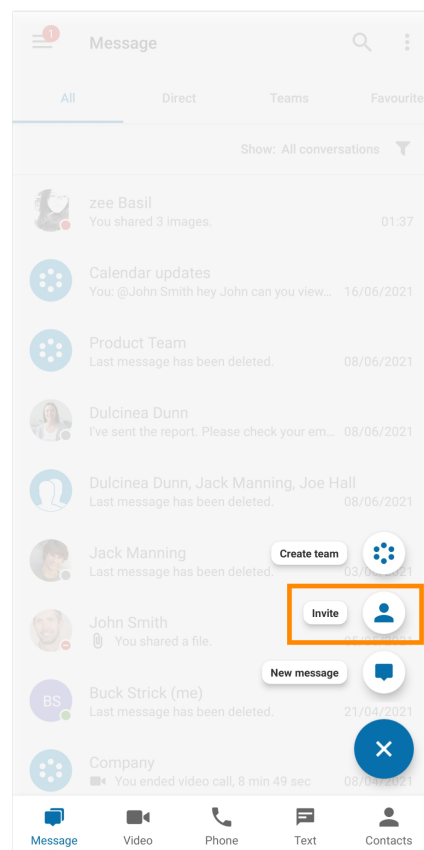
- Administrators (if you're an admin user)
- Co-workers or company contacts
- Guest users or personal contacts

Co-workers added to your RingCentral Video Pro or Pro+ account will see the same set of contacts because of your shared email domain, allowing them to start conversations with one another and join video meetings.

Note: If you have a RingCentral Video Pro+ account and you'd like to add a new user with a Video Pro+ license, an admin will also need to assign that license to the user after the fact.

### Inviting a user on RingCentral Video via Messages

1. Tap **Message** via the bottom menu bar.
2. For iOS devices, tap the plus icon at top right, and then tap *Invite*. For Android devices, tap the plus icon at bottom right, and then tap **Invite**.
3. Select from one of the following options: *Type an email address to invite*, *Invite from contacts*, or *Invite via link*



## Invite users by email

Type in an email address in the **To** field. You can enter a semicolon- or comma-separated list of email addresses (up to 20), then tap **Invite** on top right (iOS devices) or tap **Next** on top right (Android devices).

## Invite new users by text

1. Type a number in the **To** field to populate your list of contacts underneath.
2. Select and tap contact name.
3. Tap **Invite** on top right for iOS devices or tap **Next** for Android devices.

## Invite new users by sharing a link

To add a user via invite link, tap **Invite via link**, and then tap **Copy** to share the link anywhere outside of the app or directly send the link via one of the apps installed on your phone.

## Inviting users via Contacts

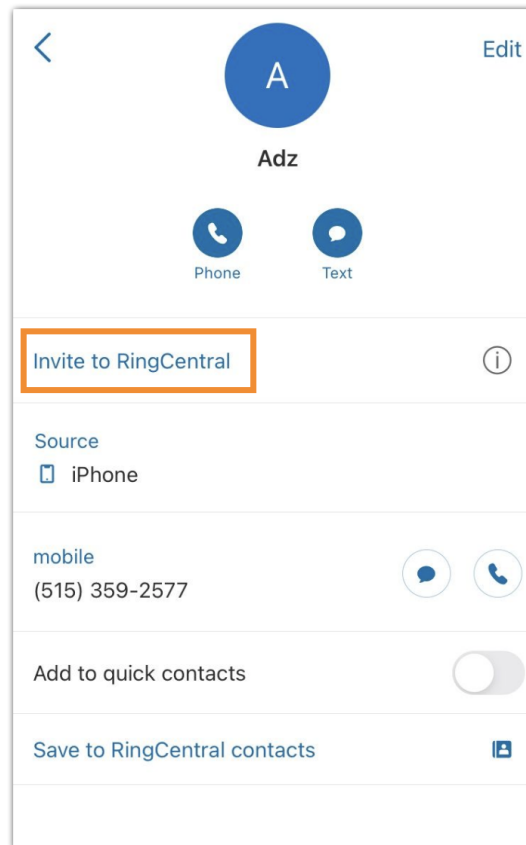
There are two ways to invite a user via the Contacts menu.

First, you can invite a user via the **Add** plus sign icon at top right by following the steps below:

1. Tap **Contacts** via the bottom menu bar.
2. For iOS devices, tap the plus icon at top right, and then tap *Invite*. For Android devices, tap the plus icon on bottom right, and then tap **Invite**.
3. Select from one of the following options: *Type an email address to invite*, *Invite from contacts*, or *Invite via link*.

The second way to invite a user via the Contacts menu is by tapping their contact name.

1. Tap **Contacts** via the bottom menu bar.
2. Tap the search icon at top right and type in the name or email address to populate the list of contacts underneath or easily look up names by tapping on one of the following tabs at the top: *Company*, *Guest*, *Personal*, *Teams*, or *Other*.
3. Select and tap contact name, and then tap **Invite to RingCentral Video**.  
OR  
If you have invited a contact before, tap the **Re-invite** button beside their name.
4. Tap **Invite** or **Re-invite**.

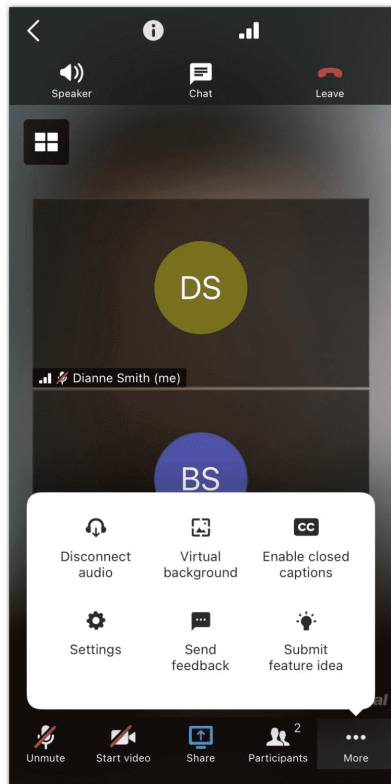


## Using RingCentral Video attendee controls

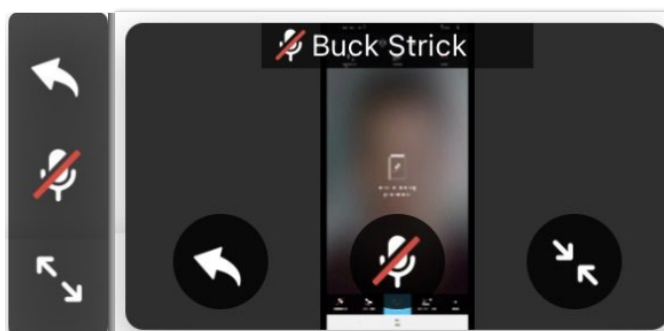
RingCentral Video attendee controls can be found at the top and bottom of your screen during the meeting, so you can multitask at any time.

Note: In Safe Driving Mode, you will have access to only two controls: mute/unmute your microphone and end meeting. To learn more about Safe Driving Mode, click [Entering Safe Driving Mode in a RingCentral Video mobile meeting](#).





- Back button: Tap the left pointing arrow at top left to minimize the meeting screen, and enable multi-task mode.
- Meeting preview window: Once you tap the back button at upper left, the smaller meeting preview window will appear on top of the screen you're currently on. You can tap and drag around the meeting screen any time. You have access to the following options via the minimize video window:
  - Left pointing arrow: Tap to go back to the meeting screen.
  - Double tap: Double tap on the meeting preview window to go back to the main meeting screen.
  - Microphone icon: Tap to mute/unmute.
  - Two outward pointing arrows: Tap to make the meeting preview window bigger.
  - Two inward pointing arrows: Tap to make the meeting preview window smaller.

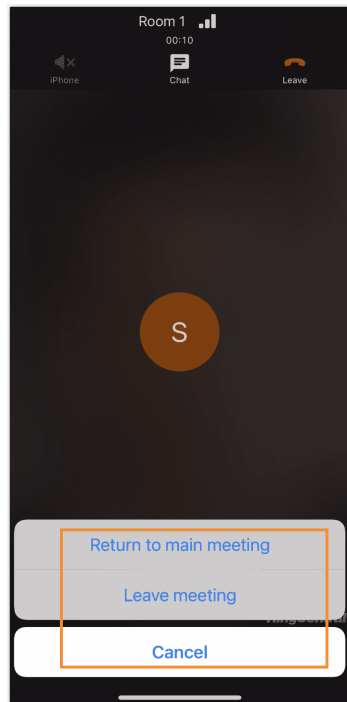


- Meeting details: Tap the circle with an 'i' icon at the top of the screen to view meeting details.

- Network connection: Tap the signal icon at the top of the screen to view network connection details.
- Speaker/Phone: Switch between your speakerphone and device microphone.
- Chat: Send a message privately to a participant or to everyone in the meeting.
- Raise Hand/Lower Hand: Tap the raise your hand button during a meeting to get the attention of the host, moderator, or presenter. After raising your hand, you can also tap the same button to lower your hand.
- End: Tap to leave the meeting. **Tap Cancel** to continue meeting.

Note: When [breakout rooms](#) are created, attendees have the following controls:

- Main meeting: *Leave meeting or Cancel*
- Breakout room: *Return to main meeting, Leave meeting or Cancel*



- Mute/Unmute: Mute or unmute your microphone or Join audio (if audio is not connected).
- Start/Stop video: Start or stop the video camera.
- Share: Share your mobile screen, camera view, and present files with other participants in the meeting.
- Participants: View and invite participants. You can also mute/unmute your microphone and start/stop your video camera during the meeting via the Participants window.
- Chat: Host and participants can [send a private chat](#) with anyone in the main meeting or a breakout room.
- More: Tap the three-dot icon to access the following:
  - *Disconnect audio*: *Disconnect audio* or *Join audio* if audio is not connected.
  - *Virtual background*: Tap to enable virtual background where you can select built-in background images.

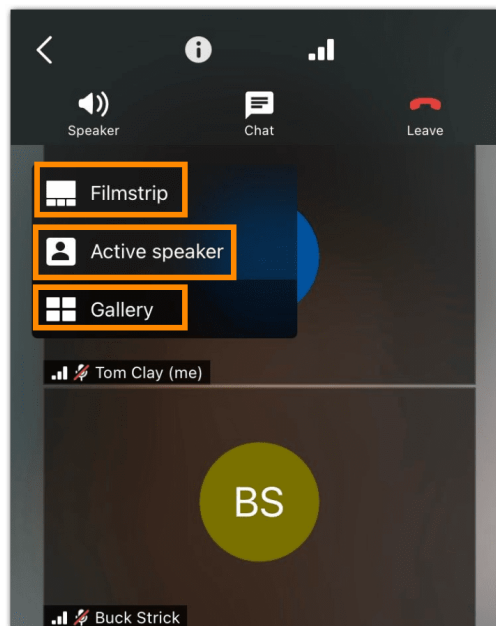
- *Enable closed captions:* Enabled closed captions. Closed captions are visually displayed at the bottom of the meeting screen to provide a better, more inclusive meeting experience by presenting real-time meeting discussions.
- *Settings:* Tap to configure in-meeting settings. To learn more, visit [Configuring in-meeting RingCentral Video settings on mobile](#).
- *Send feedback:* Tap to report a problem or give feedback.
- *Submit feature idea:* Tap to suggest feature ideas.

## Viewing participants

### Viewing participants via the gallery view

You can tap and choose one of the following displays from the layout switcher on the meeting screen:

- **Filmstrip:** View the active speaker at the center, then displays other participants at the bottom.
- **Active speaker:** View just the active speaker.
- **Gallery:** View all the participants on the screen. It highlights the participant speaking. This is the default view upon joining a meeting. The main screen in RingCentral Video displays:
  - iOS phone: 4 participants
  - Android phone: 4 participants
  - Tablet (iOS and Android): 9 participants in landscape and 8 in portrait mode



### Pinning participant's video window

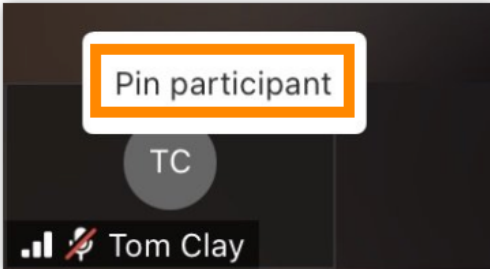
You can pin any participant in a meeting so their video window is constantly displayed in your meeting screen. With the pin participants feature, you can:

- view the pinned participants in filmstrip view (by default). You can tap and switch to gallery view at any time.
- pin a maximum of 3 participants in mobile and 6 in a tablet device.

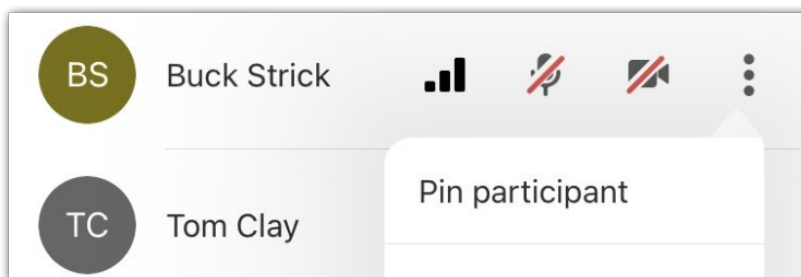
- remove pinned participants at any time.

There are two ways to pin a participant's video while in a meeting:

- Tap and hold their name on the main meeting screen, and then tap **Pin participant**. OR



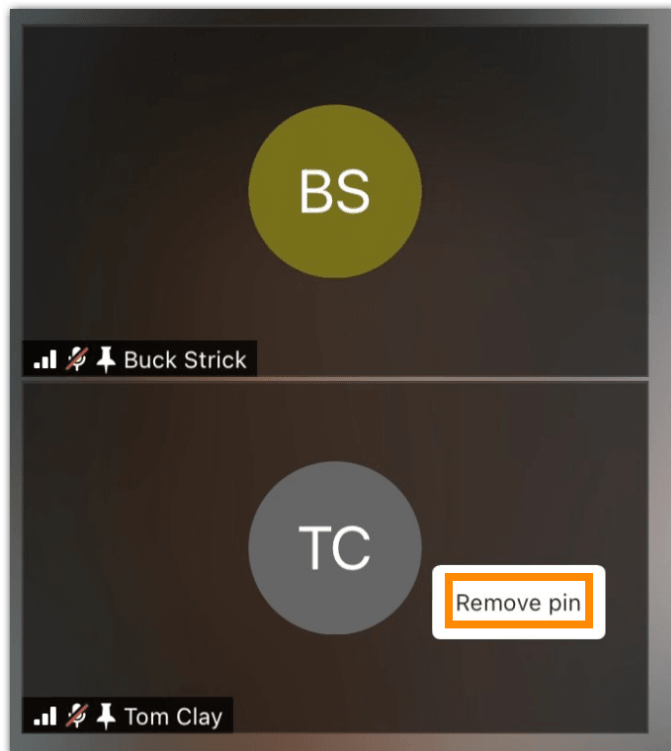
- Tap **Participants** at the bottom menu bar, then tap the three-dot **More** icon at the far right of their name, and then tap **Pin participant**.



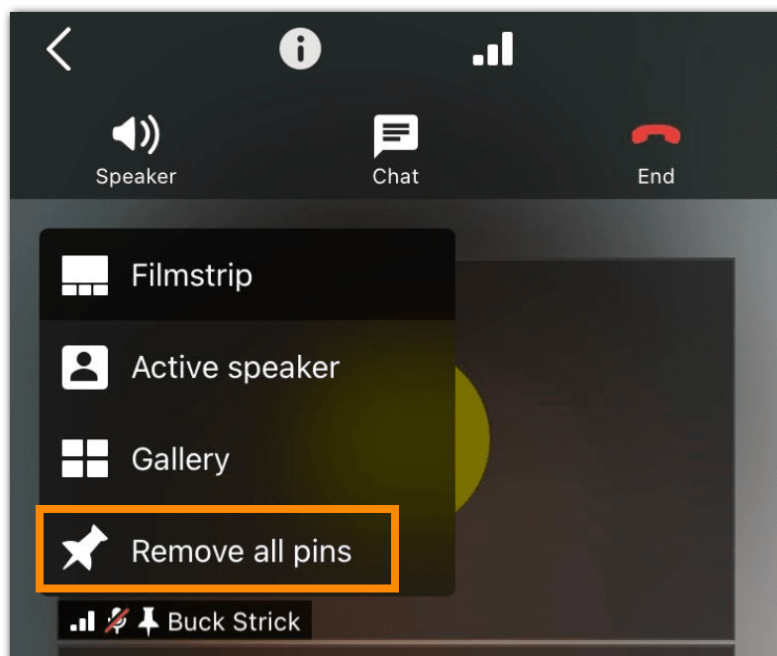
## Removing pinned participants

If you would like to remove a pinned participant's video, you can in four ways:

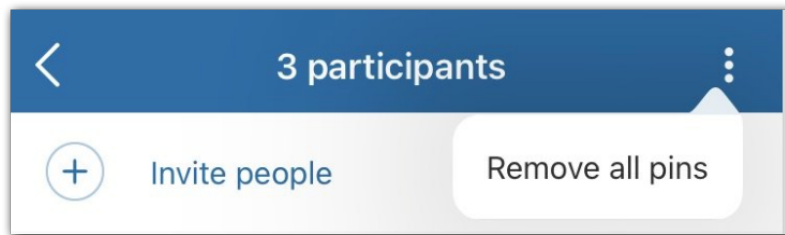
- Tap and hold the pinned participant's name, and then tap **Remove pin**.



- Tap the layout switcher on the meeting screen, and then tap **Remove all pins**. This will remove all pinned participants' video windows.

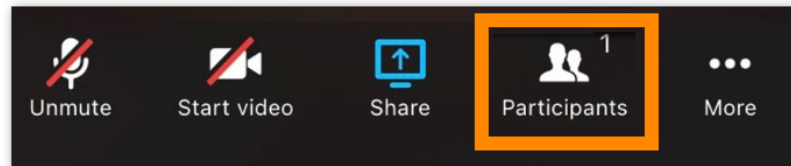


- Tap **Participants** at the bottom menu bar, then tap the three-dot **More** icon at the far right of the participant's name, and then tap Remove pin.
- Tap **Participants** at the bottom menu bar, and then tap the three-dot **More** icon at top right to remove all pinned participants' video windows.



## Participants view

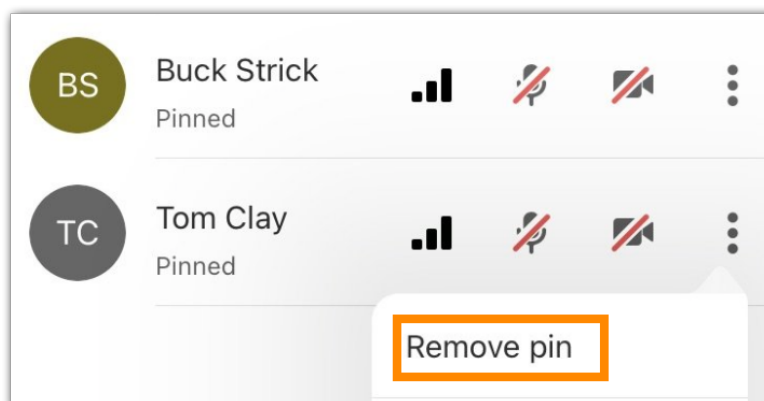
Tap Participants at the bottom menu bar to access the following:



- the total number of meeting attendees
- the list of meeting participant names
- pin and remove participants' video window
- attendees that have been removed or disconnected from the meeting

As a meeting attendee, you can access the following in-meeting controls via the Participants menu:

- Remove all pins: Tap the three-dot **More** icon at the top right to remove all pinned participants' video window.
- Invite people: Tap to invite participants.
- Mute/Unmute: Tap the microphone icon to mute or unmute your microphone.
- Start/Stop video: Tap the video icon to turn your video camera on or off.
- More: Tap the three-dot **More** icon at the far right of participant's name to access the following:
  - Pin participant: Tap to pin participant's video window.
  - Remove pin: Tap to remove pin on participant's video window.



Note: If you are the host or moderator of the meeting, you can access other in-meeting controls via Participant's view that are only available to hosts. To learn more, visit [Managing RingCentral Video meeting participants on mobile](#).

## Moving filmstrip view to the top and bottom edges on iPad or tablet

During a meeting via RingCentral Video, the filmstrip view displays the active speaker at the center and the other participants at either the top or bottom.

You can move the filmstrip view around on your iPad or tablet however you like. Note: Filmstrip view is only available when there are three or more participants in a RingCentral Video meeting.

### Moving filmstrip view via the Settings page

1. Tap your profile picture.
2. Under Settings, tap **Video**.
3. Tap **Filmstrip location**.
4. Select *Top* or *Bottom*.

### Moving filmstrip view during a meeting

1. On the RingCentral Video active meeting screen, tap the More three-dot icon at the bottom.
2. Tap **Filmstrip locations**.
3. Select *Top* or *Bottom*.

## Using auto follow in the app on the iPad

Auto follow powered by Center Stage is a feature of iPadOS which allows the front-facing ultrawide camera to automatically adjust to keep you in the center of the frame during a RingCentral Video meeting.

During your RingCentral Video meeting, turn your front-facing camera on yourself and click the icon in the bottom right corner of your personal video screen to enable or disable auto follow.

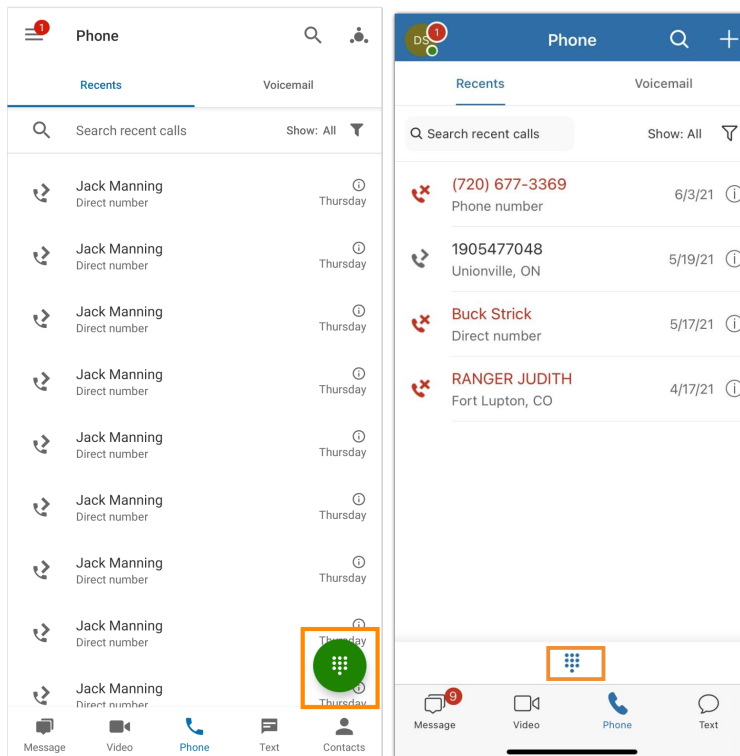
The feature is only available for an iPad that supports Apple Center Stage.

## Using the Phone menu of the RingCentral app for Android

### Making a call

You can make a call in the RingCentral mobile app by using the dial pad. The dial pad allows you to make calls to other users in the RingCentral app or external numbers so long as telephony is enabled on your company account.

1. Navigate to Phone via the bottom menu bar.
2. Tap the green dial pad icon in the bottom right-hand corner (Android) or bottom of the screen (iOS).



### 3. Enter a number in the dial pad and dial the number.

You can also change your outbound Caller ID before starting your call. Tap the **From** dropdown menu to select from the list of available Caller IDs. To change the default Caller ID, navigate to the Settings menu of the RingCentral mobile app.

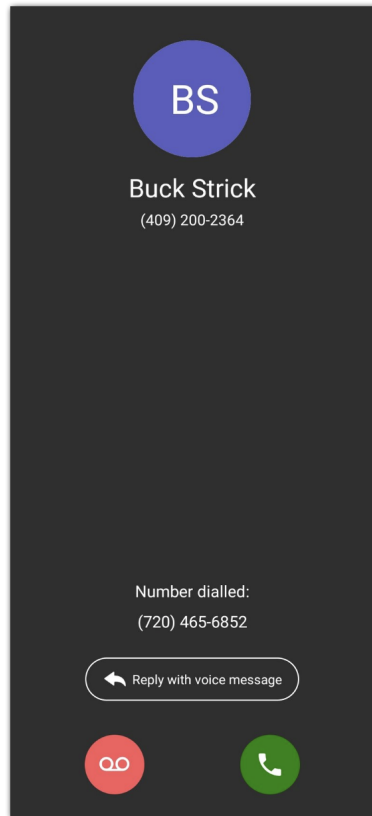
If you'd like to learn more about making a call, visit [Make a Call in the RingCentral Mobile App](#).

## Taking a call

You can easily take a call using the app whenever someone calls your RingCentral number. When you have an incoming call, a pop-up window will appear from which you can select from the following options:

- **Answer:** Tap the green answer button to answer the incoming call.
- **To voicemail:** Tap **Reply with voice message** button if you want to send the caller to your voicemail to leave a message.
- **Reject call:** Tap the red button if you want to reject the call.





To learn more, visit [Take a Call in the RingCentral Mobile App](#).

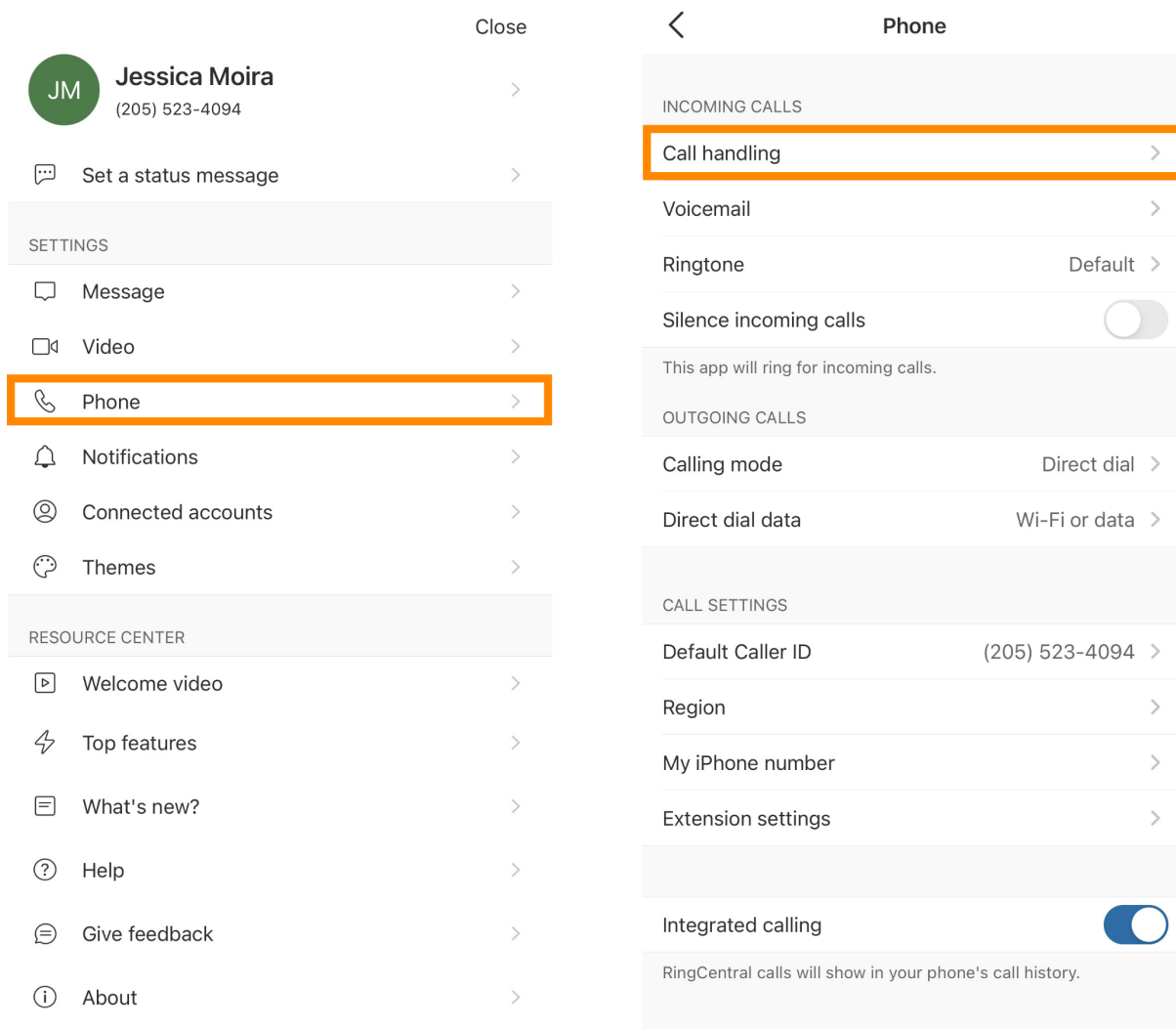
## Setting up call handling

You can manage how you want your incoming calls to ring on your RingCentral apps and devices:

- Which devices you want to ring during work and after hours
- Where you want to send missed calls

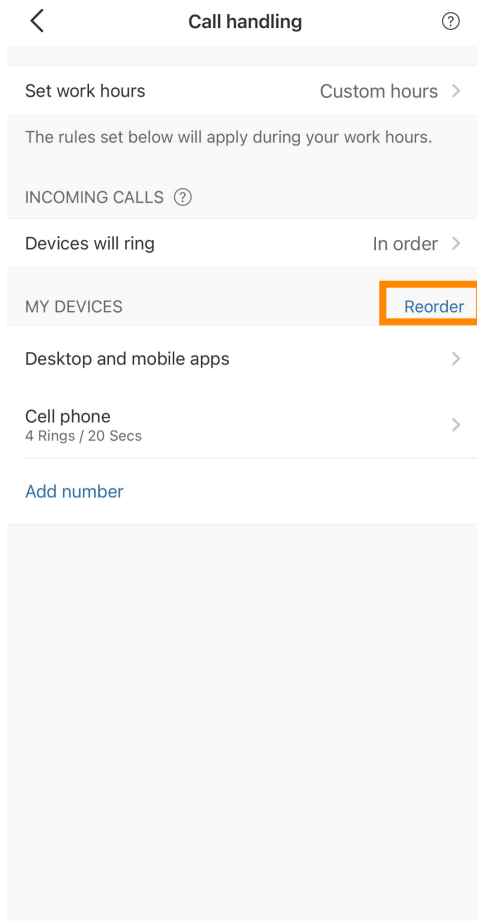
### Setting up how incoming calls are handled

1. Open and sign in to the RingCentral mobile app.
2. Tap your profile picture in the top left corner.
3. Tap **Phone** > **Call handling**.



4. Tap **Set work hours** to set your schedule. Use the same schedule 24/7 or tap **Edit** if you want to set how calls are handled based on the day and time.
5. Tap **Devices will ring** and select how you want your devices to ring:

- a. *In order*: Calls will ring in the order they're listed.
  - b. *All at once*: Calls will ring on all devices in the list at once.
  - c. *Do not ring*: (Only available for **After hours**) Calls won't ring on your devices. Instead, calls will route to the destination you set up under **Missed calls**.
6. Tap **Add number** to add another phone number to the list.
7. If you selected *In order*, tap **Reorder** and drag and drop the devices to place them in the order they should ring. Then tap **Save**.

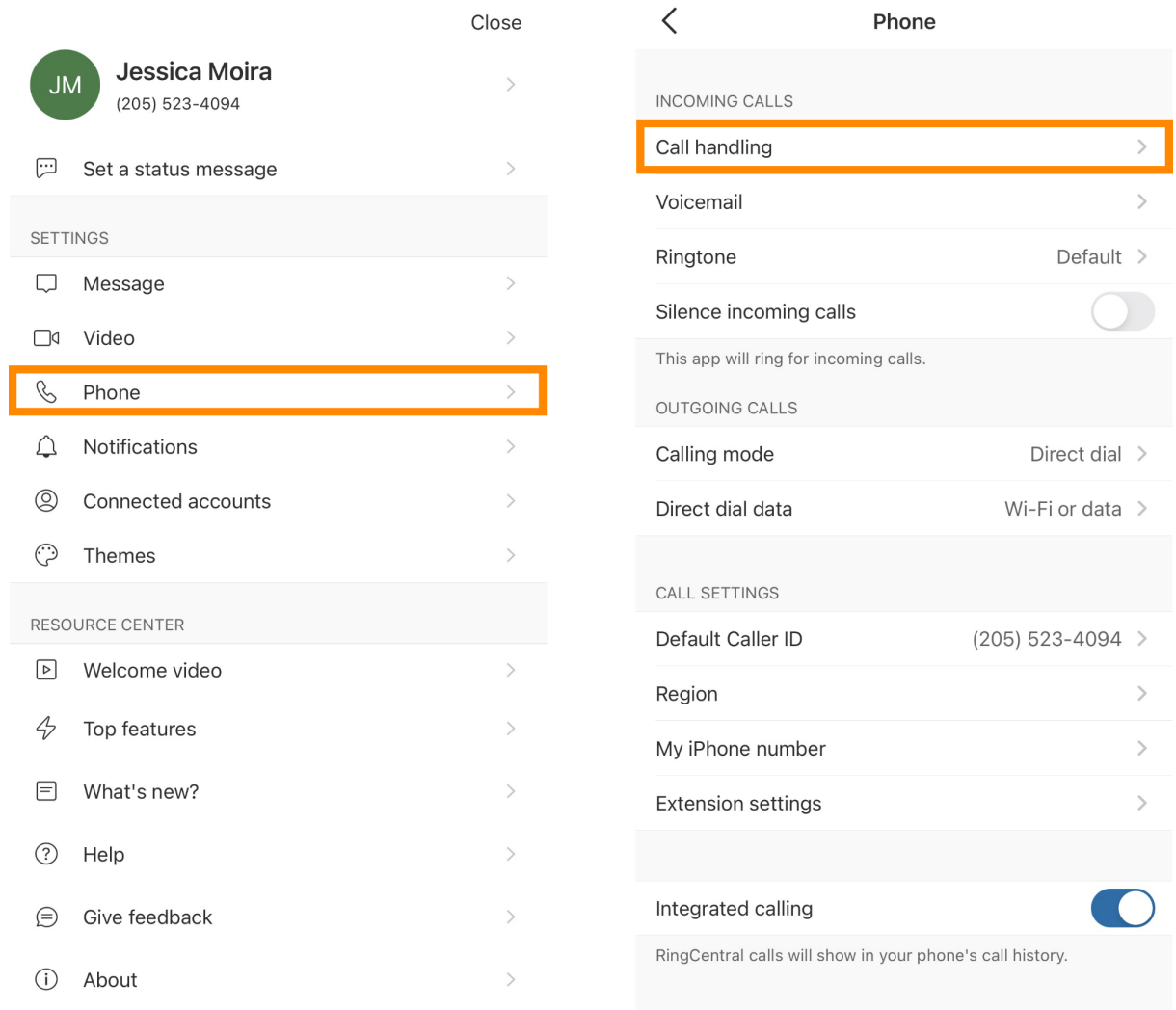


8. Tap the device name and select how long it should ring.
9. Tap the device name and turn it off if you don't want it to ring.

## Setting up how missed calls are handled

You can configure where missed calls should be sent.

1. Open and sign in to the RingCentral mobile app.
2. Tap your profile picture in the top left corner.

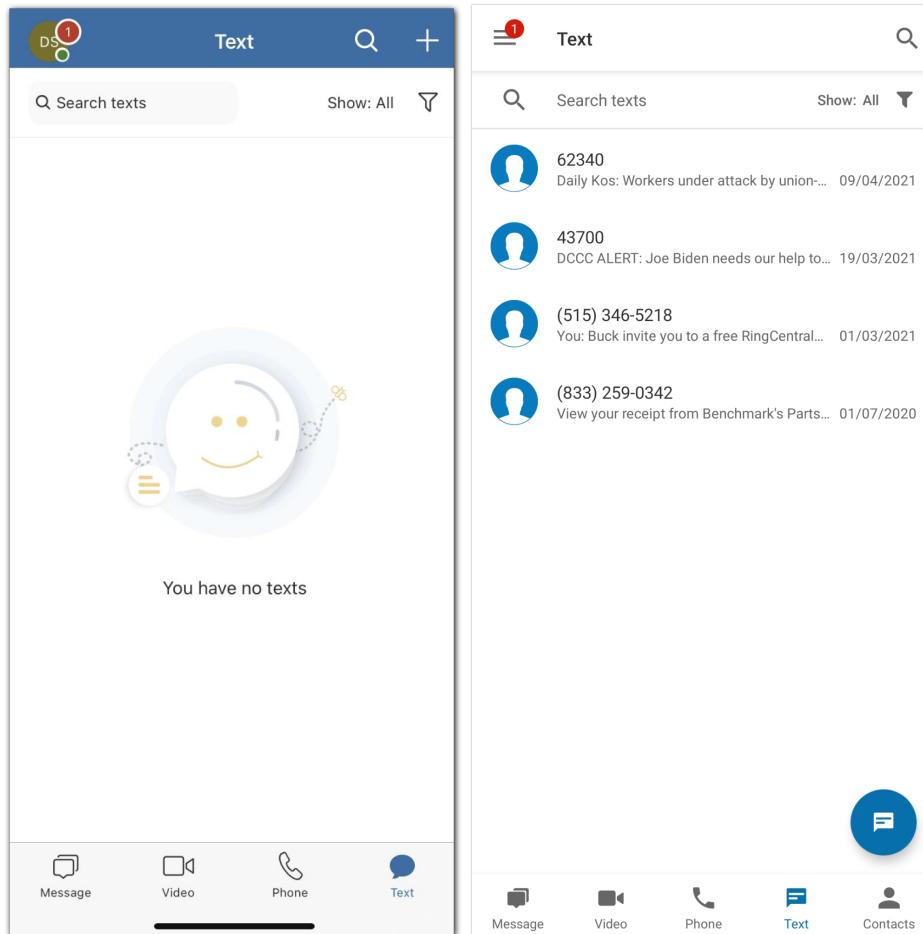
3. Tap **Phone** > **Call handling**.

4. Tap **Set work hours** to set your schedule. Use the same schedule 24/7 or tap **Edit** if you want to set how calls are handled based on the day and time.
5. Tap **Unanswered calls** to choose how your missed calls should be handled:
  - a. *Send to voicemail:* Sends unanswered calls to voicemail.
  - b. *Send to announcement:* Sends calls to a recorded voice message and then disconnects them.
  - c. *Forward to extension:* Forwards calls to the number of a coworker, a call queue, an IVR menu, or an announcement-only or message-only extension.
  - d. *Forward to number:* Forwards calls to an external phone number.

## Sending a text message

To send a text message in the mobile app, follow these steps:

1. Depending on how you customized your bottom menu bar, navigate to **Text** via the bottom menu bar or **Main** menu.
2. Tap the plus icon at top right (iOS) or tap the blue chat icon at bottom right (Android).



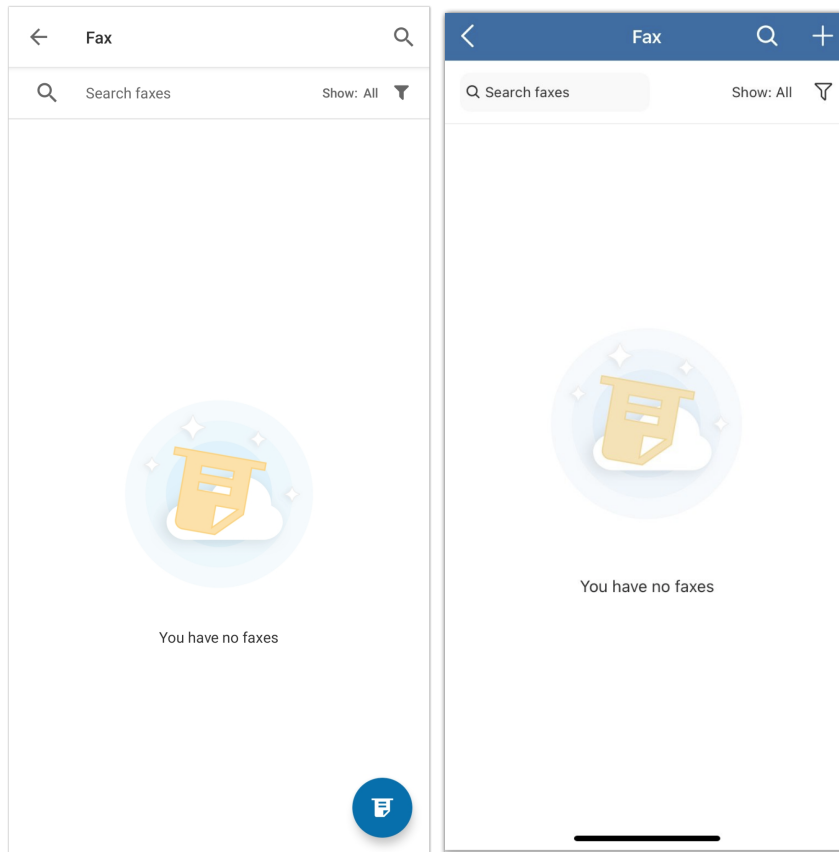
3. Enter a number or type the name of a contact in the **To** field.
4. Compose your text message in the Text message field.
5. Tap the right-pointing arrow icon to send your text message.

If you'd like to learn more about sending a text message in the RingCentral mobile app, visit [Send a Text Message in the RingCentral Mobile App](#).

## Sending a fax

To send a fax message in the mobile app, follow these steps:

1. Depending on how you customized your bottom menu bar, navigate to **Fax** via the bottom menu bar or **Main** menu.
2. Tap the plus icon on top right (iOS) or the blue paper icon on bottom right (Android).



3. Enter a number or the name of a contact in the To field (iOS) or tap **Select contacts** (Android).
4. Tap **Cover page** to select from a list of themes for your cover page (default is Contempo).
5. Add any notes in the **Add a note to cover page note** (optional) field.
6. Tap the checkmark at the top right (Android) or **Save** (iOS).
7. Select the Add attachment and select any files you'd like to fax. The max size you can fax is 50MB.
8. Tap the right-pointing arrow at top right to send the fax.

To learn more, visit [Manage a Fax in RingCentral Mobile App](#).