
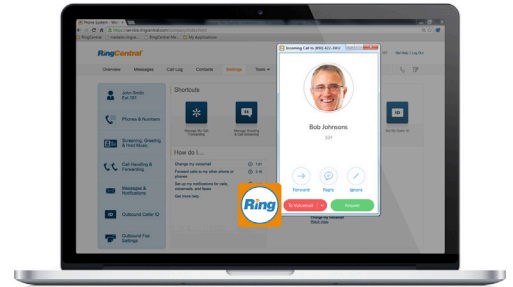


RingCentral for Desktop Quick Reference Guide

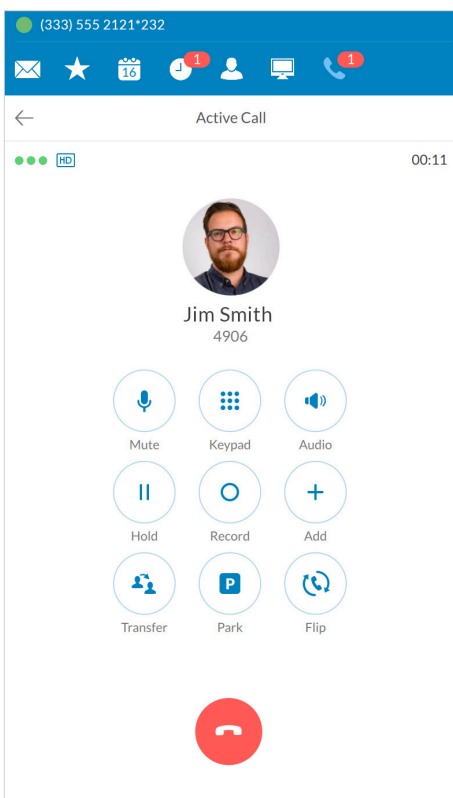
RingCentral for Desktop is a free downloadable application that turns your PC or Mac® computer into an all-in-one communications hub. You can make and receive HD calls, text, fax, hold audio conferences, launch online meetings, and check your messages all from one app. RingCentral for Desktop syncs easily with your office network and Microsoft Outlook®,¹ so you can collaborate with others with just a broadband connection and a headset.

Download the app

- Log in to your RingCentral account.
- Click **Tools > Desktop Apps**.
- Choose either **Download for Mac** or **Download for PC**.
- Run through the install wizard.
- On your desktop, click  to open it and log in with your same account credentials.



Get to know RingCentral for Desktop



Messages

View all your messages in one place. Messages are always current and synced from your other devices.



Favorites

Add any person you contact often. See your colleagues' presence status and contact them directly from this screen.



Join now

View a list of upcoming events associated with Google Calendar™, Mac iCal®, and Microsoft Outlook®. Click to join a call or meeting.



Call log

Review all call activity on your account.



Contacts

Your personal and company contacts synced with RingCentral Mobile® make it easy to find the right person.



Head-up display

Manage multiple incoming calls with the ability to transfer, pick up, and join calls with ease.



Dial pad²

Dial a phone number to make calls from this screen.



Business SMS & MMS

Send text and multimedia messages to your business contacts.



Online meeting

Launch RingCentral Meetings™ to collaborate and share screens with remote colleagues or clients.



Audio conference

Hold instant conference calls and easily invite participants.



Fax

Easily set your custom outbound fax ID, send faxes, schedule faxes, and select cover pages.



Glip

Launch RingCentral Glip® to start team collaboration with shared tasks, conversations, files, and calendars.



Settings

Set your app preferences, check for updates, or log out of the app.

 (888) 844-0007*101

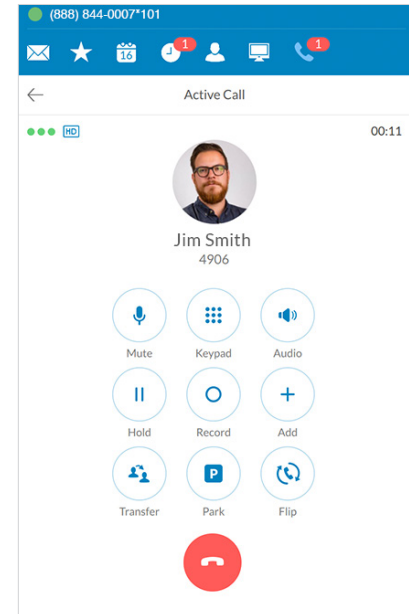
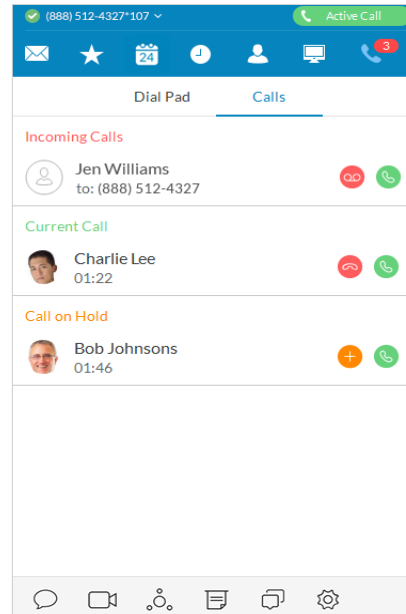
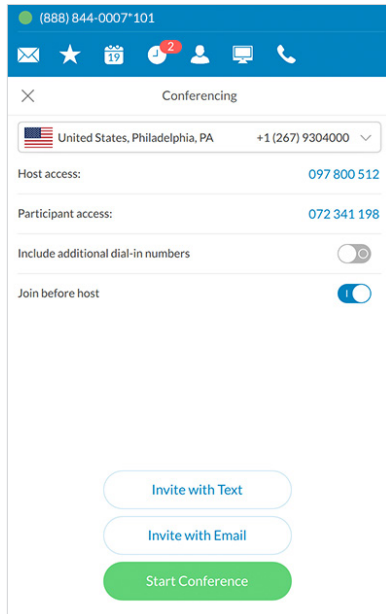
Your account presence

Set your availability status.

¹ Microsoft Outlook integration is available for Windows® only; Microsoft Outlook 2010 or later is required.

² Professional customers require a purchased line for making outbound calls.

Feature highlights



Robust call management

When you're on an active call, the on-screen options make it easy to manage your call. You can:

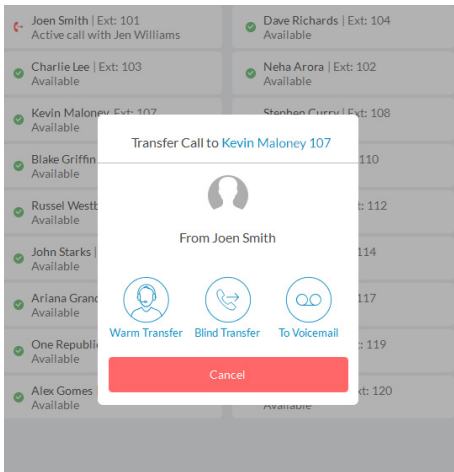
- **Mute** or unmute your call.
- **Add** another person to the line-up to six people—or drop others at any time.
- **Transfer** the call to another colleague or phone number.
 - » A warm transfer gives you a chance to talk to your colleague before connecting the caller.
 - » A blind transfer simply connects the caller directly.
 - » You can also transfer to your colleague's voicemail directly.
- **Park** the call in a public or private virtual extension, which puts the caller on hold and lets your colleague pick up the call from a phone or the desktop app.
- **Flip** the call to another phone, like your mobile phone, without interrupting the conversation.
- **Record** the call.

Handle multiple calls

- RingCentral for Desktop gives you a single view to manage multiple calls—current call, incoming calls, and calls on hold.
- You can switch to a different caller, send the caller to voicemail, or add the caller to your current call.
- When you can't take a call right away, you can instantly send the caller to voicemail, ignore the call, or forward to another number.
- Easily reply to a caller with a text-to-voice response. Choose from a list of default responses or type your own custom response.

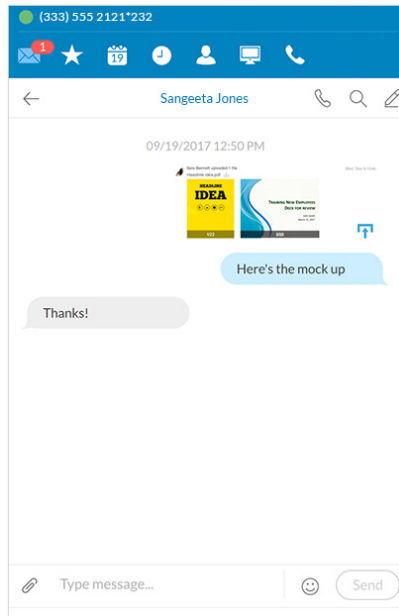
Conference call from anywhere

- Hold an instant audio conference any time you want to collaborate with your team. No need to schedule a call.
- Invite participants by email or text. Call-in details are automatically included in your message.
- Easily include international phone numbers so your participants don't have to worry about long-distance toll charges.



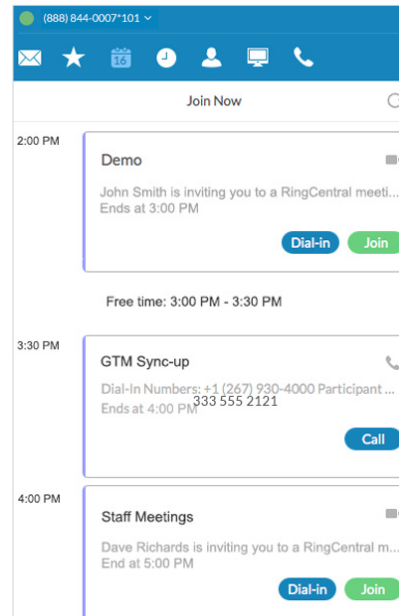
Head-up display (HUD)

- Ideal for receptionists, executive assistants, and supervisors.
- View your colleagues' phone presence—whether they are available, busy, or offline—across all devices.
- Transfer calls to extensions, add colleagues to an active call, or pick up calls on behalf of your colleagues when you have permission.
- Park calls to private lines that are only visible for assigned users within the groups.
- Monitor and coach your staff's calls with options of listen, whisper, barge in, and take over.
- Add, delete, or drag and drop extensions into your HUD list, which is automatically synced with your online account.



Send text and multimedia messages from your business number

- Initiate text messages to individuals or groups for quick communication.
- View the conversation in a thread. Messages are synced with your mobile app.
- Click on phone numbers or web links in messages to make calls or launch websites.
- Send images, receive videos, and view in-line previews in your message thread.



View upcoming meetings in your calendar

- Automatically sync with Google Calendar, iCal, or Outlook events in daily view. (Only one calendar source can be selected.)
- Click to dial into a conference call without an access code.
- Instantly connect with RingCentral Meetings™ participants with easy click-to-join.

System requirements

PC

- Windows® 7 or later
- 2 GHz processor
- Minimum of 1 GB of memory
- 300 MB of hard drive space

Mac

- Mac OS X® 10.8 Mountain Lion or above
- Intel® processor
- Minimum of 1 GB of memory
- 300 MB of hard drive space