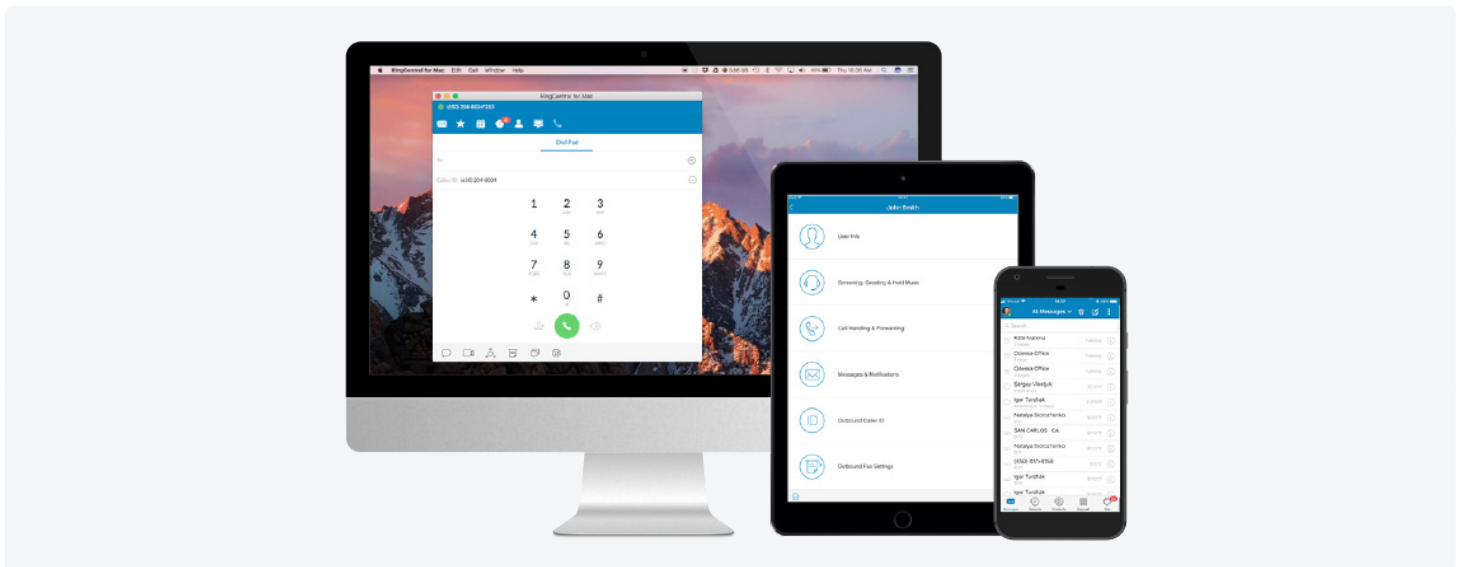


RingCentral Phone™ for Desktop Quick Reference Guide

RingCentral Phone 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. The RingCentral Phone desktop app 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.

System requirements

PC

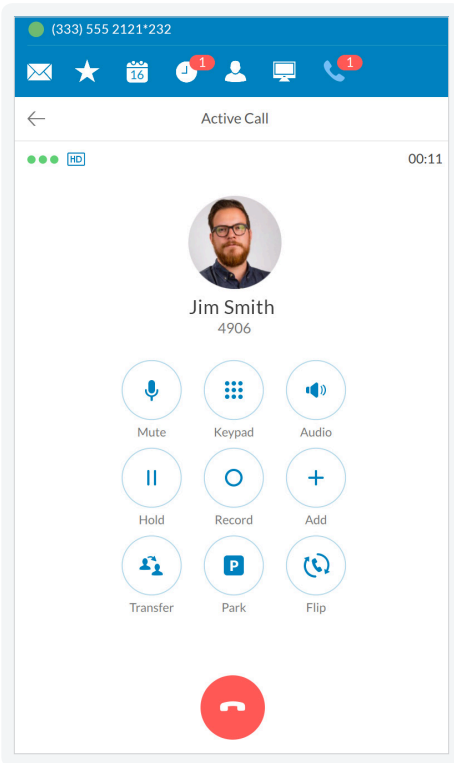
- Windows® 7 (or later)
- Minimum 2 GHz (32-bit or 64-bit) processor
- Minimum of 4 GB of memory (8 GB recommended)
- 400 MB of free hard drive space
- Required minimum screen resolution is 1,024 x 768

Mac

- Mac OS X® 10.10 Yosemite (or later)
- Intel processor
- Minimum of 4 GB of memory (8 GB recommended)
- 400 MB of free hard drive space
- Required minimum of screen resolution is 1,024 x 768

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

Get to know the RingCentral Phone desktop app



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 Phone 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.

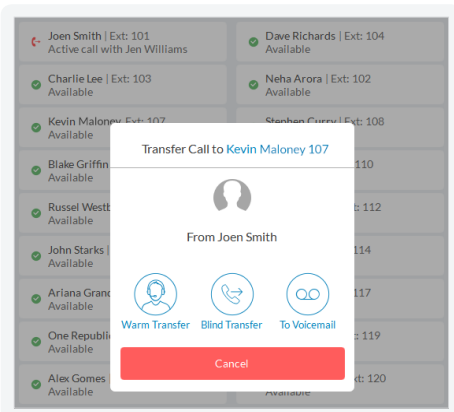
Glip
Launch RingCentral Glip™ to start team collaboration with shared tasks, conversations, files, and calendars.

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.

Feature highlights

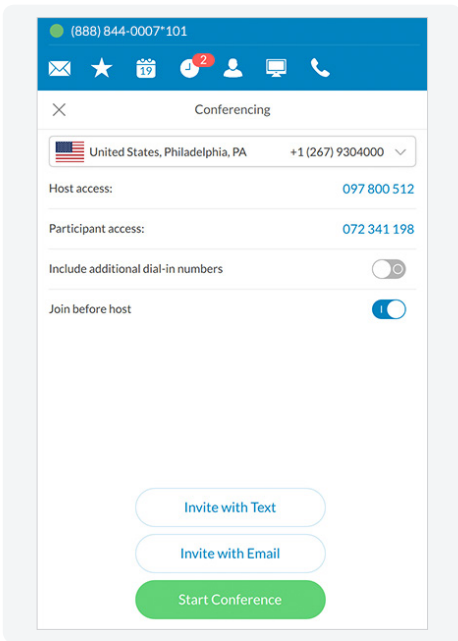


Head-up display (HUD)

- 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.

1.
2. Professional customers require a purchased line for making outbound calls.



Robust call management

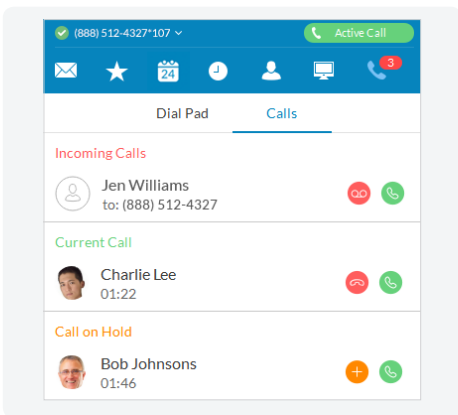
When you're on an active call, the on-screen options make it easy to manage your call.

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.

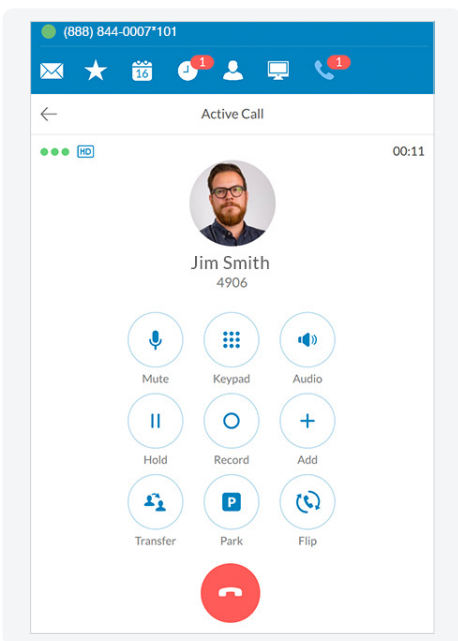
- **Park** the call in a public or private virtual extension, which puts the caller on hold and lets your colleague pick up the call from a phone or the desktop app.
- **Flip** the call to another phone, like your mobile phone, without interrupting the conversation.
- **Record** the call.



Handle multiple calls

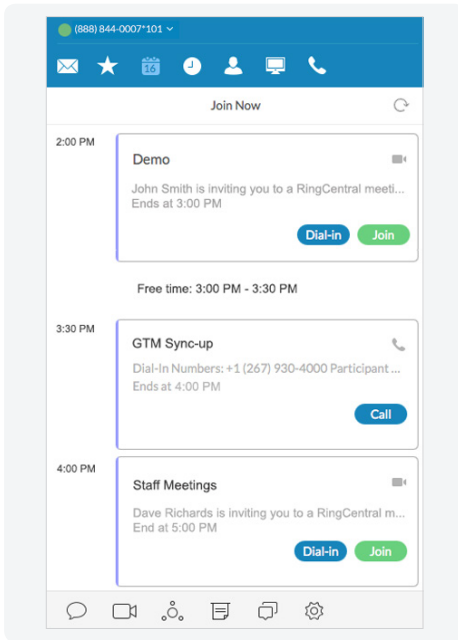
- The RingCentral Phone desktop app gives you a single view to manage multiple calls—current call, incoming calls, and calls on hold.
- You can switch to a different caller, send the caller to voicemail, or add the caller to your current call.

- 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.



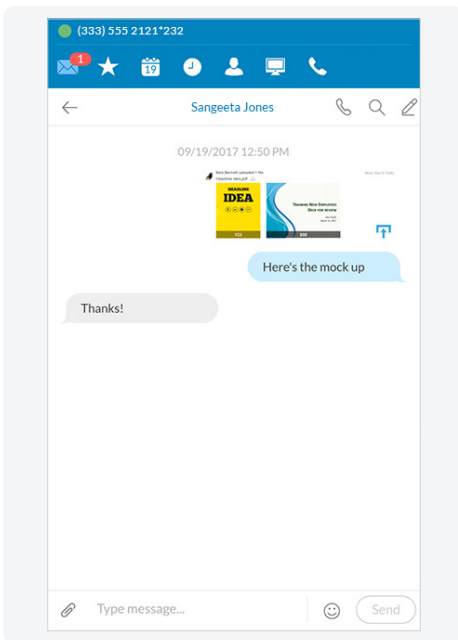
Conference call from anywhere

- 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.



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.



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.

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact center solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.