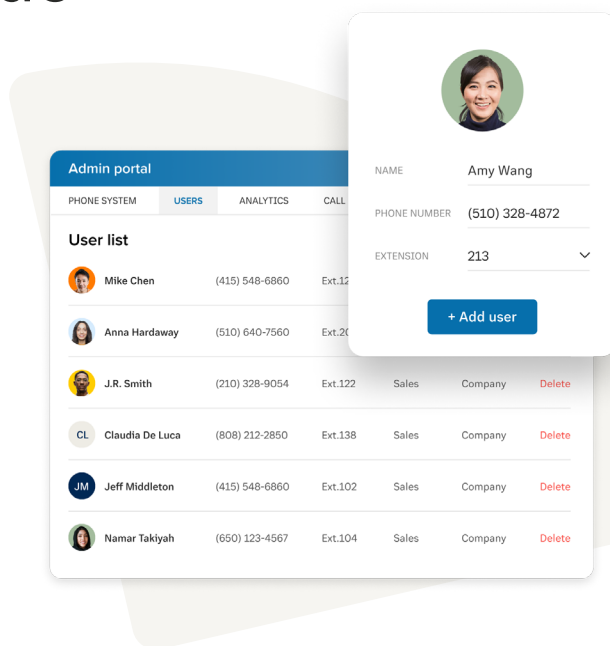


RingCentral Softphone for Desktop Quick Tips Guide

RingCentral Softphone for desktop is a free downloadable app that turns your PC or Mac® computer into an all-in-one communications hub. You can make and receive HD voice calls, send text (SMS MMS) and efaxes, hold audio conferences, launch HD video meetings, and chat/share files with your colleagues all in one app. Enjoy all the same features in your RingCentral mobile app too.

Our softphone integrates easily with all the apps you rely on to get work done – be it Microsoft Teams, Outlook, Google Chrome, Salesforce, Hubspot, DropBox – you name it, we got it. Collaborate easily with just an internet connection and a device of your choice. It's that easy!



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.

Internet bandwidth

- For audio-only, 512kbps download and upload or more
- For 1 to many meetings, 1.5mbps download, and upload or more

System requirements. PC / MAC

- Windows 8.1 (32 & 64-bit) or later
- Mac OS X with Mac OS 10.13 (High Sierra) or later
- Intel Skylake-class 6th Gen i3, i5, i7 processor or newer / AMD Excavator-class (2015) processor or newer
- 8GB of RAM or more
- For the mobile, see [RingCentral mobile system requirements](#).

- For 1 to many meetings using virtual background feature, 2mbps download, and upload or more

Get to know the RingCentral Softphone desktop app



Calling

Make a business call. Calls and call history 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 your work calendar. 1 click to join a scheduled call or a video meeting.



Call logs

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.



Dialpad

Dial a phone number to make calls from this screen.



Text-to-speech

Reply to an incoming call with automated text-to-speech voice messages when you are on the go.



Automatic and on-demand call recording

Record a single call, or change your account settings to automatically record all your calls.



Call flip to video

Flip your voice calls to video calls in 1 click to share your screen, see their faces, or show something on a mobile camera.



Call switch from desktop to mobile

Quickly transfer calls between desktop and mobile devices in 1 click without missing a beat.



Business SMS & MMS

Send text and multimedia messages to your business contacts.



Video meetings

Launch video meetings to collaborate and share screens with remote colleagues or clients.



Audio conference

Hold instant conference calls and easily invite participants.



eFax

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



Team messaging

View all your messages in one place. Launch a team chat to start collaboration with your colleagues and shared tasks, conversations, files, and calendars.



Settings

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



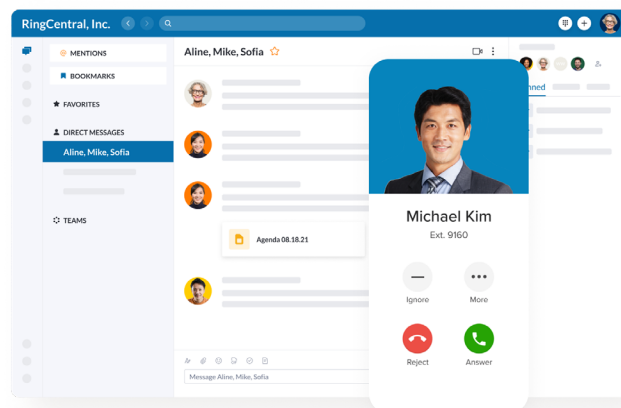
Your account presence

Set your availability status.



Visual voicemail

Enjoy automatic voicemail transcriptions in the app and to your email.

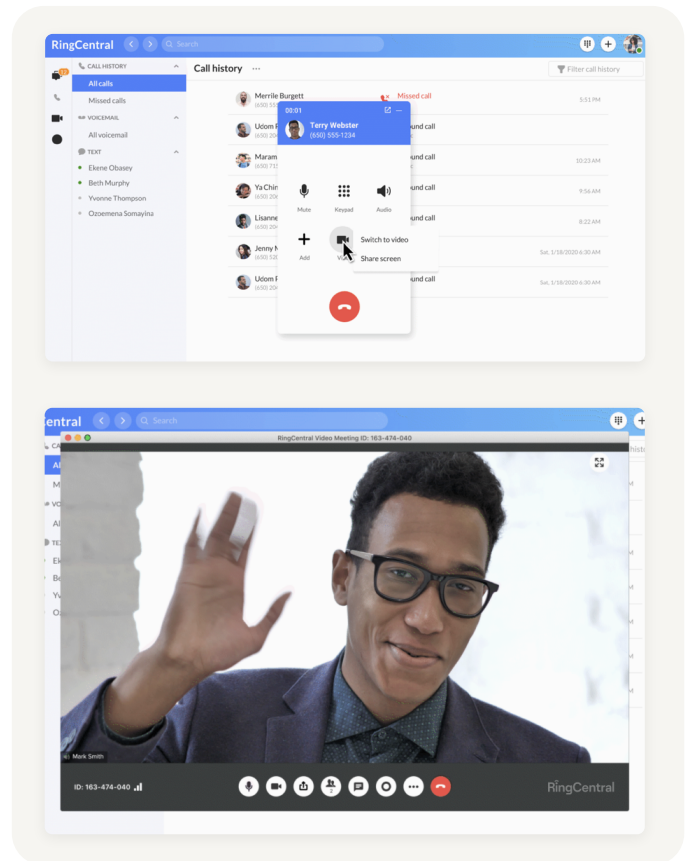


*automatic call recording is available on standard, premium and ultimate editions only.

Softphone calling quick tips

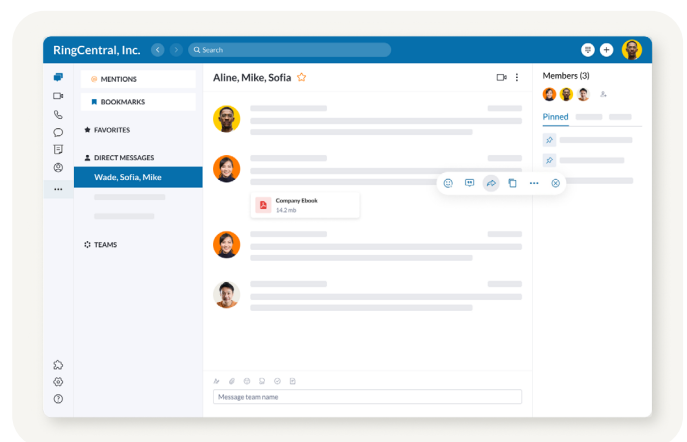
When you're on an active call, the on-screen options make it easy to manage your call. You can:

- **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.
- Easily **flip from voice call to video call** in 1 click



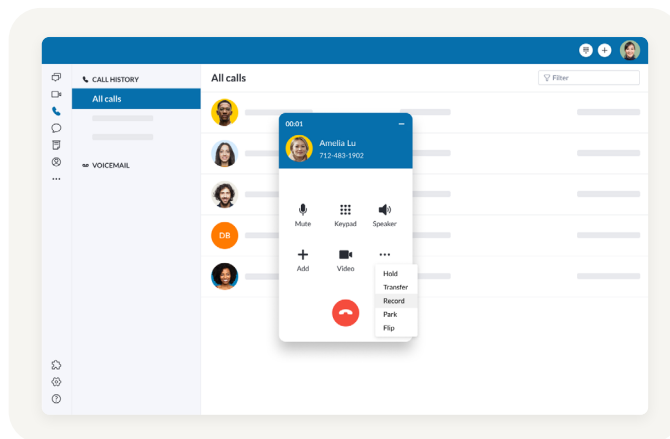
Send text and multimedia messages from your business number

- Initiate text messages (SMS, MMS, emojis) 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.



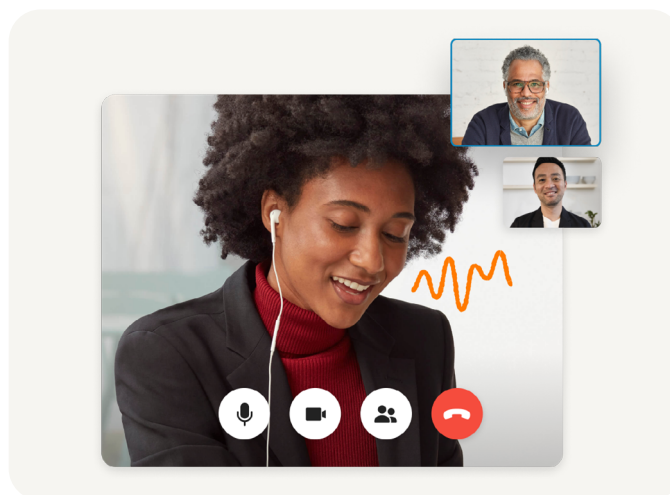
Handle multiple calls

- The RingCentral Softphone 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.



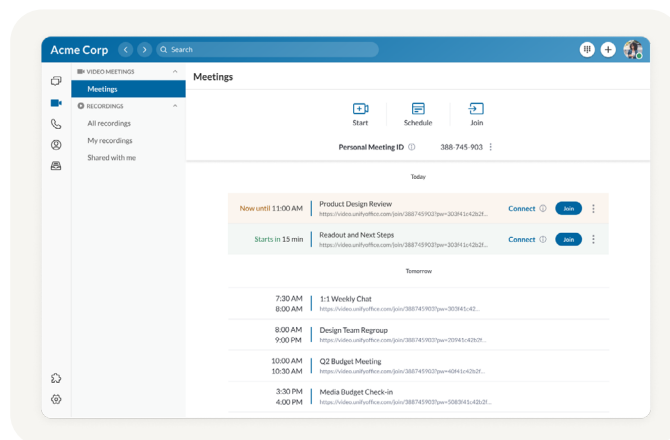
Conference call from anywhere

- 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

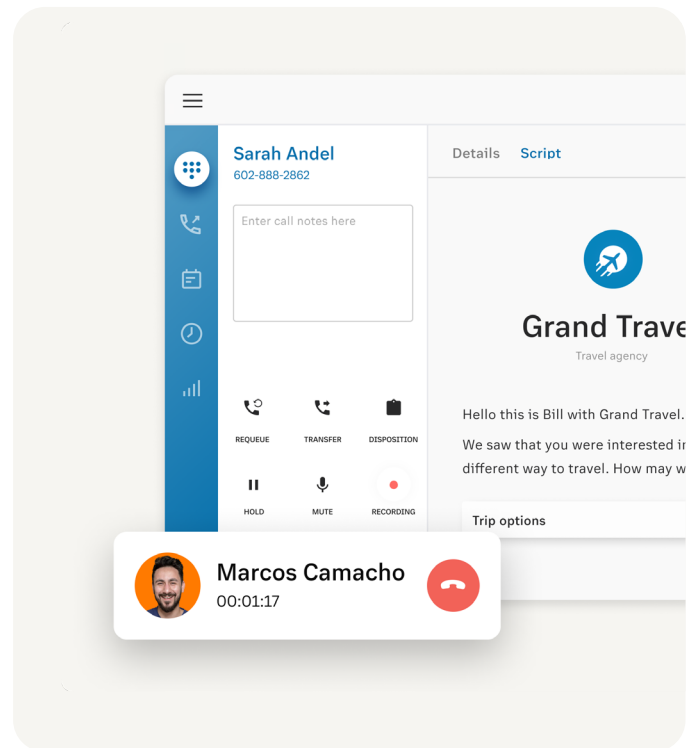
- Automatically sync with Google Calendar, iCal, or Outlook events in daily view. (Only one calendar source can be selected.)
- Click to dial into a conference call without an access code.
- Instantly connect with RingCentral video meeting participants with easy 1 click-to-join.



Feature highlight

Head-up display (HUD)

- Untether power users from the deskphone and give them all the advanced PBX capabilities on desktop. Ideal for power users like receptionists, executive assistants, and supervisors.
- View your colleagues' phone presence—whether they are available, busy, or offline—across all devices.
- Mange lines and 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 (up to 100 lines), which is automatically synced with your online account.



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 business cloud communications and contact center solutions based on its powerful Message Video Phone™ (MVP™) global platform. More flexible and cost effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral offers three key products in its portfolio including RingCentral MVP™, a unified communications as a service (UCaaS) platform including team messaging, video meetings, and a cloud phone system; RingCentral Video®, the company's video meetings solution with team messaging that enables Smart Video Meetings™; and RingCentral cloud Contact Center solutions. RingCentral's open platform integrates with leading third-party

in Belmont, California, and has offices around the world.

RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. ringcentral.com

© 2022 RingCentral, Inc. All rights reserved. RingCentral and the RingCentral logo are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.

