



# All about RingCentral Phone

Now we're talking.

The ringtone is the heartbeat of global communications, and voice is the interface for human connection. Voice underpins the critical communication tools we rely on, from calling to video conferencing and no one has the combination of cloud PBX capabilities, advanced analytics and open platform to fuel the new age of voice like RingCentral.

RingCentral offers a [leading business phone system as part of its UCaaS offering](#). Customers enjoy a phone with integrated messaging, video, fax, AI, analytics, mobile-first capabilities, embedded apps and APIs that make things more efficient. All with uncompromising security.

Let's take a look at some RingCentral Phone features.



## Business phone number

Make a business phone number and extension available to each user, so personal numbers remain private. Communicate freely anywhere in the UK and Europe, whether internally or externally.

## Emergency services\*

Make emergency 999 calls from most RingCentral endpoints. Please see our Emergency Services Policy for more information on how our emergency calling services work.

## Port existing numbers or choose new ones

Select new local, freephone and vanity numbers or port existing numbers into the RingCentral system.

## Caller ID and name

Easily manage your incoming and outgoing caller IDs and choose to display your business name when making calls.

## Voicemail transcriptions and email notifications

Listen to voicemails from any device, or when busy, simply stay informed with transcriptions or voicemail messages delivered straight to your email.

## Presence

Integrate your company directory, making it easy to search for coworkers, view their availability and call them.

## Internet fax

Send and receive faxes using your desktop, mobile or tablet. Attach files from your local or cloud storage solutions and even add a cover page if needed.

\*Refer to the [RingCentral Emergency Services Policy](#) for more details.

### **Call history and log reports**

View a complete record of your inbound and outbound calls, voicemails and faxes, synced across all devices in real time.

### **Call monitoring**

Whisper, monitor, barge or takeover customer calls to train team members and ensure superior customer satisfaction.

### **Call screening and blocking**

Take calls from particular callers, block specific numbers and send others directly to voicemail.

### **Heads-up display (HUD) and call delegation**

View real-time presence of user extensions so delegates such as admin assistants can efficiently manage multiple calls.

### **Paging and intercom**

Make short announcements or have quick conversations with built-in intercom and paging.

### **Spam notification**

RingCentral's AI-powered framework detects and labels suspected robocalls, with the option to block calls at the user or company level as needed.

### **Auto-attendant and IVR editor**

Never miss a call with an extended phone menu and advanced call routing rules. Easily make changes on the go with a visual editor.

### **Greetings and music on hold**

Use greetings to enhance your brand and company's image and keep callers entertained and informed with music and messages while they're on hold.

### **Hot desking**

Enable users to log in to shared phones to access their own RingCentral extensions, voicemail and greetings and other features.

### **Shared lines**

Share one phone number across multiple phones, and answer calls from any phone.

### **Call transfer**

Make a warm or cold/blind live call transfer to the desired number or directly to someone's voicemail.

### **Call recording**

Record calls manually or even automatically and store them in the cloud for easy access later.

### **Call park**

Hold incoming calls in a public or private virtual location to be retrieved by a user using another RingCentral endpoint.

### **Call flip**

Seamlessly move a call between your desk phone, softphone or mobile with no interruptions.

### **Call to video**

Drive quality interactions and productivity by seamlessly escalating a phone call to a video meeting with just one tap.

### **Call forwarding**

Going to be away? Set rules to forward your calls to any extension, internal or external phone number, group or department to ensure they always get answered.

### **Audio conferencing**

Every user in the system can use their unique access codes to host and invite up to 1,000 participants to audio-only conference calls.

### **Department call queues**

Have a sales or support team? Set rules to greet, route and distribute callers to members of a specific team and ensure every call is appropriately managed.

### **Device choices**

Interact with your company or personal contacts anywhere, anytime, using robust desktop or mobile apps on your preferred device. Prefer to use a desk phone, [browse](#) our wide variety of supported devices.



Easy to set up.  
Easy to use.  
Easy to manage.



For more information, please contact a sales representative. Visit [ringcentral.co.uk](https://ringcentral.co.uk) or call 0800 098 8136.

RingCentral, Inc. (NYSE: RNG) is a leading provider of business cloud communications and contact centre solutions based on its Message Video Phone™ (MVP™) global platform. More flexible and cost effective than the on-premises PBX and video conferencing systems it replaces, RingCentral helps employees communicate across devices from wherever they are. RingCentral offers three key products. RingCentral MVP combines team messaging, video meetings, internet phone and other functionalities in a single interface. RingCentral Video™, along with its team messaging feature, enables Smart Video Meetings™. RingCentral Contact Centre gives companies the tools they need to connect with customers across channels. These are available on an open platform that integrates with hundreds of third-party apps and makes it simple to customise workflows. RingCentral is headquartered in Belmont, California, USA, and has offices around the world.

**RingCentral**

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