


RingCentral for Desktop Quick Reference Guide

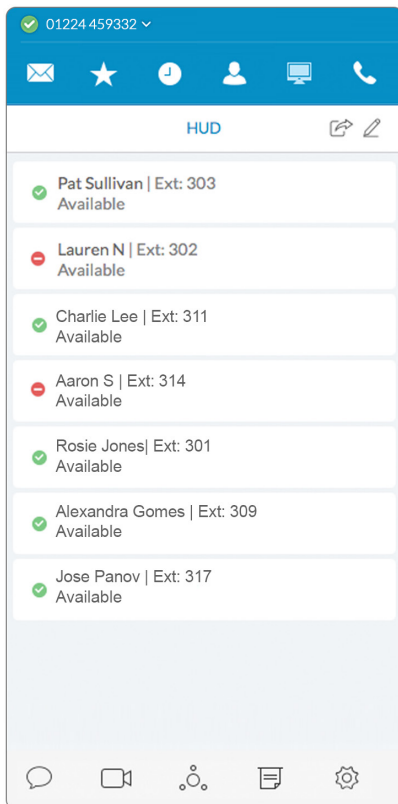
RingCentral for Desktop is a free downloadable application that turns your PC or Mac computer into an all-in-one communication hub. You can make and receive calls, send and receive messages*, check and send faxes, hold audio conferences, and launch online meetings all from one app. RingCentral for Desktop syncs easily with your office network and Microsoft Outlook** 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.



Call log

Review all call activity on your account.



Contacts

Your personal and company contacts, synced with your RingCentral mobile app, make it easy to find the right person.



HUD

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



Dial pad⁴

Dial a phone number to make calls from this screen.



RingCentral Messaging

Send and receive messages between users within an account.



Online meeting

Launch RingCentral Meetings® to collaborate and screenshare with remote colleagues or clients.



Audio conference

Hold instant conference calls and easily invite participants.



Fax

Send faxes, schedule faxes, and select cover pages from this screen.




Glip

Launch Glip by RingCentral to start team collaborate with shared tasks, conversations, files, tasks, and calendars.



Settings

Set your app preferences.

 (888) 844-0007*101

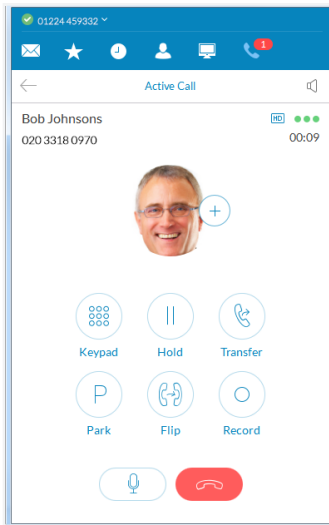
Your account presence

Set your availability status.

* Refer to RingCentral Messaging for more details.

** Microsoft Outlook integration is available for Windows only.

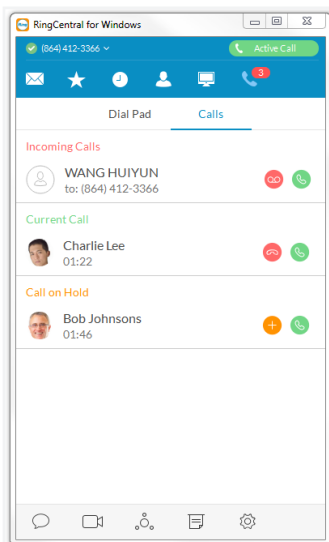
Feature highlights



Robust active call management

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

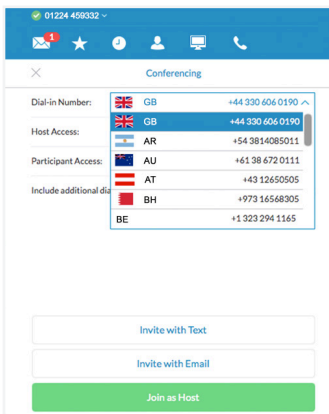
- **Mute** or unmute your call.
- **Record** the call.
- **Add** another person to the line, up to six people... or drop others at any time.
- **Park** the call, which puts the caller on hold and lets anyone on your RingCentral network pick up the call from anywhere.
- **Flip** the call to another phone, like your mobile phone, without interrupting the conversation.
- **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.
 - » The option "To Voicemail" directly transfers the call to voicemail of the colleague.



Handle multiple calls

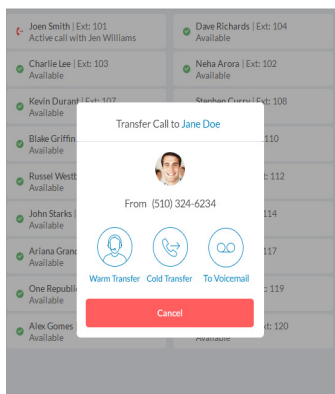
RingCentral for Desktop gives you a single view to manage multiple calls—current call, incoming calls, and calls on hold.

- 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.



Audio conference 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. 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)

- Create of list (HUD) of your colleagues to view their real-time presence status on availability in a separate window.
- Transfer calls, add colleagues to an active call, or pick up calls on behalf of your colleagues when you have permission.
- Add, delete, or drag-and-drop extensions into your HUD list—it is automatically synced with your online account and desk phone.
- 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-in, whisper, barge-in, and take over.

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