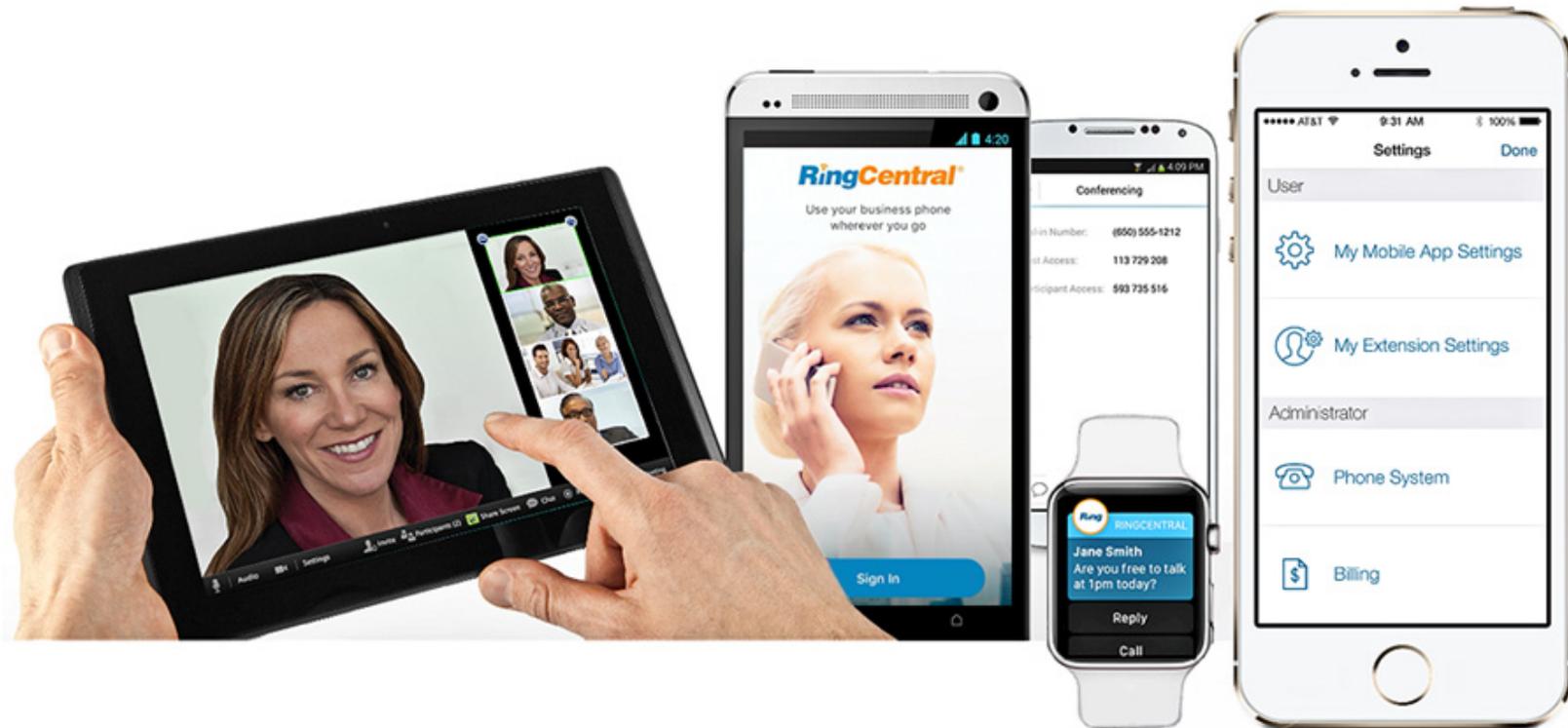


RingCentral Phone®

Mobile App Guide

(for United Kingdom)



5 Overview

10 Release Features

- 10 Language Support for Japanese and Brazilian Portuguese
- 10 Voicemail-to-text Transcription Support
- 10 International SMS
- 10 Call Screening for RingCentral Phone
- 10 Apple Watch Support
- 10 Spotlight Search for Contacts

11 Supported Languages

- 11 Languages in Settings Menu
- 11 Fax Templates

12 The Main Menu

- 12 All Messages
- 13 Call Log
- 13 Filter Your Call Log
- 14 Favorite Contacts
- 14 Choose/Filter Groups in Contacts
- 15 Cloud Contacts
- 16 Documents
- 17 RingCentral Meetings
- 17 Initiate a RingCentral Online Meeting
- 18 Join a RingCentral Online Meeting
- 19 Glip Team Collaboration App

20 My Profile Settings

- 20 Extension Settings

21 Making a Phone Call

- 21 RingOut
- 21 Enable RingOut
- 22 VoIP Calls
- 22 Pre-call Controls

23 Conference Calling

24 Touch Tone Commands for Conference Calls

25 Join Now

- 26 Join Now (continued)

27 Business Messaging

27

28 Faxing

- 28 Receiving and Viewing Faxes
- 28 To access faxes on your smartphone
- 28 Sending Faxes from the Mobile App
- 28 Adding files to your Documents folder
- 29 Choosing a Default Fax Cover Sheet
- 29 Email Addresses That Can Send Faxes
- 29 To Send a Fax by Email
- 30 Send a Fax from Your Account

31 Active Call Controls

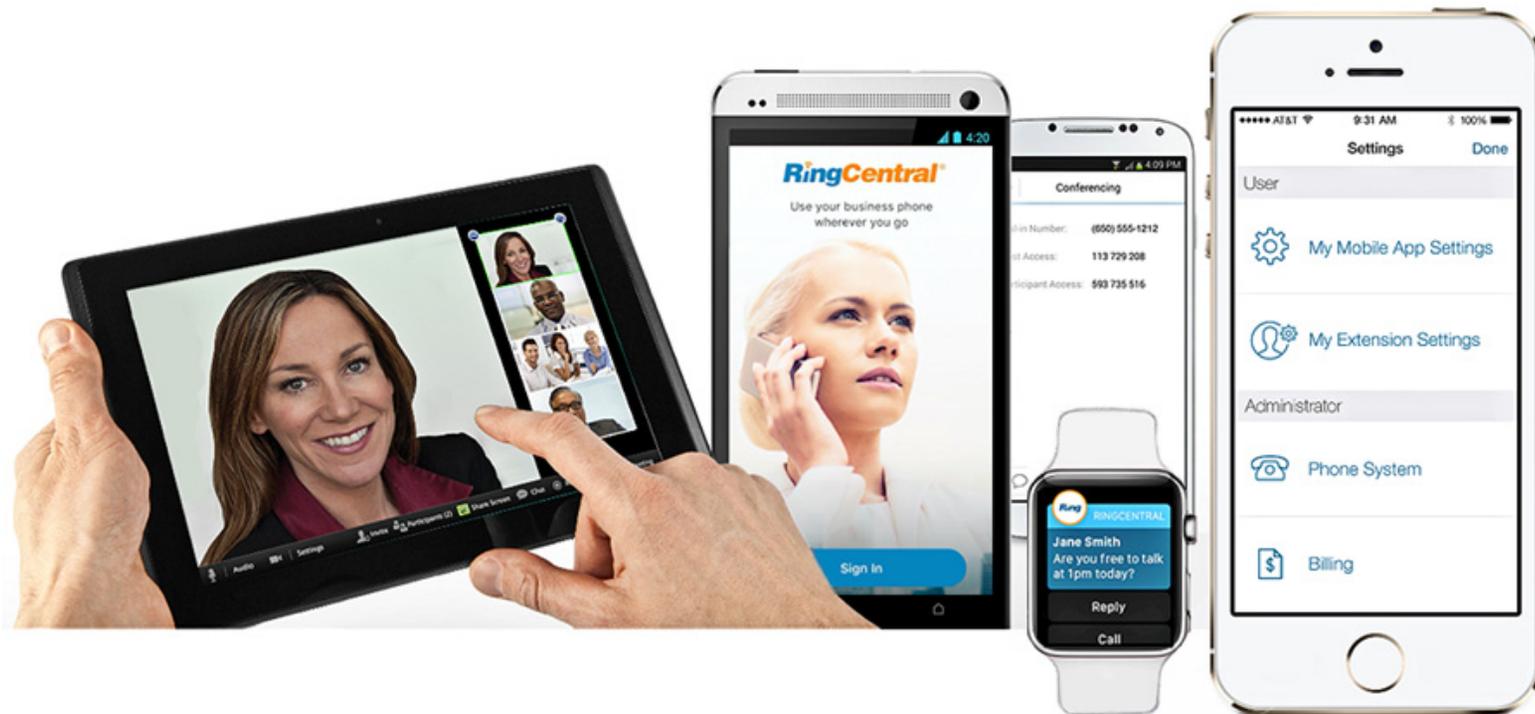
32 Call Recording

32	On-Demand Call Recording	44	Add Numbers to Your Call Flip List
32	Automatic Call Recording	45 Call Switch	
34 Do Not Disturb		45	Feature Summary
34 Presence		45	Notification Banner
34	Administrator	45	Confirmation Dialog
35	User	46 Call Park	
36 Android 6 Marshmallow Permissions		47 Call Handling - Advanced Rules	
37 Managing Your User Settings		47	Create an Advanced Rule (Custom Rule)
37	Extension Settings	48 Messages & Notifications	
37	User Info	48	Voicemail Greeting
38	User Hours	48	To Record a Custom Voicemail Greeting
38	Change User Password	48	Notifications
39	Phones and Numbers	50	Interactive Notifications
39	Add Phone	51	iOS - Receiving an Incoming Call
39	Intercom	52	iOS - Retrieve a Voicemail
40 Screening, Greeting, and Hold Music		53	iOS - Receive a Text Message
40	Screening and Blocking Calls	54	Android - Retrieve a VoiceMail on Android
41	After Hours Greeting	55	Android: Retrieve a Text Message
41	Voicemail-to-Text Transcription	56 Admin Phone System Setting	
42 Call Handling and Forwarding		57 Company Numbers and Info	
42	After-Hours Call Handling & Forwarding	57	Direct Extension Numbers
43	Incoming Call Information	58 Using an Existing Number: Porting and Forwarding	
44 Call Flip		58	To Transfer an Existing Number
44	To Use Call Flip	58	To Forward Your Calls

59	Auto-Receptionist Settings		
59	IVR Mode—Single or Multi-level		
59	Company Hours		
59	Greeting and Company Calls		
60	Company Greeting		
60	Record Your Greeting Over the Phone		
60	Operator Extension		
61	Dial-by-Name Directory		
62	Groups		
63	Add a Call Queue Group		
63	Call Queue Info		
64	Call Queue Group Members Availability		
64	Wait Times		
65	Call Queue Greeting		
66	To Record a Custom Greeting		
67	Group Call Handling		
67	Group Call Handling During Business Hours		
67	Call Queue Handling After Hours		
68	Advanced Call Handling for Groups: Rules		
69	Group Messages/Voicemail Greetings		
70	To Record a Custom Group Voicemail Greeting		
70	Call Queue Notifications		
72	IVR Group		
72	Paging Only Groups		
72	How to Page from a Mobile App Device		
73	Group Messaging		
74	Improved Group Messaging for iOS		
75	Other Administrator Settings		
75	Some Settings Unique to the Administrator		
75	About		
75	Logout		
75	Reports		
76	Billing		
77	International Calling		
77	Permissions for Individual Users		
78	User Permissions: Making Users into Administrators		
79	Express Setup for Administrators		
79	How to Start		
79	With an Existing RingCentral Office Account		
80	To create a new RingCentral account		
80	Schedule an Implementation Appointment		
81	The Administrator Express Setup		
81	Setting up Users		
83	Set up Administrator Call Forwarding		
83	Choosing Your Voicemail Greeting		
84	Record a Custom Group Voicemail Greeting		
84	User Settings		

84	Phones & Devices	88	Company Contact Pictures
85	Add Call Queue Groups	89	Network Handoff Reconnecting Sound
85	Configure the Auto-Receptionist	90	Changes to Call Incoming Notification
85	Create a Company Greeting	91	Active Call Screen Button Change
85	Designate and Operator Extension	92	Appendix A - Reports
86	User Settings	92	Historical Reports
86	Phones & Devices	94	Quality of Service Reports
87	Roles and Permissions	97	RingCentral Customer Care

Overview



The RingCentral Phone mobile app puts the convenience and power of your entire business phone solution in the palm of your hand. Users can take and make calls, check messages, connect and collaborate through voice, fax, text, global conferencing and online meetings.*

The mobile app is fully integrated with company directories, allowing individuals to see their contacts' availability and eliminate phone tag or on-hold time. This "Presence" feature shows the real-time status of co-workers' extensions (busy or not) across all devices, including their smartphones and tablets.

The RingCentral Phone mobile app supports Bring Your Own Device (BYOD) initiatives, and empowers you and your employees with solutions such as company directory and a single business identity for voice, text, and fax—all while reducing your costs on devices, improving employee productivity, and safeguarding your business data.

*Business Messaging (text), conferencing, and online meetings are available with selected RingCentral Office plans.

Note: This document employs Android screens to illustrate managing and using the mobile app; iPhone screens operate the same and look almost identical

With the RingCentral Phone mobile app You Can:

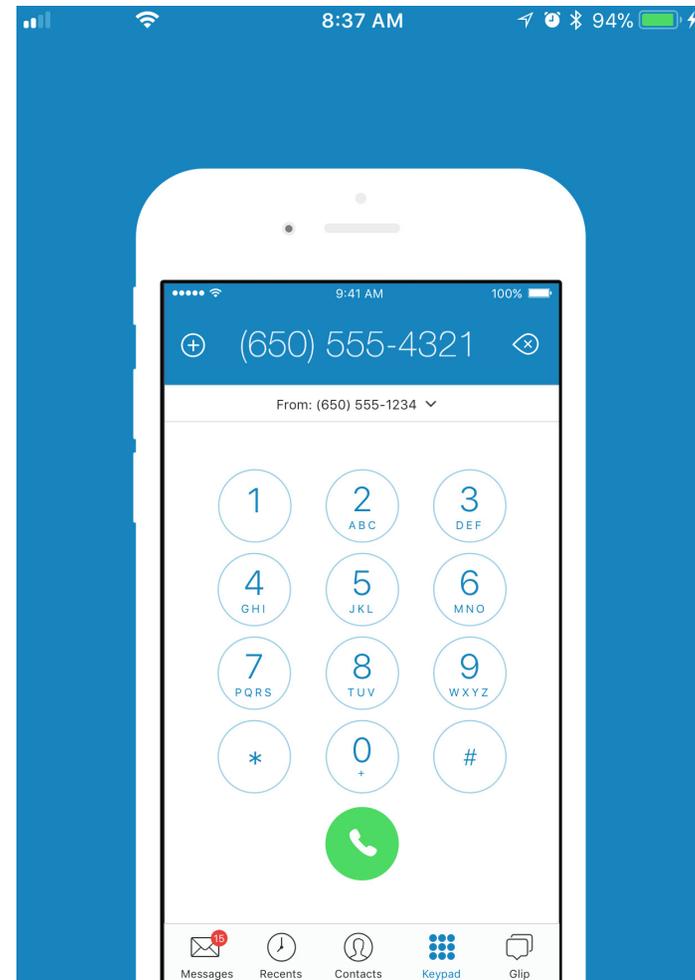
- Receive business calls and faxes;
- Check your voicemail and received faxes;
- Monitor call logs that provide a detailed history of incoming, outgoing, and missed calls;
- Create custom business greetings for business and after hours;
- Set up business voicemail greetings;
- Manage your call-handling and call screening rules;
- Host or join a global conference with up to 1,000 participants*;
- Host or join an online meeting with Web sharing of desktops and mobile screens.* **
- Quickly access application functionality from a new pop-up menu.

*Available with selected RingCentral Office plans.

**Users can share their iPhone screen via AirPlay to their RCM desktop client. Users can share their Android screen directly from the RCM Android app if their Android device is running OS 5.0 and higher.

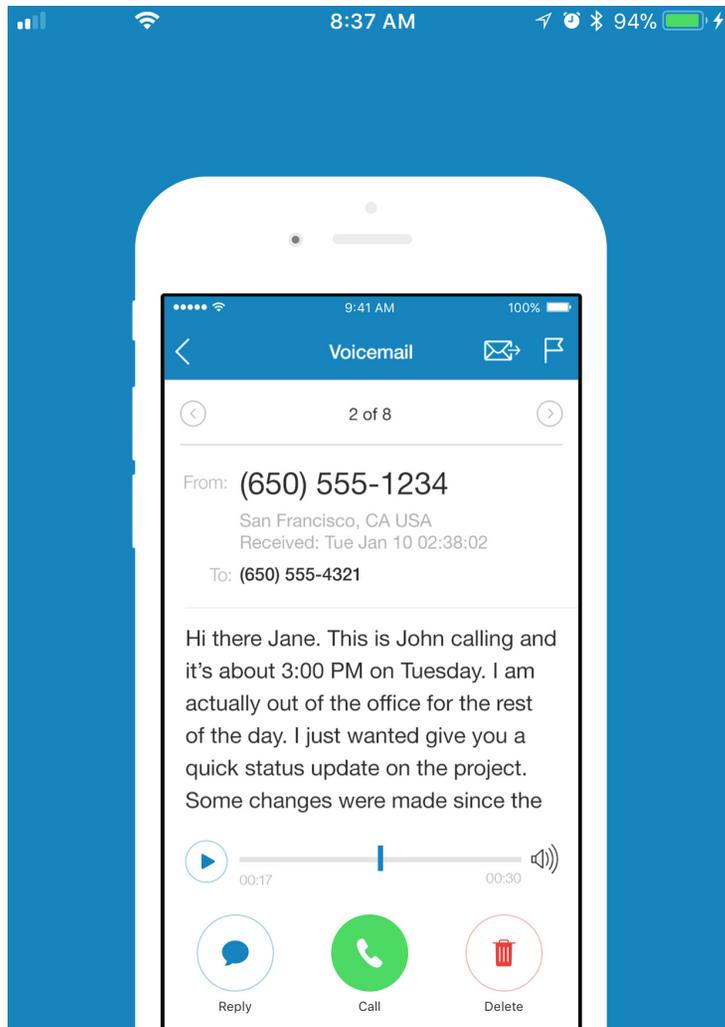
All features and functions can be accessed and managed by logging into your account on the RingCentral Web site. In addition, almost all of the Admin, User, and Group Manager features can be accessed and managed from the RingCentral Office Mobile app, as described in this document.

See the **Appendices** at the end of this document for instructions on installing the Mobile app and setting up your account.



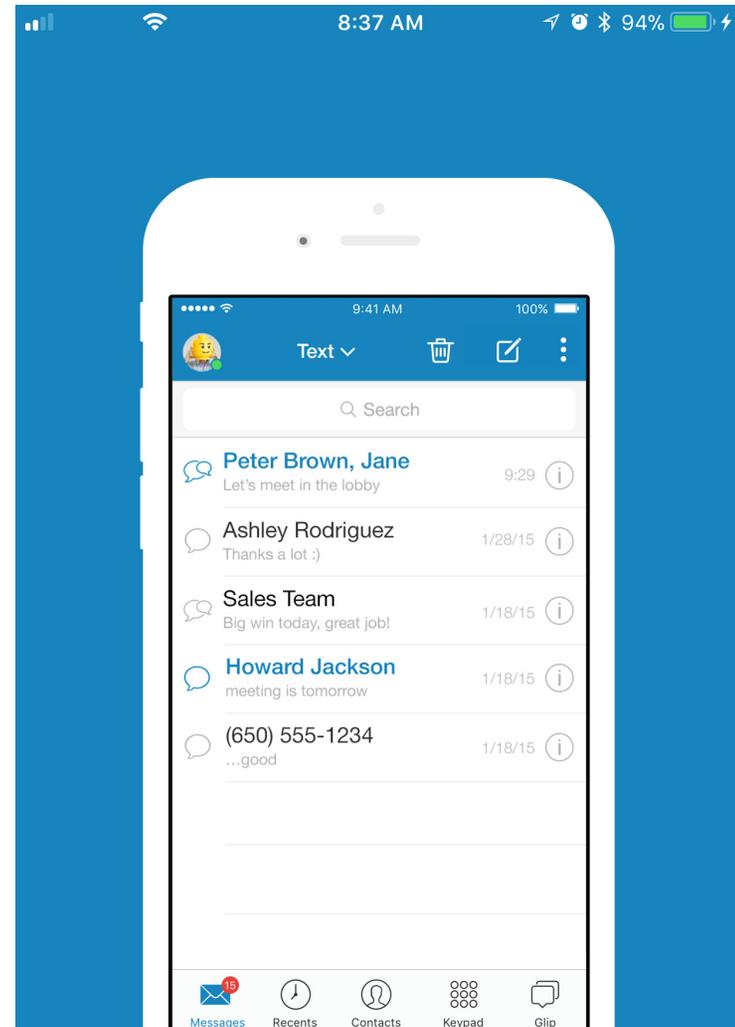
Welcome

With RingCentral, you can use your [business phone number](#) for calls, texts and faxes.



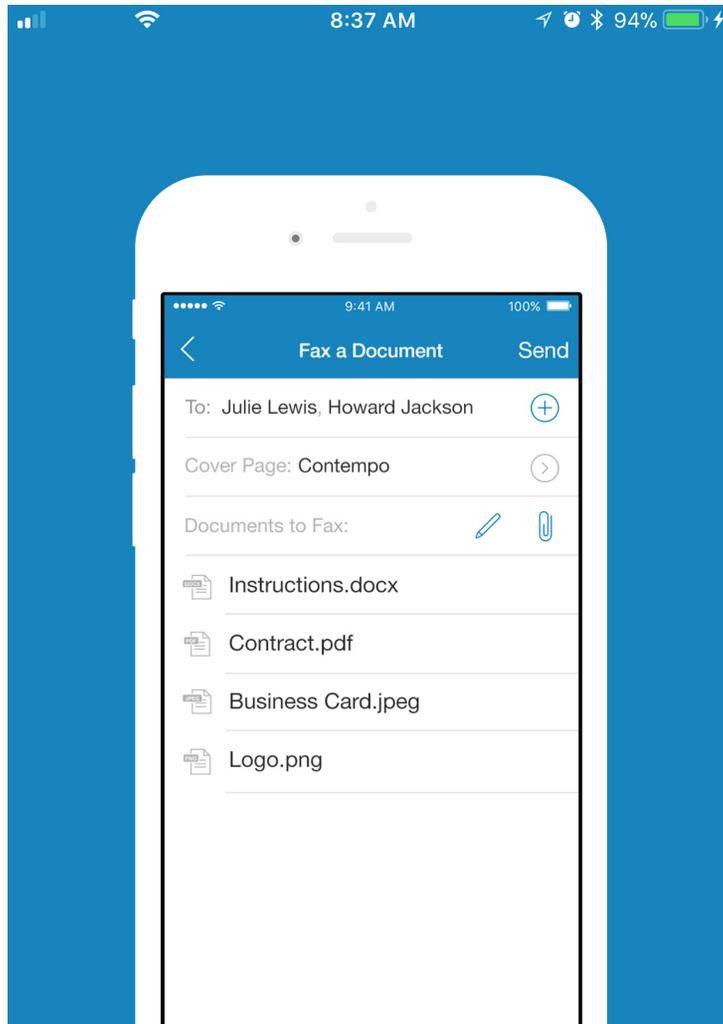
Manage

Update phone settings, check [voicemails](#) and more—anywhere and anytime.



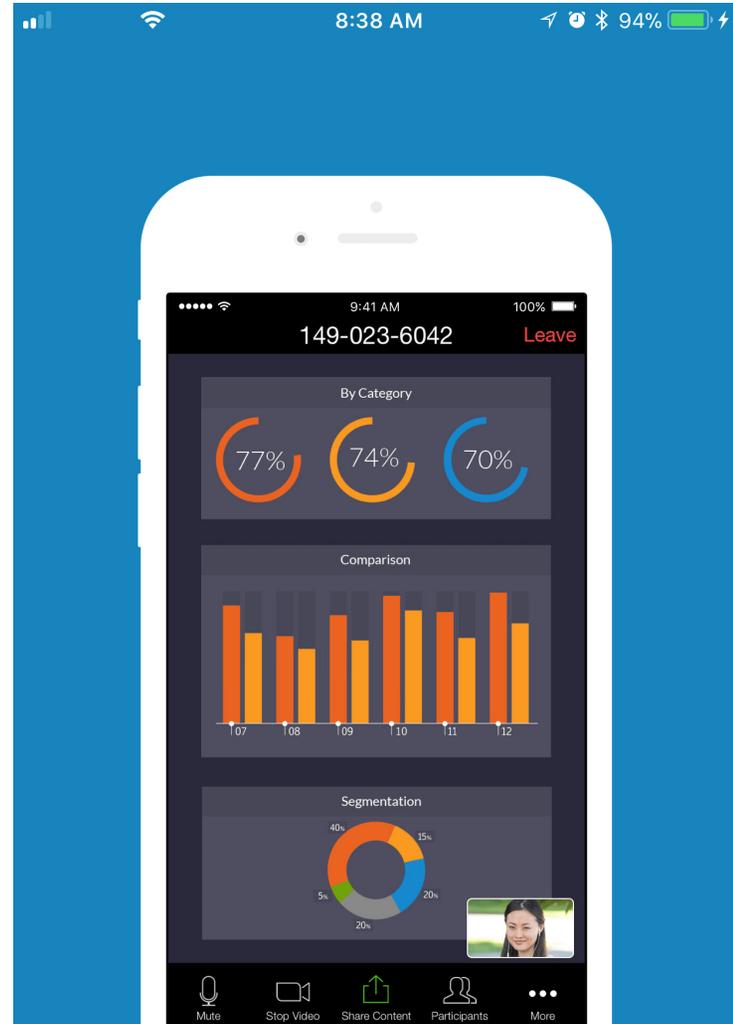
Connect

[Text](#) clients and colleagues using your business number. Keep your personal number private.



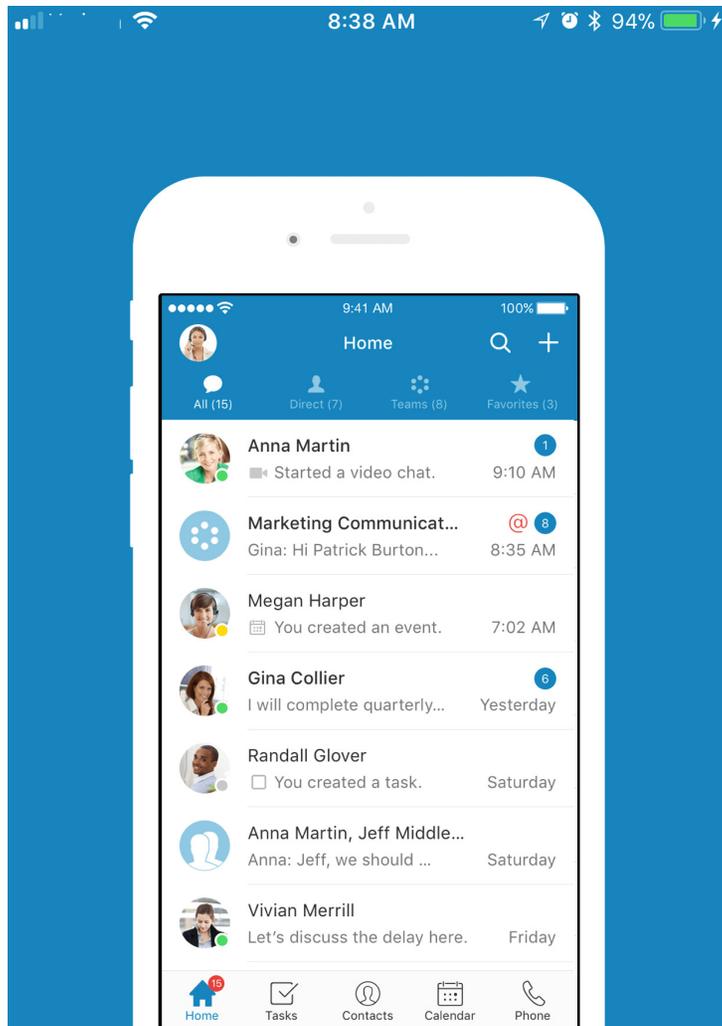
Fax

Send and receive **faxes** from your mobile device—anytime, anywhere.



Meet

Schedule, host or join a **meeting**, even when you're not in the office. Available on select Office plans.



Collaborate

Message your team, assign tasks, share files, create events and more with [Glip](#).

Release Features

The following features have been added to the RingCentral Phone App.

Language Support for Japanese and Brazilian Portuguese

New language support for Japanese and Brazilian Portuguese is added. New fax templates for this release are available for Brazilian Portuguese and not Japanese.

Voicemail-to-text Transcription Support

When enabled, your voicemail messages will be converted to text and displayed. Office Enterprise customers can also enable Voicemail Preview from the Messages and Notifications settings.

Voicemail Preview is limited to the first 60 seconds of the message; short messages of 5-6 seconds will not be converted. Accuracy is not 100% and is influenced by the speaker's accent and connection factors.

Voicemail Preview continues until it is turned off. See page 41

International SMS

Enables customers to send international SMS messages. *For US and Canada only.* Contact your account representative for availability. See page 27.

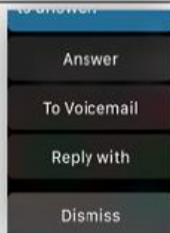
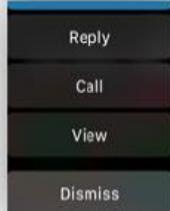
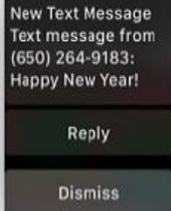
Call Screening for RingCentral Phone

When you are answering a call on a soft phone or mobile application, you are able to hear the caller's recorded name and use the IVR prompt to answer the phone. Call Screening is enabled in the user's extension settings, **Screening, Greeting, & Hold Music**, then **User Hours**.

Apple Watch Support

Because Apple Watch support is being deprecated, you will see changes in the Apple Watch displays. Notifications will remain functional on Apple Watch.

- For Incoming call notification, you will no longer see the Answer or Reply with buttons in 10.1, but the To Voicemail and the Dismiss buttons will remain.
- For message notification, you will no longer see the View and Call buttons in 10.1, but the Reply and Dismiss buttons will remain.
- The standalone watch app will no longer be supported.

	Before 10.1	After 10.1
Incoming Call		
Message		

Spotlight Search for Contacts

Spotlight Search for Contacts (iOS only) will be removed in release 10.1.

Outbound Mobile Caller ID

Synchronise your Caller ID settings with your online account settings. See page 20.

Supported Languages

The following languages are supported by RingCentral from release 10.0.

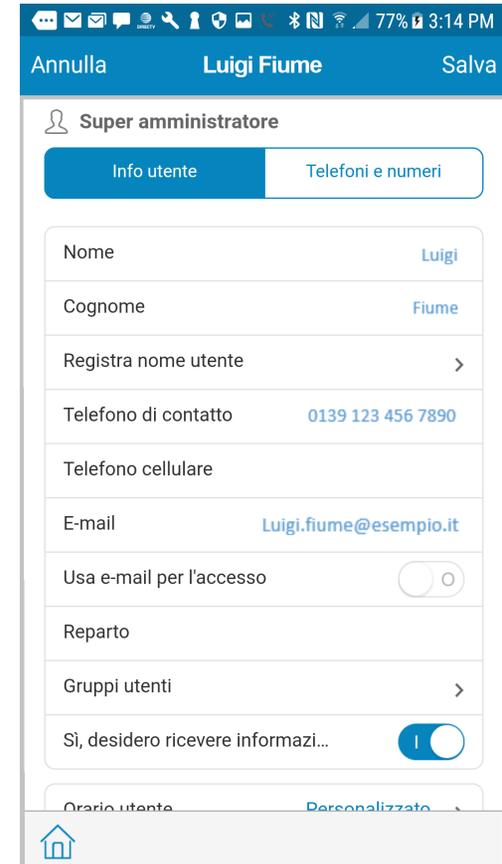
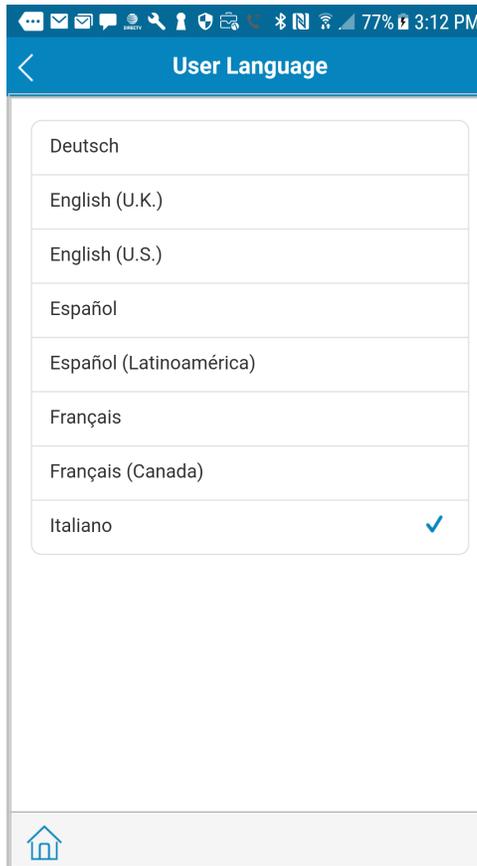
- English (US)
- English (UK)
- English (Australia)
- French
- French (Canada)
- German
- Italian
- Japanese\
- Portuguese (Brazilian)
- Spanish

Languages in Settings Menu

Select new languages in the Settings menu.

Fax Templates

Fax templates for added languages are available., except for Japanese.



The Main Menu

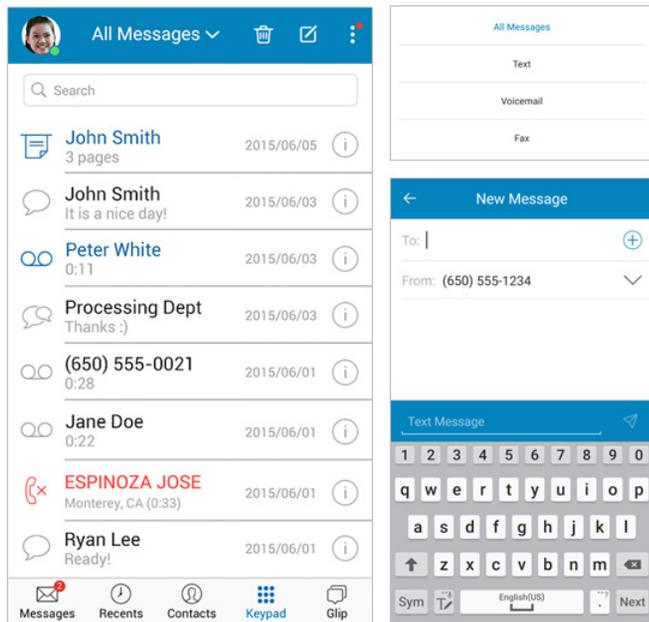
All Messages

When you log in, All Messages will be the first screen displayed on your Mobile app. The new interface provides immediate access to the most commonly used app features, shown on the top and bottom menus.

Tap to filter for All Messages, Text, Voicemail, or Fax.

Tap at the top of **All Messages** to create a new text or fax message. For example, tap **Text** to open the **New Message** screen.

Tap and tick the open circle > then Delete to delete messages.



All of your voicemail, text, and fax messages are immediately visible when you log in to your Mobile app. Recent messages that you have responded to appear in black; messages you have not read or heard appear in blue; and calls you missed appear in red.

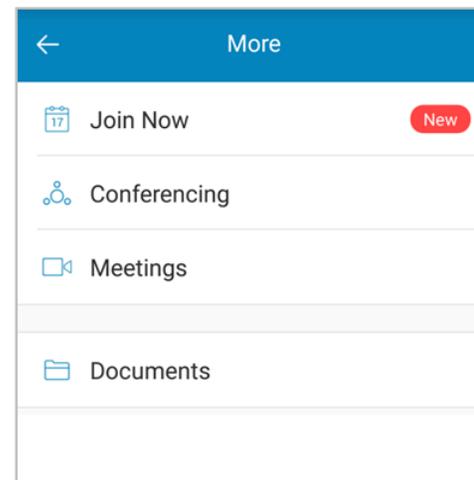
In the Search box, you can search for messages by sender name or number.

Tap a **message** to listen, view, or read it. Tap the circled info icon to the right of the message to view information about it, and respond with:

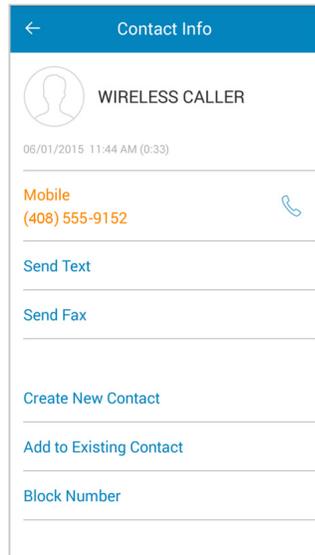
- Call
- Send Text or Send Fax to the number
- Create New Contact
- Add to Existing Contact, or
- Block Number

Some functions might not appear if certain permissions are restricted.

Note: Text, Meetings and Conferencing are available for Office customers only.



Tap the **Kebab Menu** at the top of **All Messages** to access more features.



In this example, tapping on the missed call from Jose Espinoza on the **All Messages** screen opened the **Contact Info** screen shown at left.

The **Contact Info** screen displays the date, time, and duration of the missed call.

Options are to return the call by pressing the handset , **Send Text**, **Send Fax**, **Create New Contact**, **Add to Existing Contact**, or **Block Number** in response.

Call Log

The Call Log maintains your call history, including calls you placed, received, and missed. Missed calls displayed in red. Tap at the bottom of the **All Messages** screen to open your Call Log.

The Call Log screen opens in the **All Calls** setting. Tap the caret next to **All Calls** to see **All Calls** or only your **Missed Calls**.

Dial numbers by tapping a name or number displayed in your Call Log. (You must have a Direct Number to make outbound RingCentral calls from your smartphone.)

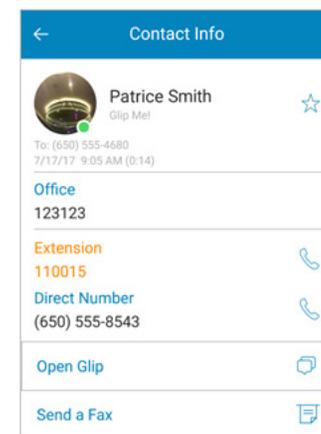
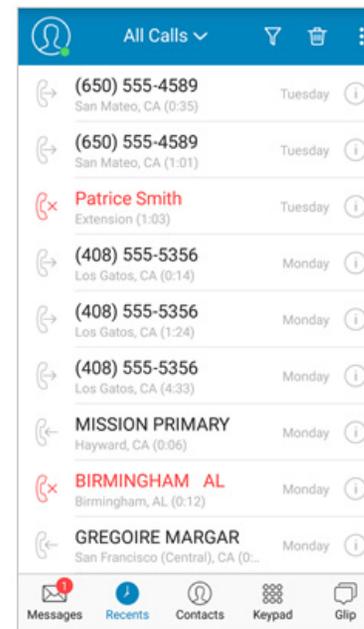
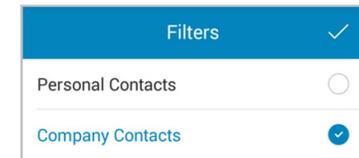
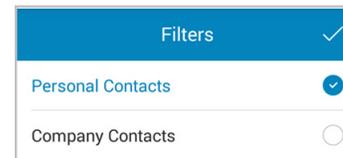
Tap the info icon on the right side of an entry to see caller details (Patrice Smith in this example) and other options available to you.

Tap the Trash icon to clear both the company call log and your extension call log. *A Warning/Confirmation message will appear.*

Filter Your Call Log

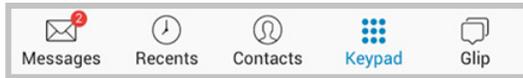
Tap on the **All Calls** screen to filter your Call Log.

Tap **Company Contacts**; then tap to see your filtered Call Log of Company Contacts.

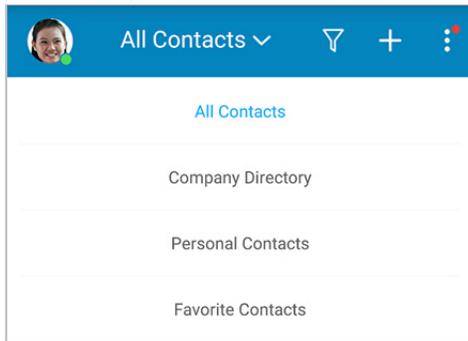


Favorite Contacts

Find the people you need, fast. **All Contacts** lets you view your company, personal, and favorite contacts at all once. To see them, tap **Contacts** on the bottom menu of most app pages.



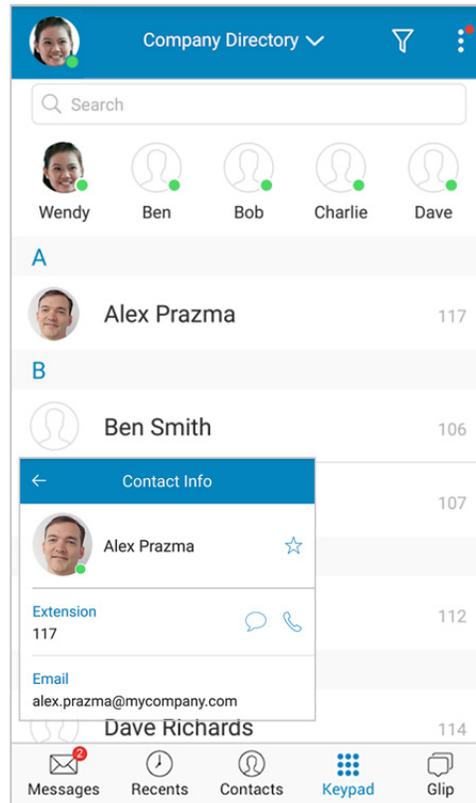
Tap the caret  next to **All Contacts**, then tap **Company Directory** to see only your contacts in your company directory; or tap **Personal Contacts** to view your personal contacts from your smartphone contacts list.



Use the Search field at the top to find specific contacts by name.

Tap a contact name (Alex Prazma in this example) to view details including extensions, direct and mobile numbers, and email address.

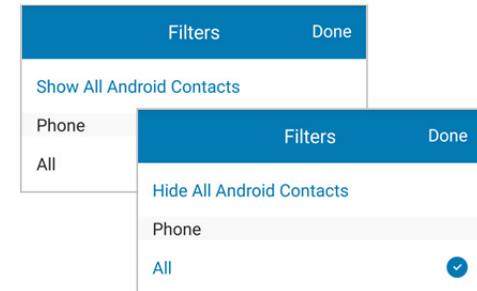
(Company contacts come from the users in your RingCentral account and cannot be edited from the mobile app.)



Choose/Filter Groups in Contacts

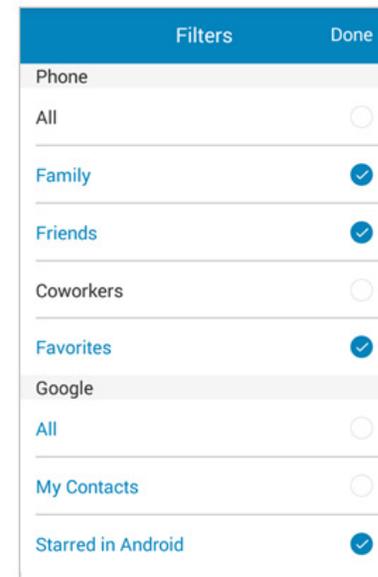
On the **All Contacts** screen, tap the **Filter** icon .

Tap **ALL** to **Show (or Hide) All Android Contacts**.



When your Android contacts are hidden, none will display on your **Company Directory** page.

Select **Personal Contacts**. Tap  and select the contacts you want to display on your **Personal Contacts** page.



Cloud Contacts

Your contacts can be imported to the RingCentral cloud.

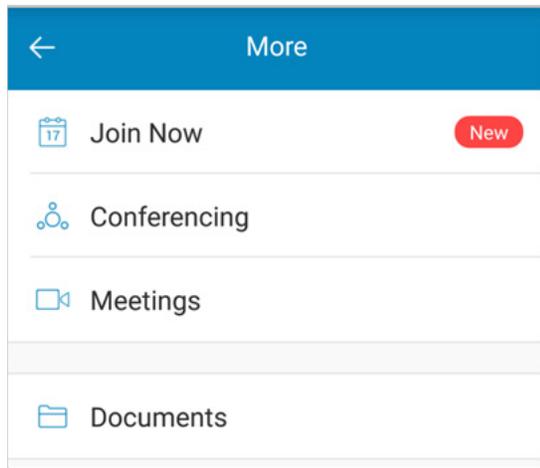
When you download personal contacts from the server, they are automatically synced across the RingCentral cloud, Mobile app, and Desktop app. You may add these contacts to your Favorites, and then tap them for calling, messaging, and faxing.



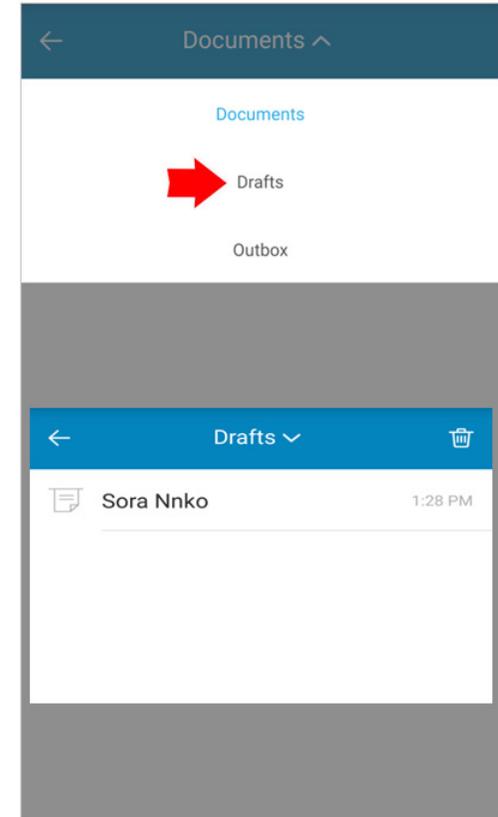
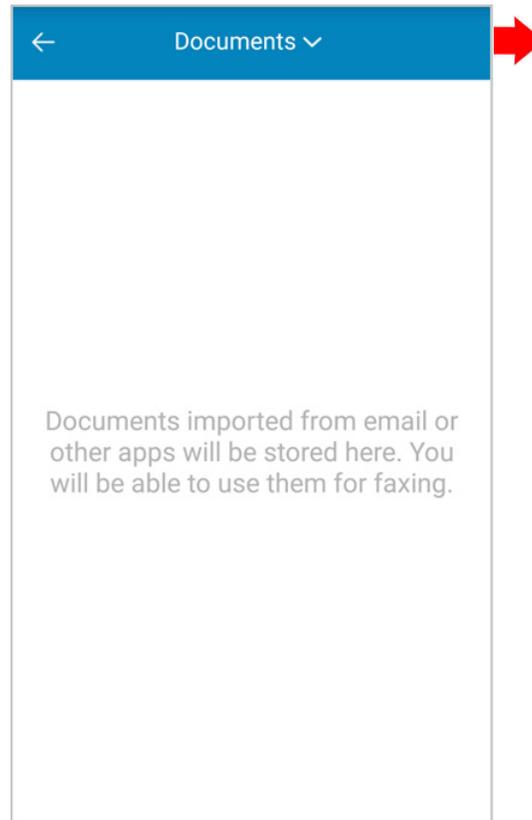
Documents

Tap the Kebab Menu  at the top of **All Messages** to access more features; then tap

 to access documents imported from your email or other apps. Then you can select them to send as a fax or in an email.



Tap the **Documents** caret  to change the filter to view faxes saved in Drafts or faxes in-progress of being sent in the Outbox.



RingCentral Meetings

RingCentral Meetings* adds the power of video conferencing and web sharing to your business communication. Hold face-to-face meetings in high definition and share your desktop or documents with anyone, anytime, anywhere.

You can invite participants to join a meeting by email or by internal message on mobile. They don't have to be RingCentral customers; they can download and run the RingCentral Meetings app free and join your meetings without needing to create an account or log in.

See the [RingCentral Meetings User Guide](#) for system requirements and more information.

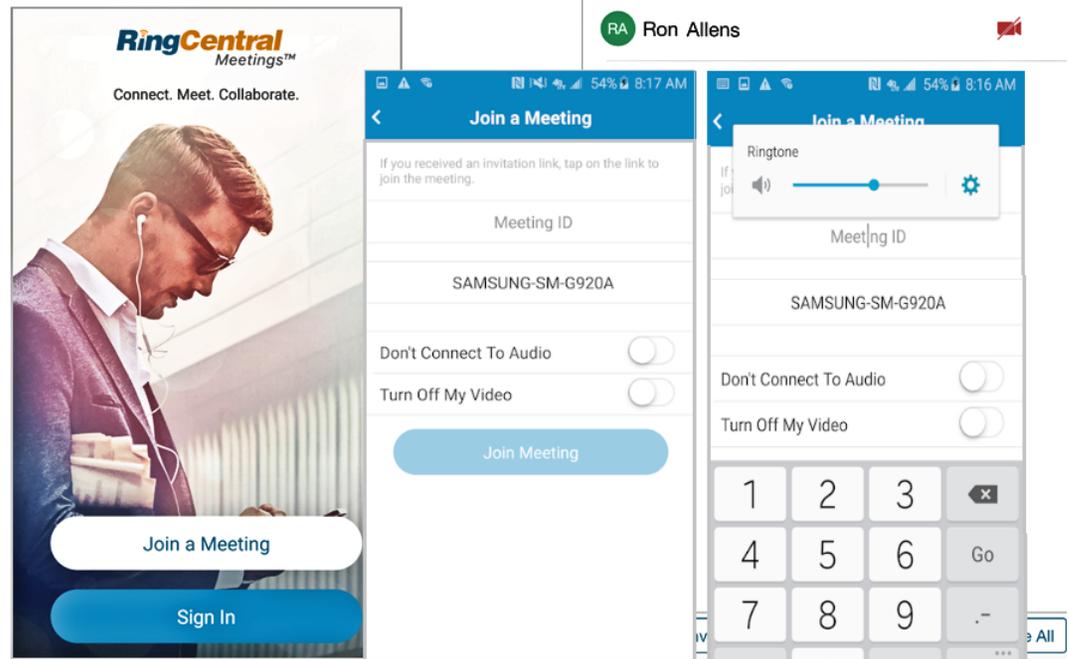
*RingCentral Meetings is available for Office customers only.

Initiate a RingCentral Online Meeting

Tap the Kebab Menu  at the top of **All Messages**. On the pop-up menu tap . If the Meetings app is not installed you will be prompted to download it from Google Play Store or iTunes.

If the Meetings app is installed, then tapping **Meetings** will open it. Next, select **Join a Meeting** or **Sign In** and start with or without video.

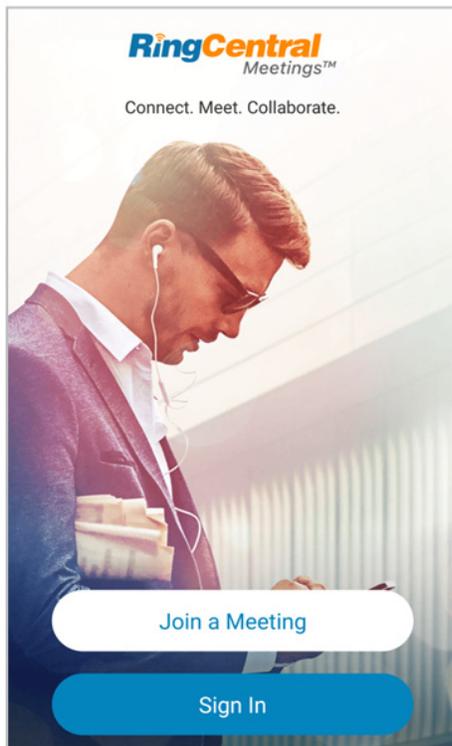
RingCentral Meetings will start the web meeting and prompt you to invite participants.



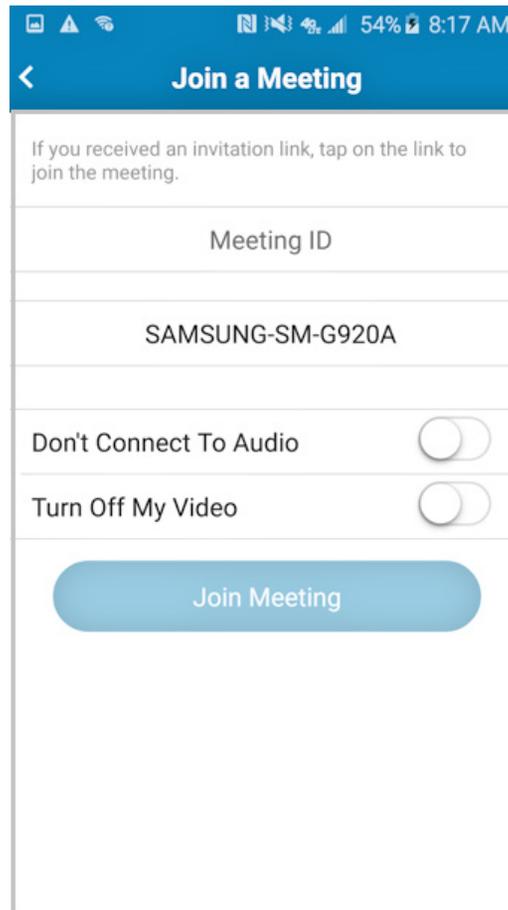
Join a RingCentral Online Meeting

Tap the Keabab Menu  at the top of **All Messages**. On the pop-up menu tap . If the Meetings app is not installed you will be prompted to download it from Google Play Store or iTunes.

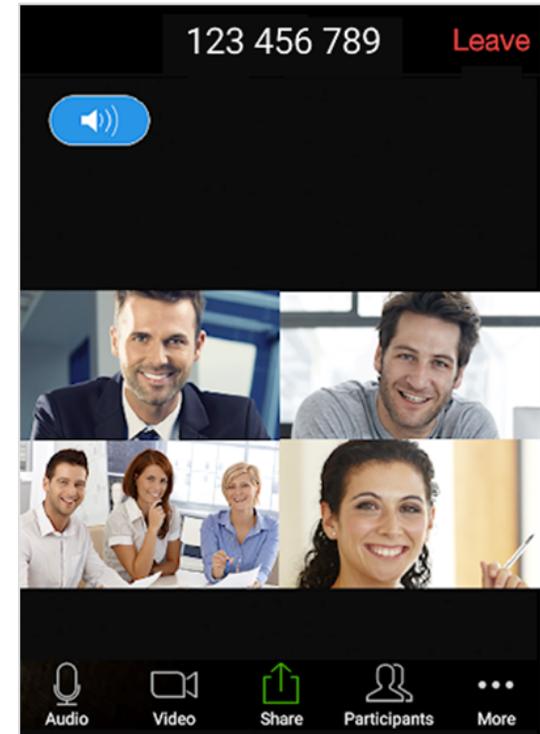
If the Meetings app is installed, then tapping **Meetings** will open it. Next, select **Join a Meeting** or **Sign In** and start with or without video.



Enter the **Meeting ID** and tap **Go**; then tap **Join Meeting**.



Enter the Meeting.



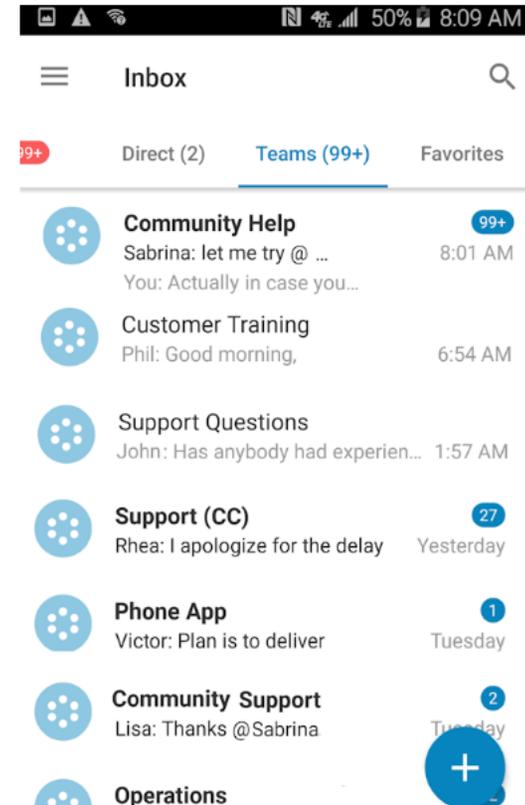
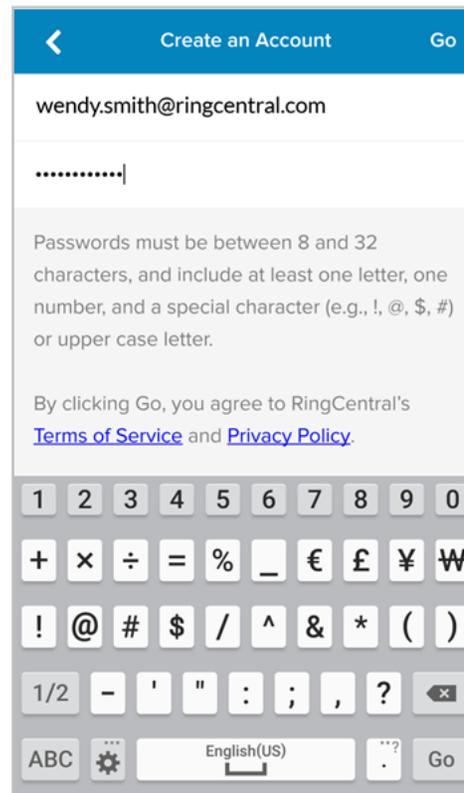
Glip Team Collaboration App

Glip is a real time productivity app that allows you to make your team more productive by offering multiple solutions in one place. With Glip you are able to:

- Streamline work flow with built-in apps such as calendars, task management, and file sharing
- Work at your desk with either Glip via web, desktop app, or be productive on the go with Glip Mobile.
- Switch between different modes of communication with options to either send messages via chat or video chat.
- Integrate your other tools with Glip, making it easier to collaborate. [Learn more about Glip, here.](#)

To Launch Glip:

- Tap  on the bottom of most app screens. If you are logged in and Glip is installed, Glip will launch automatically.
- Tap **Install** if Glip is not installed on your smartphone. Follow the screen prompts and create an account.



My Profile Settings

Tap your profile picture on the **All Messages** screen to open **My Profile**. It will show you your **Status (Available or Busy)** and give you the opportunity to **Accept Calls, Accept Queue Calls**, and activate **Data (VoIP) Calling** from your Mobile app.

Tap **Mobile App Settings** to select your **Caller ID** and your calling **Region**. When enabled by your administrator, you can synchronise your caller ID settings with your online account.

Also choose **Join Now**, your **Default Launching** setting, and your **Cloud Storage** location from **Mobile App Settings**.

Extension Settings

Tap **Extension Settings** to open another menu for configuring your Mobile app. See and set:

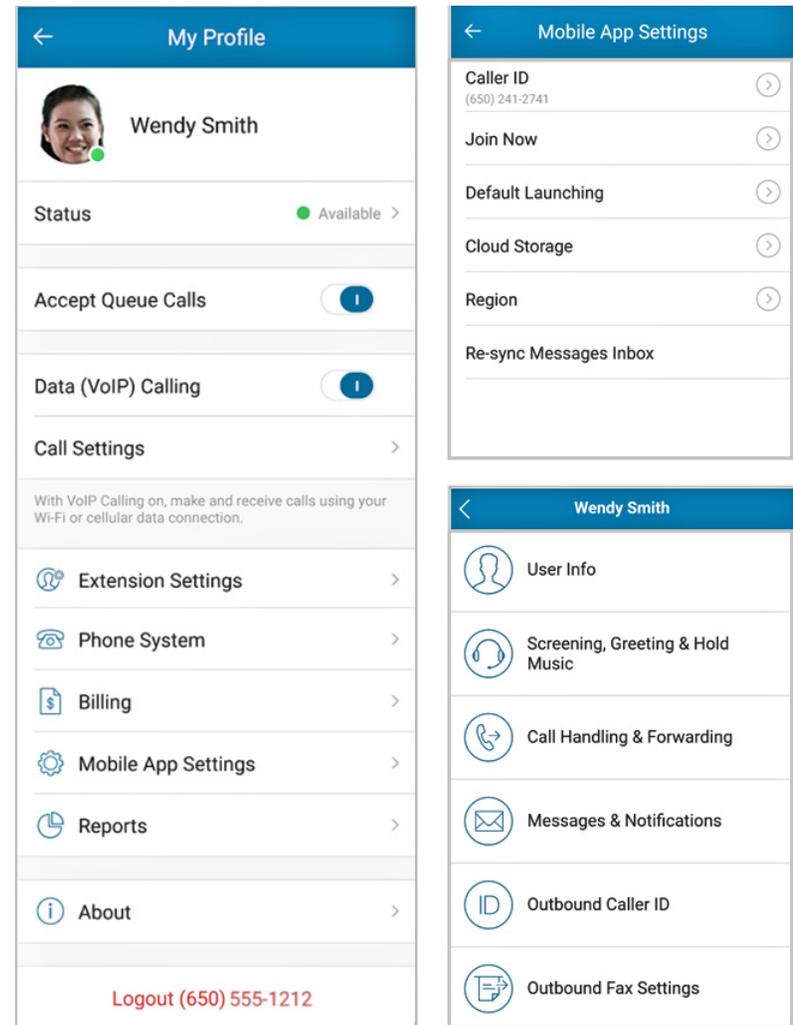
- User Info
- Screening, Greeting & Hold Music
- Call Handling & Forwarding
- Messages & Notifications
- Outbound Caller ID
- Outbound Fax Settings.

The contact profile image sync feature provides:

- Show contact photo in Spotlight (iOS only)
- Download and show contact photo in Contacts (iOS only)
- Download and show contact photo in Favorites (Android only; iOS was done in 8.1).

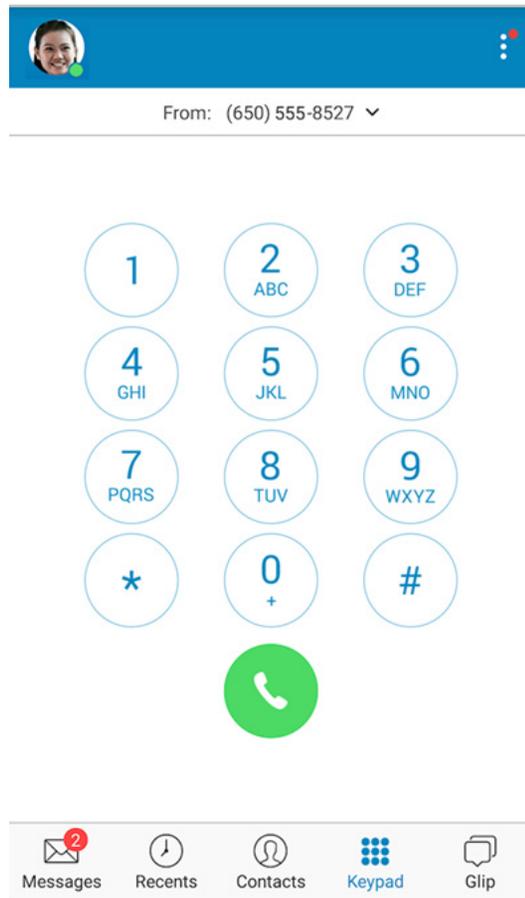
Administrator Access

Admins only may tap **Phone System, Billing**, and **Reports** to access and change those settings and view call volume. See [“Other Administrator Settings” on page 75](#) for more details.



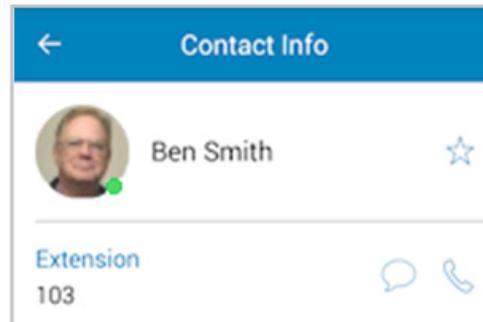
Making a Phone Call

To make a phone call, tap the **Keypad** icon at the bottom of most screens of the mobile app. Tap the numbers; then tap the green **Handset**.



You can also choose a number in your contacts list. Tap the **Contacts** icon at bottom menu of

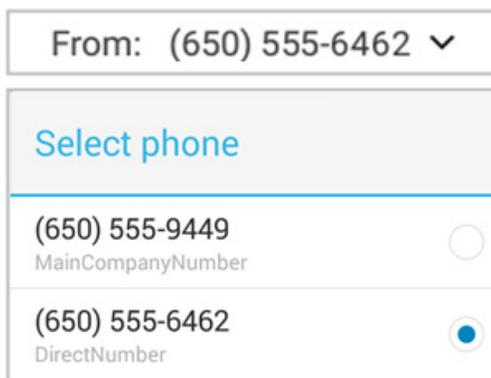
most pages, and choose a name and tap the small blue handset  next to it.



Or tap **Contacts** on the bottom menu to open **All Contacts**. Tap the caret next to **All Contacts** to display your **Favorite Contacts**.

Other areas, such as the **Call Log** and the **Messages** screen, display phone numbers which you can tap to call.

Near the top the keypad, tap the caret next to the number shown to select the caller ID to be displayed for your outbound calls.



RingOut

The **RingOut** feature allows you to mask your caller ID when making business calls from another phone, such as your personal cell phone. This tool allows you to make the call and send your account phone number instead as the caller ID to the party you are calling. It also keeps your current location private.

For example, if you're working from home, you can initiate RingCentral calls from your smartphone, then connect and complete the call from your home phone. The person you're calling will see your RingCentral number.

RingOut is accessed by tapping the keypad and then green **Handset** icon on the bottom of most mobile app screens, such as the **Messages** screen, and the **Contacts** screen, and the **Call Log** screen.

Use the keypad that appears to dial the number you want to call. Your mobile app will do the rest. (To specify your RingOut phone, see **RingOut Mode**, next.)

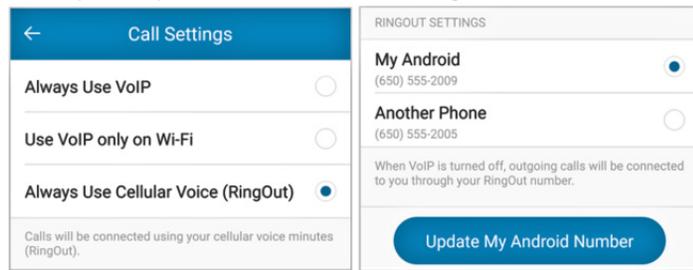
Note: RingCentral Pro customers and Canadian customers require a paid digital line for outbound calls.

Enable RingOut

To enable RingOut, turn off VoIP Calling. It will use your carrier service to make outbound calls.

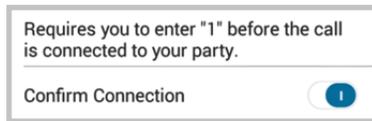
To make outbound calls via RingOut, the mobile app uses your cellphone’s native calling system through your cellphone carrier. Use RingOut Mode to maintain your presentation on such calls, including such features as Caller ID and call logging. You keep your personal cellphone number private. RingOut calls use carrier voice minutes rather than your carrier data plan.

RingOut lets you use your RingCentral business number from any phone you choose, including your smartphone. To configure, tap your photo at the top left of screen. On the My Profile screen, scroll down to Call Settings and tap Always Use Cellular Voice (RingOut).



Choose a RingCentral device to set as your RingOut Mode phone. Or tap **Another Phone** to add phone numbers, and then tap one of them to be your RingOut device.

To avoid accidentally sending calls to your personal voicemail (if you don’t pick up when your phone rings, or if you mis-dialed), turn on **Confirm Connection** so the mobile app will prompt you to press 1 before it dials the number and connects your call.



VoIP Calls

The RingCentral Office Mobile app can make and receive calls using VoIP (Voice over IP) using an Internet connection. You can place and receive calls over Wi-Fi or a 3G/4G data connection. Using Wi-Fi instead of your wireless carrier’s 3G or 4G network can save carrier voice and data

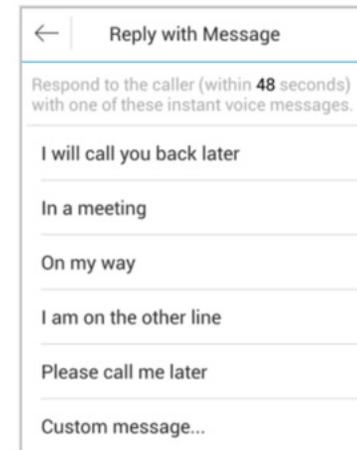
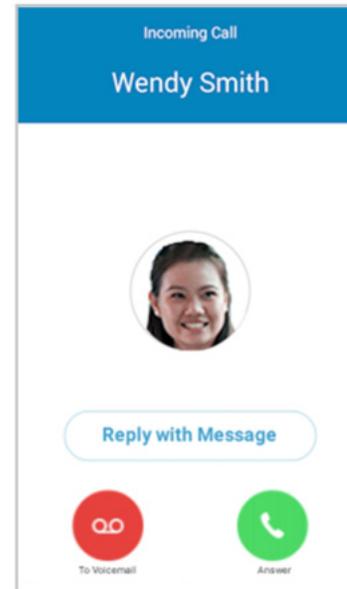
charges, especially when traveling internationally. See details on [VoIP Calling](#) below.

Incoming native calls will interrupt your VoIP call on iOS. Answering the native call will place your VoIP call on hold. Rejecting the native call will auto- resume your VoIP call.

Pre-call Controls

Pre-call controls allow you to handle incoming calls in several ways:

- **End and Answer** mutes the ringtone and accepts an incoming call.
- **To Voicemail** sends caller directly to your voicemail.
- **Hold & Answer** mutes the ringtone, and places the call on hold and answers the incoming call.
- **Reply with Message** sends a voice response to the caller. The message can either be a pre-set text-to-speech reply or a custom text-to speech message.



- Accept incoming call
- Send call to voicemail

Conference Calling

Conference Calling is available on all RingCentral Office user plans.

A single conference bridge phone number is provided for each account, shared by all users—no need for your users to keep track of multiple bridge lines.

Each user gets their own individual host and participant access code, so they can hold conference calls whenever they want, wherever they are.

Each user can host a conference with up to 1000 attendees, using their IP desk phone while in the office, or their RingCentral Phone desktop app on their computer, or the RingCentral Phone mobile app while on the go. Conferences are reservation-less—you send an invite to participants, and the conference starts as soon as you join as host.

To start a conference, tap **More** button  and then tap  **Conferecing**.

The **Conferecing** screen shows the dial-in number, **Host** and **Participant** access codes, and **Invite** and **Start Conference** buttons.

The host can mute participants, get caller counts, record conferences, and more.

The main conferencing number is available in the U.S. In addition, in-country dial-in numbers are available for use in over 40 countries.

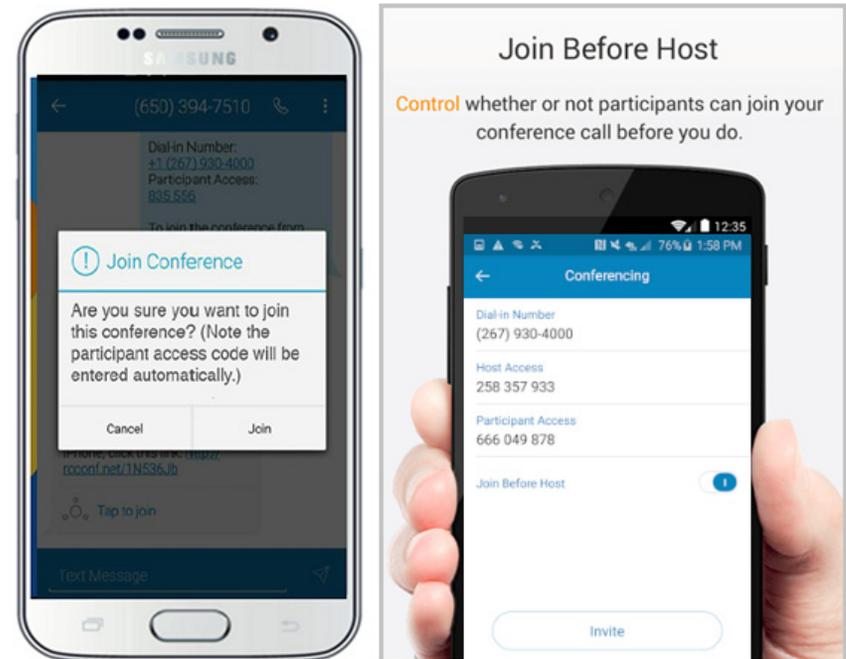
For additional information including touch-tones to use for control during the conference, and a list of international dial-in phone numbers please visit this page: [“Touch Tone Commands for Conference Calls” on page 24](#) and [International Dial-In Numbers](#).

Tap **Invite with Text Messaging** or **Invite with Email** to create a new SMS text message or email that contains the conference number and the participant access code the attendee should use to join the meeting. Add a subject line and additional messaging, plus any attachments as needed, and tap **Send**.

Note: You can attach documents from your files to the Invitation Email.

Note: Invitees with RingOut enabled can join the conference automatically via their native dialer by simply tapping **Join** on the pop-up message.

Tap **JOIN AS HOST** to log in automatically and begin your conference.



The conference host can control whether participants may join the conference call before the host does by selecting the “Join before Host” option on the mobile app.

Your recipients can tap to join the meeting directly from the text invitation without dialing the number and entering the access code.

Touch Tone Commands for Conference Calls

Conference
✕

Dial-In Number: (888) 555-1212

Host: 148-555-121

Participants: 564-555-123

I have international participants i

Invite with Email

Conference Commands > i

Use this command...	To do this...
* # 2	Caller Count: Keep track of how many people are on the call
* # 3	Leave Conference: Lets the host hang up and end the call
* # 4	Menu: Listen to the list of touchtone commands
* # 5	Set Listening Modes <ul style="list-style-type: none"> • Press 1x: Mute callers - Callers can unmute with * # 6 • Press 2x: Mute callers - Listen only. No unmuting option • Press 3x: Unmute callers - Opens the line again
* # 6	Mute Host Line <ul style="list-style-type: none"> • Press once to MUTE • Press again to UNMUTE
* # 7	Secure the Call <ul style="list-style-type: none"> • Press once to BLOCK all callers • Press again to OPEN the call
* # 8	Hear sound when people Enter or Exit call <ul style="list-style-type: none"> • Press 1x: Turns OFF sound • Press 2x: Enter tone is ON Exit tone is OFF • Press 3x: Enter tone is OFF Exit tone is ON • Press 4x: Turns ON sound
* 9	Record your conference <ul style="list-style-type: none"> • Press once to START recording • Press again to STOP recording

Close

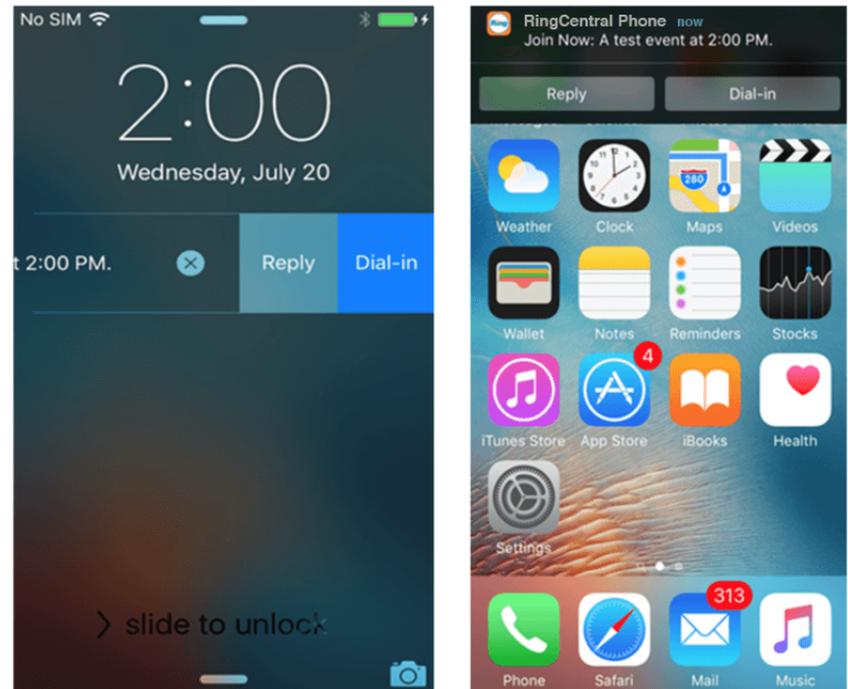
Join Now

The **Join Now** feature provides the following:

- Easily send an email to the group with a predefined message, such as “Will be there in 10 minutes” or a custom message to cancel the meeting or tell everyone you are switching conference rooms.
- Reply button on the **Join Now** screen. Also on interactive notifications for events with only one call to action.
- By default, replies to all (host and participants); user can remove people in the email
- **To:** field.

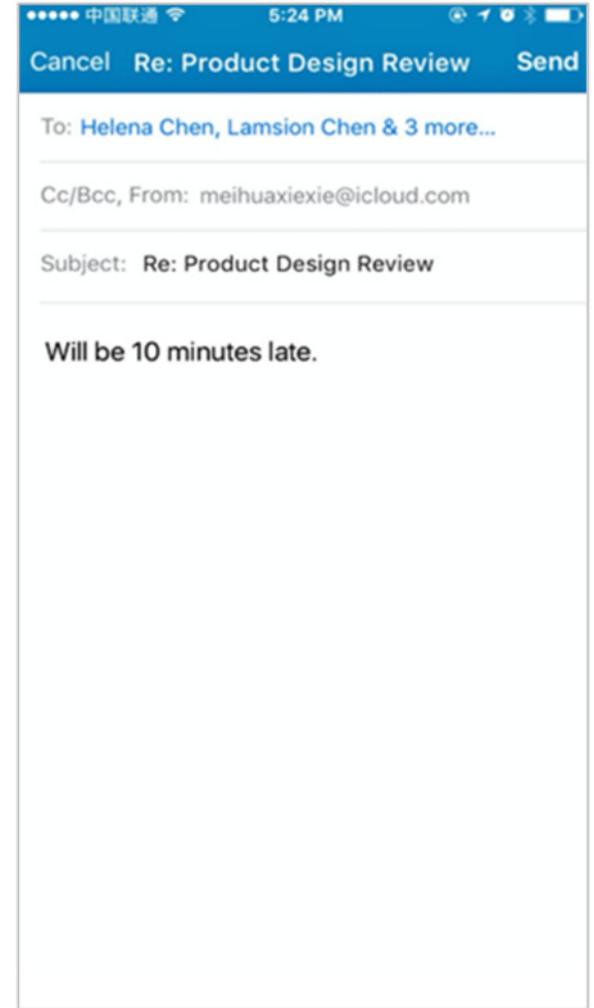
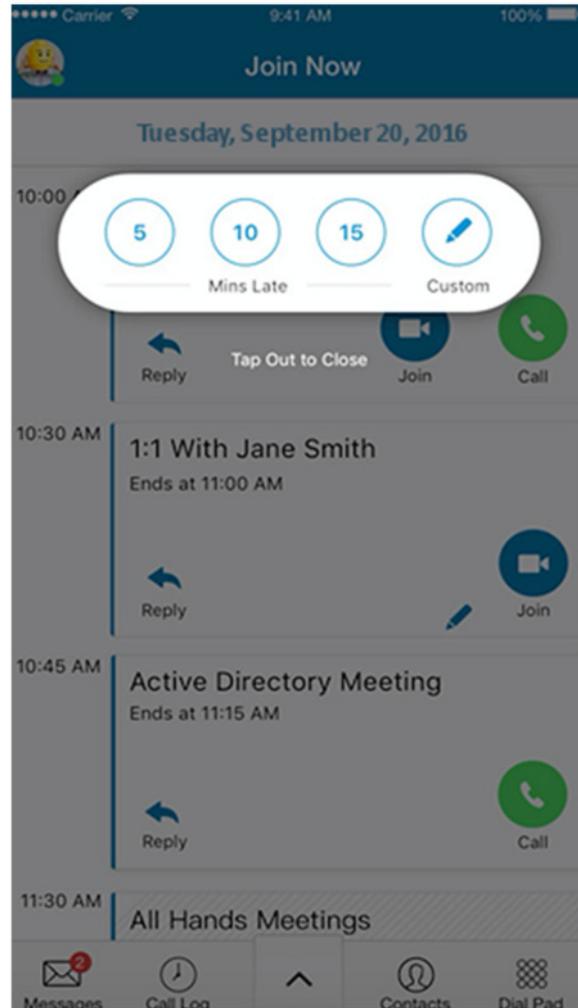
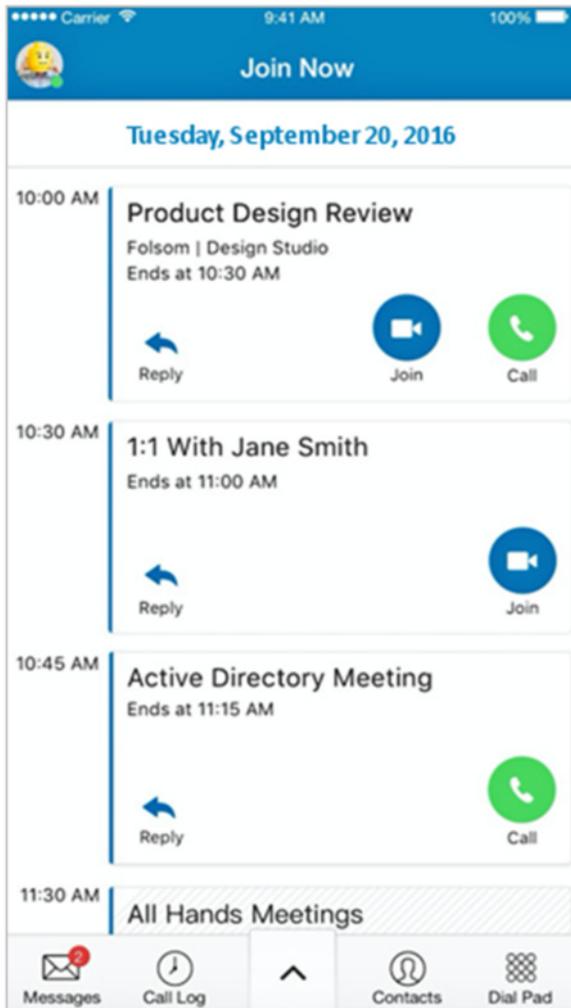
Available on RingCentral Phone mobile app and Carrier Partners Mobile App.

For more information about **Join Now**, see this [Knowledgebase article](#).



Continues on next page...

Join Now (continued)



Business Messaging

Business Messaging integrates text messaging into your mobile app on your smartphone or tablet, as well as your desktop app. You can send and receive text messages to and from multiple extensions, or 10-digit local (non-toll-free) phone numbers. This feature is available to all RingCentral Office customers.

Note: Users must have a DID connection to send an SMS to non-subscribers of RingCentral.

Send messages to clients, colleagues, and your groups without having to text each individual group member. Recipients can reply via Business Messaging, or via their native SMS system.

Send Business Messaging messages to any non-toll-free number in the United States or to any RingCentral customer number even if the customer is traveling overseas.

On the **All Messages** screen, received SMS messages are indicated by the **SMS icon** . Click on a message to view it, to respond to it, and to view the sender's contact information.

To create a new message,

1. Tap the caret next to **All Messages**; then tap **Text** and to create a new message.
2. Enter names or phone numbers in the To: line, or select from your Contacts by tapping the **blue plus sign** .

You can message anyone whose phone is able to receive text messages.

You can message RingCentral colleagues by extension number.

You can block unwanted SMS messages to your extension by blocking the phone number of the sender. You may unblock any time.

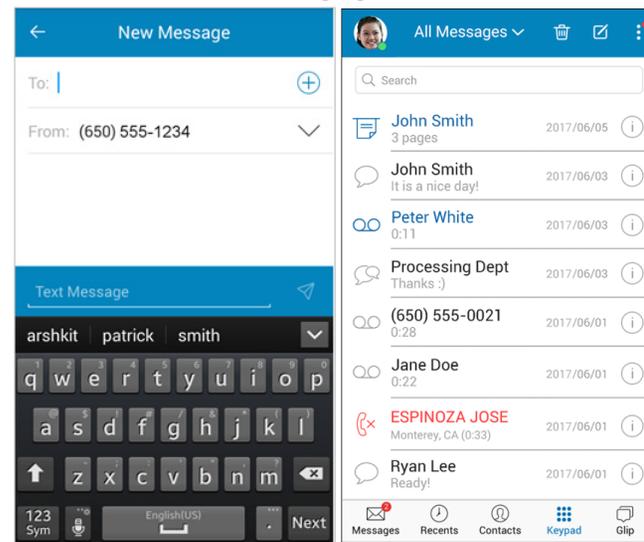
1. Tap **More** on the bottom menu; then tap Recent Calls.
2. Tap next to the caller you want to block.

3. On the **Contact Info** screen, tap **Block Number**.

Also see “[Screening and Blocking Calls](#)” on page 40.

When creating an SMS message, tap the caret to the right of the **From** line to select your default Caller ID for outbound messages.

Note: Business Messaging does not support international numbers and short code. Business Messaging is available for Office customers only.



Group Messaging allows you to send a message to two or more company contacts.

Group Messaging works only with Extensions and Contacts in the Company Directory. Messages sent to a Personal Contact will be sent as a separate message. For Group Messaging FAQs click [here](#).

Faxing

You can send, receive, and view faxes using the RingCentral Phone mobile app. If you have an iPhone, you can use that device's AirPrint function to directly print any fax.

Receiving and Viewing Faxes

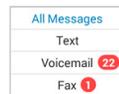
Your RingCentral phone number by default receives both voice calls and faxes. (Optionally, you can set up specific extensions to receive only voice calls or only faxes.)

View the faxes you've received on the **All Messages** screen of the RingCentral Phone mobile app. You can also arrange to receive faxes as PDF attachments in your email account.

To access faxes on your smartphone

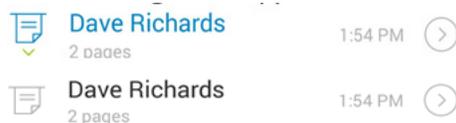
1. On the All Messages screen, tap Messages  at bottom-left.

2. Tap **All Messages**  to filter your messages.



3. Tap Fax to select your unseen fax message.
4. Tap  to download your fax message.
5. Tap  to view your new fax message.

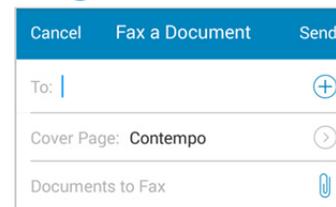
Unviewed fax messages appear in gray on the All Messages screen; Viewed fax messages will appear in gray on the All Messages screen.



Sending Faxes from the Mobile App

All users with the latest RingCentral Phone mobile app can send or forward documents (up to 20 MB) as fax messages to any contact anywhere from your iOS and Android-powered devices.

1. On the fax screen, tap .
2. Enter recipient's phone number in the **To:** field. (You can also click the  icon to choose a contact from your phone.)



3. Select your Cover Page (optional) and fill it in.
4. To attach a document (optional) tap  (Fax attachments can be up to 20MB)
5. Attach files or photos stored in Dropbox, Box, or your phone or tablet.
6. Authorise RingCentral to access your files (required only once).
7. Tap **Send**.

Adding files to your Documents folder

Files can be added to your Documents folder from email attachments.

1. From your smartphone's email app, open an email and tap and hold the attachment name until the gray screen of app icons displays.
2. Tap the icon Open. The document will be added to the Documents folder, from which it can be selected for faxing.

Choosing a Default Fax Cover Sheet

A cover sheet is attached to each fax you send through the RingCentral fax service.

1. On the Fax a Document screen, tap  to select the default Contempo cover sheet.
2. Tap  again to preview other available cover sheets.
3. Select the cover page you want and click Save.

The variable information on the cover page will be filled in during the fax-sending process.



Email Addresses That Can Send Faxes

On the **Fax Settings** screen, under **Faxes Sent via Email**, under the line Email addresses permitted to send faxes add, one by one, the email addresses from which users can send faxes by email through your account with RingCentral. Click **Add** after each one; click **Save** when done. Email addresses might include alternate company accounts, personal accounts, or accounts for contractors. You can store up to five such email addresses.

When a fax is sent by email as described below, the system checks the email address of the sender, and sends the fax if it is on this approved list.

Omitting the Cover Sheet When Email Subject is Blank is in the same information block. When you send a fax by email, the subject line of the email is put on the cover page. Check **On** to omit the cover page by sending the fax without a subject line.

To Send a Fax by Email

You can email documents to a special RingCentral email address that automatically converts the attachments into fax format and sends them to the fax number specified. You can send faxes by email in this way from any email address you have added to **Email addresses permitted to send faxes** described above.

1. Create an email message. Attach one or more documents you wish to fax.
2. The text in the **Subject Line** of the email will be added to the cover sheet. (If no subject line text is included, the cover sheet will be omitted if you set that feature as described above.)
3. Send the email to the recipient's 10-digit fax number at the email address **rcfax.com**. For example, to send a document to the fax number 1-510-555-1212, you would use this email address: **5105551212@rcfax.com**. You can send the fax to multiple recipients by adding fax number-addresses, separated by a comma, thus: *5105551212@rcfax.com,5115551212@rcfax.com,2105551212@rcfax.com*.

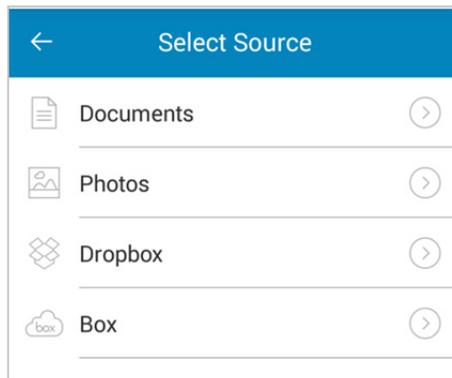
Send a Fax from Your Account

To send a Fax from your RingCentral Office Online Account, follow these steps:

1. Through a Web browser on your smartphone or desktop PC, log in to your online account at <https://service.ringcentral.com> and click the FaxOut icon in the upper-right corner of the Web page.
2. Enter the fax numbers of the recipients in the **To:** box.
3. You can click the **green plus sign** to select fax numbers from your **Contacts** list. You can also select **Groups**, which will send the fax to each member of the Group for whom you have a fax number listed.
4. Create a **Cover Page** with a personal message (optional).
5. Click **Browse** to add one or more documents to fax.
6. Choose **Send Now** and then click the **Send Now** button to send your fax.
7. Or choose **Schedule** to schedule delivery for some future date.

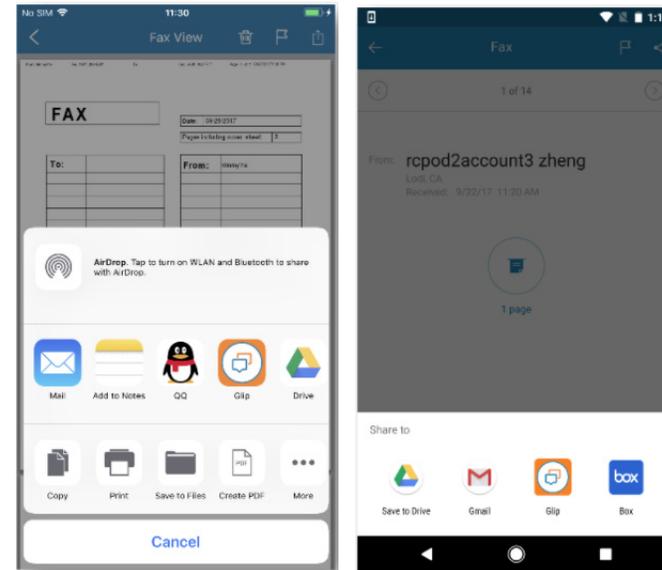
A wide variety of standard document types, including word processing, spreadsheet, and PDF documents, are recognised by the RingCentral Cloud Fax system.

You can also send faxes using the **Desktop** app, which you can download and install on your Windows PC or Mac desktop.



Share Fax/Voicemail to other apps

- Users can now share their received voicemail and faxes to any apps directly from the detail screen.



Active Call Controls

Active Call Controls are soft keys accessible to conveniently use various features on your RingCentral Phone Mobile App.

Mute deactivates your microphone for better incoming sound and minimises background noise from your side of the call.

Keypad allows you to use the keypad whenever you need to press numeric inputs to access a certain department or queue.

Speaker allows you to toggle between using your headset and the loudspeaker of your device.

Hold puts the other party on the line on hold. Tap **Hold** again to go back to the call.

Record activates the On demand Call Recording feature on your extension. Recordings are saved in your extension's online account.

Switch to Carrier will transfer a VoIP Call to your smart phone's mobile carrier so you can continue in the same call when VoIP degrades.

Transfer will transfer your active call to a different extension.

Park will Park the call in the cloud. A parked call can be retrieved by any authorised extension within the phone system.

Flip allows you to flip your call from one device to another as long as you have configured your Call Flip settings properly.

End Call ends an existing call.

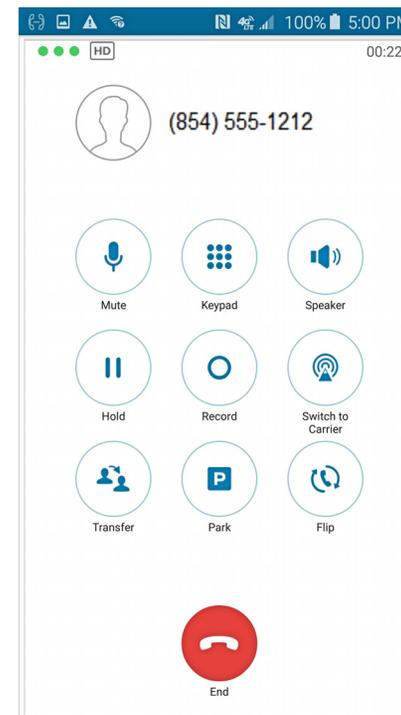


Three green lights indicate HD call quality should be good. Two yellow lights indicate some packet loss and/or jitter and your call quality may suffer. One red light indicates call quality may be too poor to use. If so, change locations to find a better Wi-Fi connection. If none is available, your service will automatically switch to your carrier voice plan. Your service will return automatically to VoIP Calling over Wi-Fi when your Wi-Fi

connection improves, providing **VoIP Calls** and **Over 3G/4G** are both enabled. See “VoIP Calling” on page 49 for details.

You may hear a network handoff reconnecting sound to indicate an attempt to re-establish a VoIP call when that connection was previously lost. You will also see the message, “Reconnecting ...” in the active call screen.

Note: Auto Hand Off is enabled only when options **VoIP Calls** and **Over 3G/4G** are both selected.



Call Recording

Two types of call recording are available: *On-Demand* and *Automatic*.

On-Demand Call Recording

Once On Demand Call Recording has been set up, users can activate call recording while taking a call on a RingCentral IP desk phone, or anywhere using the RingCentral Phone Mobile App.

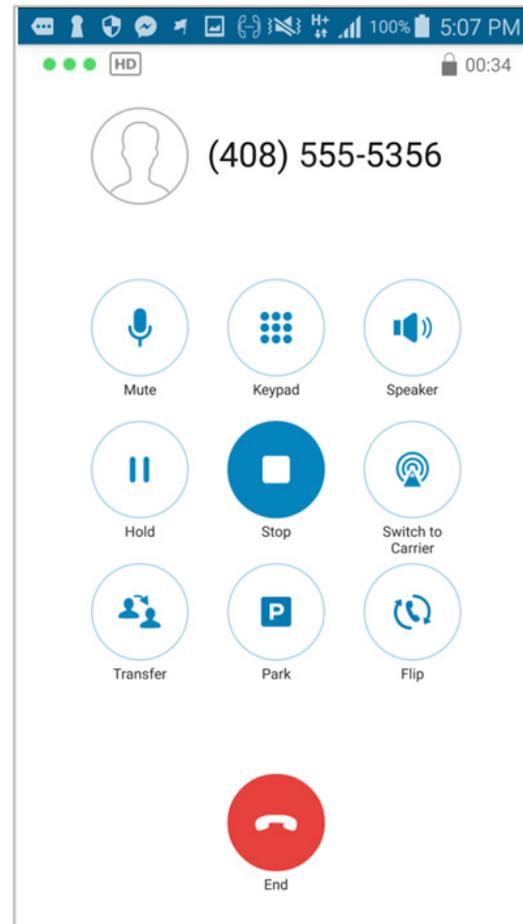
Press the **Record** button  on the Call Control screen to start recording a call, and once again to end the recording. The Press the Record button  on the Call Control screen to start recording a call, and once again to end the recording. The **Start** announcement will play when recording begins, and the **Stop** announcement will play when the recording ends.

On-Demand Recordings are saved for 90 days. Download recordings to retain them longer by signing in to your online account and clicking **Messages** and then **Recordings**.

Automatic Call Recording

With **Automatic Call Recording**, the Administrator designates specific extensions for which all inbound and outbound calls will be recorded without further interaction by the user. Automatic Call Recording is activated and managed by the Administrator from the

RingCentral online account, rather than from the mobile app.



The Automatic Call Recording feature enables Administrators to record and review all calls to and from selected extensions. Automatic Call Recording is available to Administrators of RingCentral Office Premium and Enterprise plans.

Administrators: Follow these instructions to enable Automatic Call Recording for selected extensions.

1. Log into your online account and from the **Admin Portal**, select **Phone System**.
2. Click **Auto-Receptionist > Call Recording > Automatic Call Recording**.
3. Click **Enabled**.
4. Review the **call-recording waiver pop-up** that warns of U.S. federal and state laws requiring consent to record calls.
5. Click the **Users & Groups to Record** bar.
6. For each user you wish to record, check **Incoming** and/or **Outgoing**. Click **Save**.
7. Click **Call Recording Announcement** to check and, optionally, edit the message that automatically plays to incoming callers when they call a user who has inbound call recording set to On; this announcement lets them know the call is being recorded. The message will be played just before ringing the user's phone. This message can be customised.

When the Admin sets Automatic Call Recording, each User receives an email alert that their incoming/outgoing calls are being recorded; when the Admin de-selects a user, that user will receive another email that their incoming or outgoing calls are no longer being recorded.

Once a user extension has been activated by the Administrator, Automatic Call Recording will record all of that extension's incoming and/or outgoing calls. Recordings are saved in the Administrator's Call Log, where they can be played back individually, or downloaded as a group as MP3 files.

Automatic Call Recordings are saved in the cloud for 90 days. Download recordings to retain them for a longer period.

Users can also review and download their own recorded calls.

Users: If your Administrator has activated Automatic Call Recording for incoming to, or outgoing calls from, your extensions, you will get an email letting you know. You will also get an email when Automatic Call Recording is deactivated for your extensions.

Once recordings are activated for incoming calls, an announcement will automatically play to incoming callers letting them know that their call is being recorded.

However, if your Administrator has activated Automatic Call Recording for outgoing calls for your extensions, no such automated announcement is played when you call others; it is your obligation to let those you call know that the call is being recorded—see **Call Recording—Important Legal Requirement**.

RingCentral provides default announcements to play before and after the call. Review, and create your own custom announcements if you wish; custom messages must comply with laws and regulations as noted above.

User	Select all	Incoming	Outgoing
Jane D	Ext. 102	<input type="checkbox"/>	<input type="checkbox"/>
Gary W	Ext. 103	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tom B	Ext. 104	<input type="checkbox"/>	<input type="checkbox"/>
Mary G	Ext. 105	<input type="checkbox"/>	<input type="checkbox"/>
Peter P	Ext. 106	<input type="checkbox"/>	<input type="checkbox"/>
Sean C	Ext. 107	<input type="checkbox"/>	<input type="checkbox"/>
Jason RingCentral	Ext. 108	<input type="checkbox"/>	<input type="checkbox"/>
John S	Ext. 101	<input type="checkbox"/>	<input type="checkbox"/>

Call Recording – Important Legal Requirement

Certain state and federal call recording laws apply to the use of this call recording feature by you and all users associated with your account. In some states, you and each user associated with your account are required to obtain consent from all parties to record a phone call.

By using the RingCentral call recording feature, you and each user associated with your account are required and must agree to maintain compliance with all applicable state and federal laws and regulations.

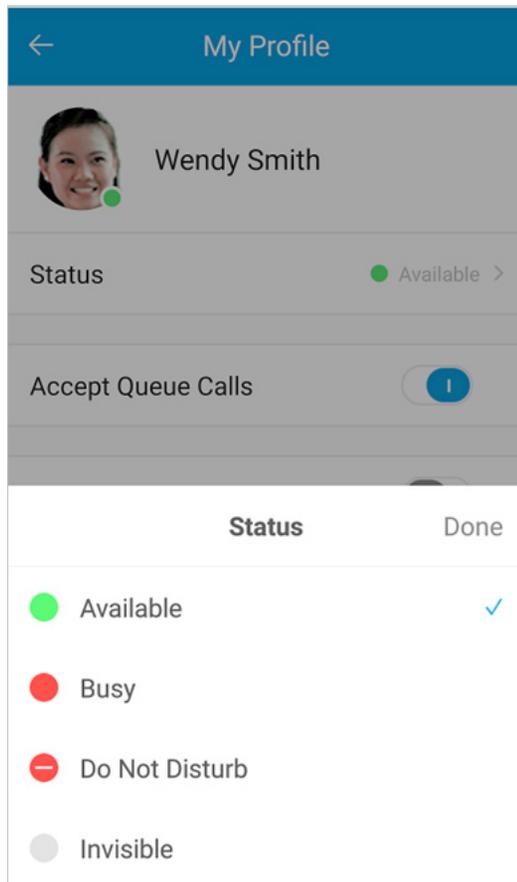
On behalf of your organization, you, as Administrator, agree to notify all users associated with your account of their obligation to comply with all applicable state and federal laws and regulations.

You, as Administrator, and each user associated with your account, understand and agree that each of you are solely liable for compliance of such laws and regulations, and under no circumstances shall RingCentral be responsible or held liable for such compliance.

Do Not Disturb

When you're busy and don't want to be interrupted, use Do Not Disturb to forward calls directly to voicemail.

The default setting for your extension is **Available**. To change the setting to **Busy**, tap your photo to open your Profile; then tap **Status**. Next, tap **Busy** to send incoming calls to your number directly to voicemail.



Presence

Presence is a feature by which you can see if another user is on the phone. Presence-enabled RingCentral desktop IP phones use lights to indicate which specific user extensions are in use or on hold, with the user's permission.

Users can monitor Presence from their **Favorites** tab, and manage their own Presence settings, from their mobile app. The Admin can manage Presence settings for all users

Administrator

Admins can use their smartphone app to set permission to share a user's presence status with colleagues by tapping their photo, then **Users**; selecting a user, then **User Info**; tapping the **Phones & Numbers** tab, then tapping **Presence**. Admins can set their own Presence as a user by selecting their own name/extension.

Tap Appearance.

If the user has no Presence-enabled phones, they will see the message: *Currently none of the phones on your extension can show presence. Phones with the capability can be purchased from RingCentral by clicking Add Phone.* As an Administrator, you can add Presence-enabled phones. (Users will get a message telling them to contact their Administrator to purchase phones.)

If the user has a Presence-enabled desktop IP phone, its Presence status can be displayed as shown on the right, below. The first two lines (Line 1 and Line 2) are dedicated to that user and cannot be changed. Tap other user's extensions to choose colleagues whose presence you wish the user to monitor, from among those who have granted permission to show their presence status.

When you add extensions for this user to monitor with Presence, you can also check *Ring my phone when any user I am monitoring rings* so the user will know when the monitored user's phone is ringing; and/or check *Enable me to pick up a monitored line on hold* so this user can act as backup to the other user.

Now tap **Permissions**.

Tap **Share my presence**. When **On**, this allows other users to see this user's presence status—whether the user is on the line. Note that Presence detects calls to numbers/extensions. No matter which actual device the

call is sent to, the system detects that the number/ extension is ringing, active, or on hold. You can also select other users who can pick up this user's phone calls. A user can thus answer a busy manager's calls or a call to a user who is in a meeting or out at lunch.

User

Manage your Presence settings from the mobile app by tapping your photo and then tapping **Extension Settings > User Info**. Tap the **Phones & Numbers** tab, then scroll down and tap **Presence**.

Under the **Appearance** tab, view and manage your **Presence** settings for that phone.

Or you may see the message "Currently none of the phones on your extension can show Presence. Phones with Presence capability can be purchased from RingCentral by clicking Add Phones." (See your System Administrator, as only Admins can add phones.)

Under the tab **Permissions** you can check those colleagues who can monitor your phone's Presence. Then click **Save**.

Cancel Presence Save

Appearance Permissions

- Ring my phone when any user I am monitoring rings
- Enable me to pick up a monitored line on hold

If you intend to answer calls on behalf of other users, you need the other users to give you permission to answer their calls via their Presence permission settings.

Select the users you would like to display on your desk phone and softphone

Line 1	Jess Jones, EXT. 104
Line 2	Jess Jones, EXT. 104
Line 3	>

Cancel Presence Save

Appearance Permissions

Allow other users to see my Presence status:

Share my presence

Users permitted to pick up my calls:

Ben Smith	Ext. 103	<input checked="" type="checkbox"/>
Dave Richards	Ext. 101	<input checked="" type="checkbox"/>
Mary Goss	Ext. 102	<input checked="" type="checkbox"/>

Cancel Presence Save

Appearance Permissions

- Ring my phone when any user I am monitoring rings
- Enable me to pick up a monitored line on hold

If you intend to answer calls on behalf of other users, you need the other users to give you permission to answer their calls via their Presence permission settings.

Select the users you would like to display on your desk phone and softphone

Line 1	Elaina Tia, EXT. 115
Line 2	Elaina Tia, EXT. 115

Cancel Presence Save

Appearance Permissions

Allow other users to see my Presence status:

Share my presence

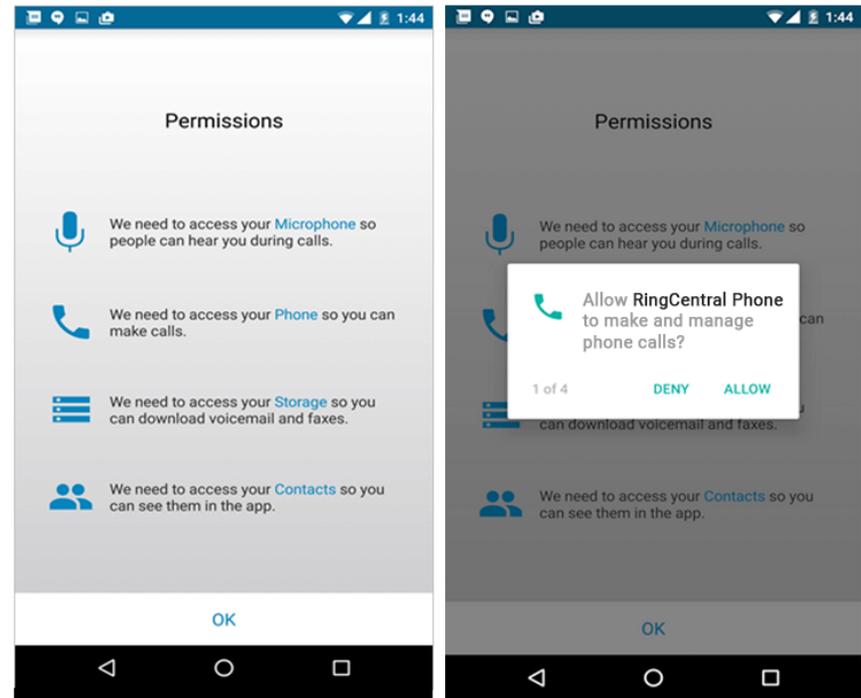
Users permitted to pick up my calls:

Ben Smith	Ext. 103	<input checked="" type="checkbox"/>
Dave Richards	Ext. 101	<input checked="" type="checkbox"/>
Mary Goss	Ext. 102	<input checked="" type="checkbox"/>

Android 6 Marshmallow Permissions

The Android 6 Marshmallow OS offers user controls over some application permissions, a feature already available on the iOS 8. Users will be asked to turn **ON** the following permissions:

- Contacts (view local contacts)
- Phone (RingOut)
- Microphone (VoIP call)
- Storage (store fax/voicemail/documents/photo)

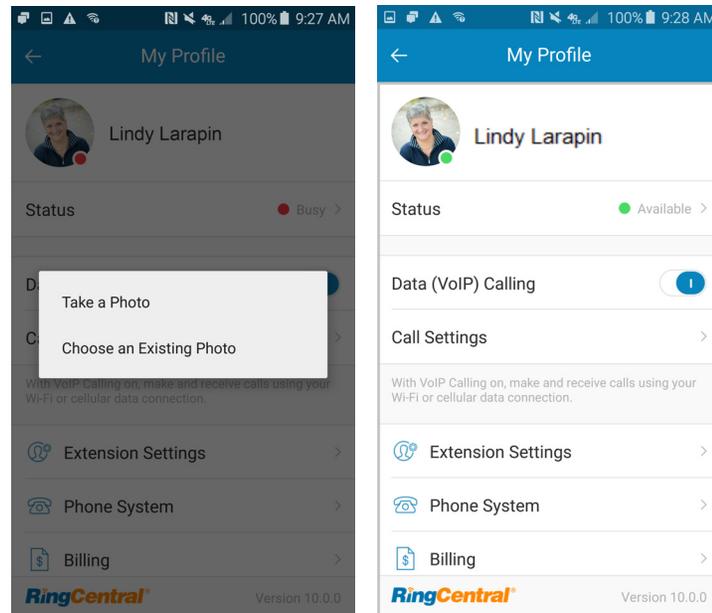


Managing Your User Settings

The first time you tap  you will be offered the opportunity to add a photo to your profile, replacing the avatar. You may select an existing photo from your Desktop app, from your mobile phone, or take a new photo. Tap OK to accept the taken photo or

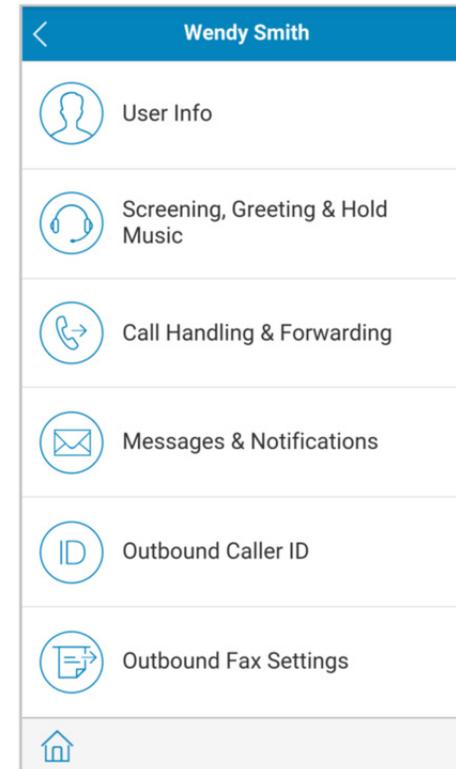
When you add your photo to your profile page, it is synced automatically across the RingCentral cloud, and your colleagues will see your new photo in their RingCentral Phone Mobile App and RingCentral Phone (desktop) contacts. However, your new photo will not automatically replace the profile image for you (if any) that was manually added by your contacts.

Most of the special customizable features of your RingCentral Phone Mobile App are found in the Profile area, particularly under Extension Settings. This includes such items as User Info, Call Handling & Forwarding, Messages & Notifications, and Outbound Caller ID. These features are the same for Users and for Administrators acting as Users.



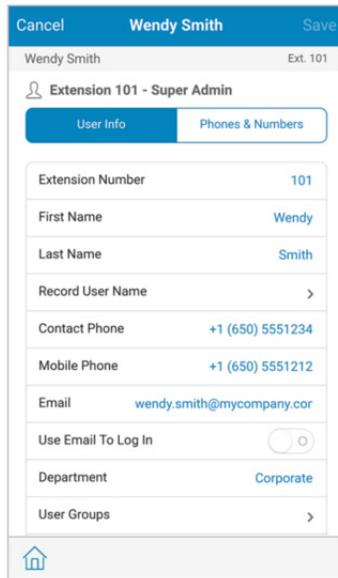
Extension Settings

This screen contains most of the functions you'll use to manage your own user settings.



User Info

To manage your basic settings, greetings, call screening, call handling, direct numbers and desktop phones if you have them, security settings, notifications, and more, tap **User Info**.



Extension Number: Callers to your company number can reach you by entering this extension number. They can also reach you by dialing your Direct Number, if you have one.

First Name/Last Name: You can edit your first and last names here.

Record User Name: RingCentral uses text- to-speech to pronounce your name. If mispronounced, you can tap this item to correct the pronunciation. Or tap the Text-to-speech name field and type in a phonetic pronunciation. Login in to your online account to hear it.

Contact Phone: This is an optional alternative phone number that might be used for call forwarding if you wish.

Mobile Phone: Optional

Email: This email address can be used for notifications.

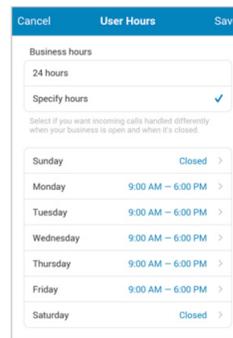
Use Email to Log In: Optional.

User Hours

Set user business hours here. Default is 24/7. If you set specific business hours here, you can then set separate call-handling rules for business hours and after hours.

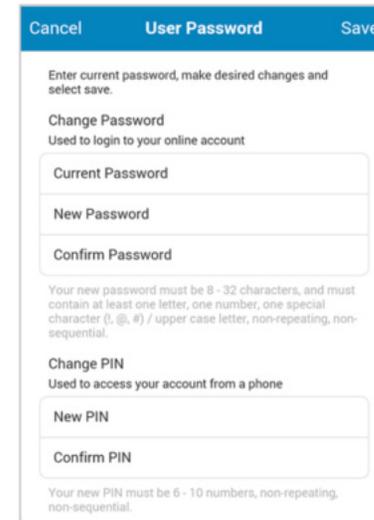
Tap **User Hours**. Tap 24 hours for incoming calls to be handled the same way all the time, including weekends.

Tap **Specify hours** and specify the days and times you are available to take calls. Setting specific hours will allow you to set call-handling rules that apply during Business Hours and separate call-handling rules for After Hours. Also check the Time Zone setting at the bottom of this screen. When you're finished, tap Save.



Change User Password

You may also Change User Password form the User Info menu.



If you forget your password when logging in, you may re-set it from the Reset Password mobile app screen.



Phones and Numbers

At the top of the **User Info** screen, tap **Phones & Numbers**.

The screenshot shows the 'Phones & Numbers' settings for user Wendy Smith. At the top, there are 'Cancel', 'Wendy Smith', and 'Save' buttons. Below this, the user's name 'Wendy Smith' and extension 'Ext. 101' are displayed. A profile icon and the text 'Extension 101 - Super Admin' are also visible. Two tabs are present: 'User Info' and 'Phones & Numbers', with the latter being selected. The main content area includes:

- Conference information: Conference Number: (760) 555-7171, Host Code: 178-878-247, and Participants Code: 548-050-802.
- Direct Numbers section with two entries: (650) 555-2575 and (650) 555-4126, each with a right-pointing arrow. Below these is a blue 'Add Direct Number' button.
- Phones section with two entries: Polycom VVX-310 Gigabit ... (650) 555-6462 and SoftPhone, each with a right-pointing arrow. Below these is a blue 'Add Phone' button.
- Presence and Intercom sections, each with a right-pointing arrow.

Here you will see the direct-dial numbers, if any, assigned to you.

- **Conference Number:** On this screen you will also see your company **Conference Number**, **Host Code**, and **Participant Code**. You can use this information to start or join a conference; or you can simply tap **More** and tap **Conferencing** to set up and manage your Conferences.
- **Direct Numbers** allow customers to contact you directly without having to go through the company receptionist or phone tree.

If you have direct numbers, you can tap each number to select the number type—voice and fax, voice only, or fax only—for each.

Tap **Add a Direct Number**—if you are not an Administrator, you will receive a message to contact your Administrator to request direct numbers.

If you do have Administrator privileges, you can add a Direct Number yourself. To add one or more numbers, tap **Add Number** and follow the screens to choose a Local, a Toll-Free, or a Vanity (custom) number. Additional charges for extra numbers will be provided on the Order Confirmation screen.

Add Phone

This is an Administrator function and must be done through the RingCentral online account. Administrators can add, remove, or reassign phones.

Presence

See “Presence” on page 34 for information about managing [Presence](#) settings

Intercom

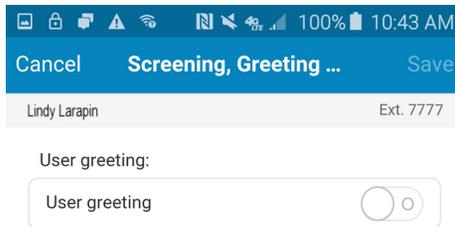
Mobile app users can initiate Intercom by dialing *85 and entering the extension number of the user they wish to intercom with. See “[Touch Tone Commands for Conference Calls](#)” on page 24.

Screening, Greeting, and Hold Music

Tap your photo and go to **Extension Settings > Screening, Greeting & Hold Music**.

Choose the message callers will hear when they call you during business hours (or at all times if you are using “24 hours” as your User Hours).

1. Tap **User Hours**.
2. Turn On **User Greeting**.



3. Tap **Set Greeting**.
4. On the **Set Greeting** screen, review the text of the default greeting. To hear it, tap **Play**. The Auto-Receptionist will read your name using text-to-speech technology. If you want to use the default greeting, tap **Save** (or **Cancel** if you have made no changes).
5. Or create a **Custom** greeting.
6. To record a Custom greeting:
 - a. Tap **Custom** and then tap **Record**.

- b. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** dropdown below).
- c. Tap **Call Now**.
- d. RingCentral will call you and prompt you to record your greeting.
- e. On the **User Greeting** screen, a message will confirm that your custom message has been successfully received.
- f. To listen to your custom greeting later, access your account on the Web.
- g. Tap **Cancel** to return to the previous screen.

Screening and Blocking Calls

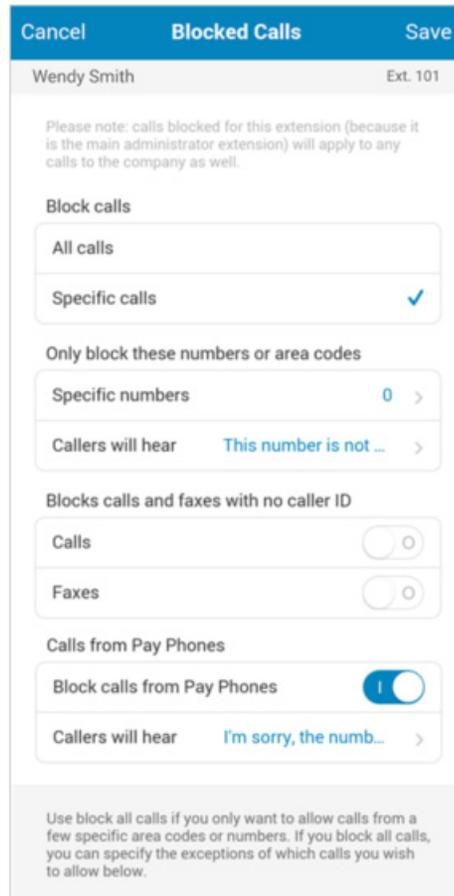
Under **Set up call screening**:

1. Turn on **Call screening** and choose **Ask callers to say their name before connecting**:
 - a. If Caller ID is not present,
 - b. If the caller is not in the user’s Contact list, or
 - c. Always.
2. Scroll down and turn on **Audio while connecting**. Tap **Set Audio** and select the style of music to be played to the caller.

3. Turn on **Hold music**. Tap **Select Music** and select the style of music to be played to the caller. Choose from a dozen and a half types of music— from easy listening to jazz, country, classical, corporate, Latin, or none. You can also choose a simple ringtone.
4. To listen to the music options, tap the **Play** button.
5. Tap **Blocked Calls** and select from the options for blocking calls.
 - a. **All Calls**—If selected, you will not receive any calls or faxes made to this number, unless you select **Allowed Numbers**, below, and enter specific numbers or area codes.
 - b. **Specific calls** will block all calls and faxes from specific numbers or area codes you enter, or will block calls and faxes with no Caller ID.
 - c. **Specific numbers**.
 - d. **Calls and faxes with no caller ID**.
 - e. **Calls from Pay Phones**.

Each choice also lets you set the message callers will hear, such as “This number is not available from your calling area” or “Mailbox Full.”
6. Tap **Save**.

Repeat this process with the **After Hours** tab.



After Hours Greeting

Note: In Call Handling/After Hours if you choose **Only Play Greeting and Disconnect**, you can choose a **Default** message or a **Custom** message.

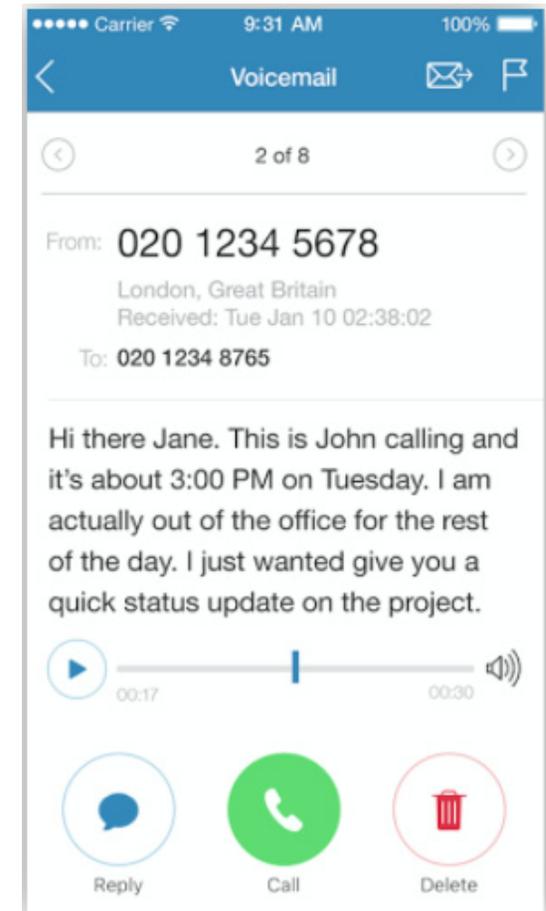
If in Call Handling/After Hours you instead chose to **Unconditionally forward** after-hours calls, or to send after-hours callers **directly to voicemail**, your After-Hours greeting will not be played. You can still set **Blocked Calls** handling.

Voicemail-to-Text Transcription

When enabled, your voicemail messages will be converted to text and displayed. Office Enterprise customers can also enable Voicemail Preview from the Messages and Notifications settings.

Voicemail Preview is limited to the first 60 seconds of the message; short messages of 5-6 seconds will not be converted. Accuracy is not 100% and is influenced by the speaker's accent and connection factors.

Voicemail Preview continues until it is turned off.



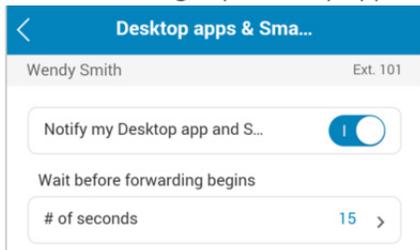
Call Handling and Forwarding

Tap your photo. Tap **Extension Settings > Call Handling & Forwarding**.

Review **Business Hours** and **After Hours** settings, and create **Advanced call-handling rules**.

User Hours Call Handling & Forwarding

1. Under First ring, tap **Desktop apps & Smartphones**.



2. Switch **Notify my Desktop apps** to **ON** and set **Wait before forwarding begins** to the desired # of seconds (range 0 to 75 seconds).
3. Tap **Save**.

Back at the **Call Handling & Forwarding** screen, choose from among the many options for determining which phones will ring, in what order, when calls come in during User business hours.

- Your RingCentral **Direct Numbers**, if you have any, are listed first. Tap **On** for the ones you want to ring your during business hours. If you have no direct numbers, but only extensions, no numbers will be displayed here.
- Tap **Add Phone** to add non-RingCentral numbers you may have, such as your home phone. Tap the space next to the label; such as **Home**, and type in a phone number, then tap **ON** to activate it.
- To call outside numbers with extensions, put an asterisk between them, thus: **[number] * [extension]**. The system will dial the number, pause, and then dial the extension.

- Tap **Forward calls to other user's phone** to select other users on your RingCentral account to add to your forwarding list.
- Tap **Change Ring Order** to decide in which order phones will ring when using **Ring Sequentially**. Tap **left caret** when done.
- Tap **Edit Ring Groups** to check phones you want to be treated as a group. For example, if you use Ring Sequentially, then your Ring Order can include groups of numbers that will ring as a group (that is, simultaneously when it is their turn). Tap **left caret** when done.
- Tap **Number of Seconds** to set how long a given phone will ring before the call is forwarded to the next number, or sent to voicemail. (Keep in mind how many total rings callers will be subject to if the call is not answered.)
- Tap **Sequentially** or **Simultaneously** to have the phones to ring one after the other in the order given in Ring Order, or all at once.
- Tap **Smartphone and Desktop** to have your RingCentral Desktop call controller, if you have downloaded and installed it on your desktop computer, display incoming calls as soon as they come in. This gives you the opportunity to pick up the call on your Desktop app, or send it to voicemail, or otherwise manage the call before other call-handling rules begin. Select the number of rings to **Wait before forwarding begins**.

After-Hours Call Handling & Forwarding

Tap **After Hours**, then select:

- **Send callers to voicemail**—You will be able to create a custom voicemail message or accept the default message.
- **Play announcement and disconnect**—You will be able to create a custom announcement or accept the default message.
- **Forward Calls**—Turn **On** phones listed under Ring these phones during after-hours.
- **Unconditional Forwarding** sends calls directly to a specified number without applying any call-handling or call-screening rules.

Incoming Call Information

At the bottom of the **Call Handling & Forwarding** screen, tap **Incoming Call Information** to set how inbound calls will be displayed to you on your device—helpful for distinguishing business calls from personal calls. (Settings for Incoming Call Information are the same for both Business Hours and After Hours screens, not separate.)

- **Incoming number displayed to me**—Typically you will see the Caller ID of an incoming call. You can tap **Caller's Phone Number Options**, just below, and choose, for callers whose Caller ID is blocked or unknown, to have displayed the **number being called**.

You can also have a numeric **prefix or suffix** added to the Caller ID being displayed, which can be useful for immediately identifying calls from your RingCentral system, to distinguish them from incoming personal calls.

Under **Display this call information** you can tap **On RingCentral phones only** or display the call information **on All Phones**.

Alternately, tap **Called Number** to have the number being called displayed instead of the Caller ID. Again, this is useful for recognizing business calls.

- **Play announcement before connecting.** When you receive a call from the RingCentral system, whether directly or by call forwarding, you will hear *"You have a call; press 1 to accept."* This tells you the call is a business call, rather than a personal call. You can set this feature so that you **always** get such an announcement, never get such an announcement, or only get such an announcement when the call is coming in **to a non-RingCentral device**—such as when calls are forwarded to your home phone.
- **Include Mailbox Name in announcement.** The mailbox name being called is played as part of the incoming call information announcement—for example, "Mary, you have a call," or "Sales, you have a call."
- **Require my password to answer** protects your business calls when on the road or at home by requiring your RingCentral login password for any calls coming through RingCentral, even calls forwarded to your home phone, for example.

Call Flip

RingCentral Call Flip lets you transfer live conversations from one device to another quickly and easily. For example, when you are on a call and arrive home after your commute, you can flip the call to your home phone. Simply dial two numbers and Flip.

To manage Call Flip numbers, tap your photo and tap **Extension Settings > Call Handling & Forwarding**. At the bottom of **Call Handling & Forwarding**, tap the **Call Flip** bar. (You will find a **Call Flip** bar on both Business Hours and After Hours screens; settings are the same on both.)

You will see a list of numbers/devices assigned to you, including desktop IP phones, smartphones, and the Desktop app, as well as numbers and extensions from your Company Contact list. **The first eight positions are your Call Flip number positions.** Use the **up-and-down arrows** to move entries up and down until you have populated your eight Flip positions to your satisfaction.

To Use Call Flip

When you are on a phone call, press the **asterisk key (*) and a number** corresponding to the device to which it is assigned, and the call is transferred immediately to that device. For example, if you have the number 2 assigned to your home phone, tapping ***4** while you are on a call will instantly transfer the call to your home phone. Call Flip makes it easy and convenient to flip calls from device to device as you move about.

Add Numbers to Your Call Flip List

Back on the main **Call Handling & Forwarding** screen, tap **Ring my existing phone numbers**, turn **on** other devices listed, and also to enter additional phone numbers such as your home phone, and tap them **On**.

Tap **Save**.

Tap **Call Flip**. You should see the phones you selected added to the Call Flip list. You can change the order (and thus the assigned Flip numbers) to suit.

(If you don't see the numbers you added, go back to the previous step and remember to **Save** before moving on to Call Flip.) The numbered entries not being used are labeled "Unused".

Use the arrows to change the Flip Number assigned to the phone number. When you are on a call, press * and the Flip Number to transfer the call to another phone number below.

Flip Number	Device	Phone Number
*1	Polycom VVX-310 Gigabit E...	(650) 555-6462
*2	Work	(650) 555-7000
*3	Mobile	(650) 555-7171
*4	Home	(415) 555-1234
*5	SoftPhone	Phone Number
*6	Unused	Phone Number
*7	Unused	Phone Number
*8	Unused	Phone Number

Note: A user can set up any specific key for a certain number or skip a certain key in the list.

Call Switch

Feature Summary

- Call Switch allows users to handoff an active call from one endpoint to another, e.g. from the Desktop app to their mobile phone, from mobile phone to Desktop.
- Allows user to finish an urgent phone call taken on Desktop phone and transferred to mobile phone when necessary to leave office.
- No delay in picking up the transferred call.
- On-demand feature (will be enabled on account level, users with call-switch service feature turned on).
- Does not replace existing Call Flip feature.
- Use case is instant switch between calls when you're using multiple instances of RingCentral Office apps on mobile device and laptop, or you have two laptops and want to transfer the call to one of them.

Notification Banner

- Switch banner will be displayed on top of screen when there is an active call can be switched to this endpoint.

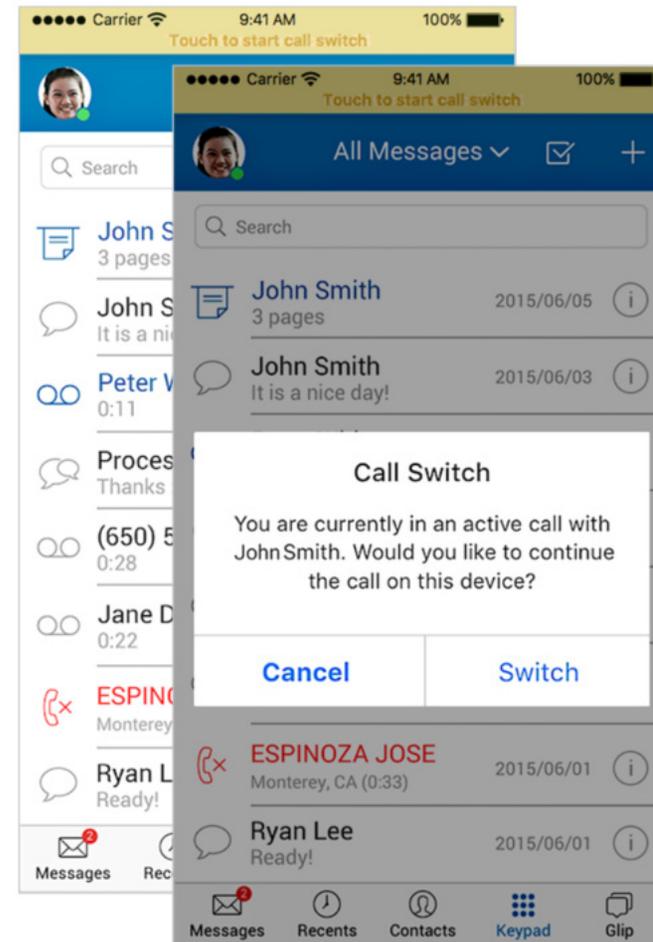
Confirmation Dialog

- After tapping the switch banner, a dialog including detail call information (name or phone number) will be shown.

Notes:

- VoIP must be turned on. If off, User is prompted to turn it on to continue.
- Call Switch banner will be hidden when multiple VoIP calls are in progress.
- On-hold call will be removed from hold after switching to another endpoint.
- Call Switch is not supported if current user has multiple VoIP calls in progress. The banner will be hidden. This constraint is added in order to avoid confusion when switching a local-audio-mixed conferencing from the Desktop app.
- An on-hold call will be removed from hold after switching to another endpoint.

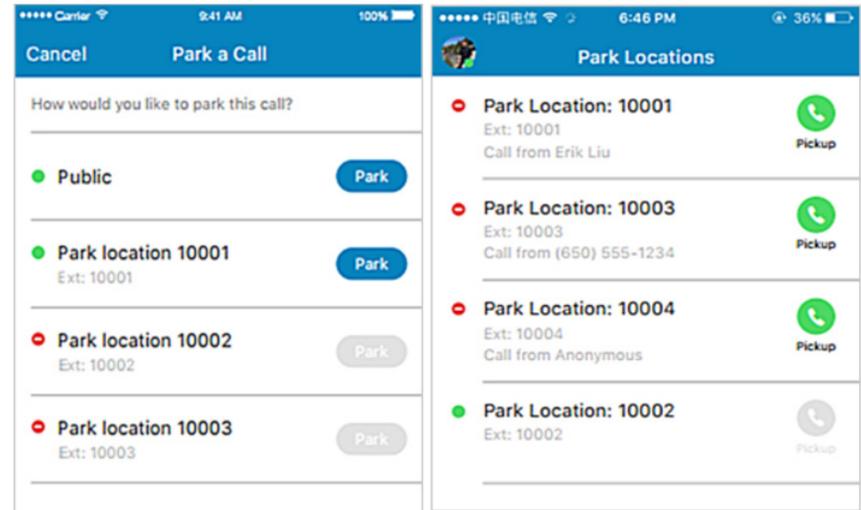
- For a two-leg RingOut case, call switch is not available until first leg is connected.



Call Park

Park Locations provide mobile app users with access to private locations, set up by the RingCentral Office Admin, where group members may park active calls in the cloud and pick them up.

The Admin assigns dedicated park locations to users in a private group. Those users can then see the Park Locations available, park calls at them, and pick up calls.



Call Handling - Advanced Rules

Advanced Call Handling lets you create specific additional rules for your number or extension based on date and/or time of call, or Caller ID, or the number being called. These rules override your regular call handling rules for that number.

Create an Advanced Rule (Custom Rule)

1. Tap your photo and **Extension Settings > Call Handling & Forwarding > Advanced**.
2. Tap **Add Rule**.
3. Give your rule a **Name**, then select the conditions: **Date and/or Time** the call comes in; the **Caller ID** of the caller; and/or the **Called Number**. You can combine these selections.
4. Tap the caret > at top right.
5. If you selected Date and/or Time as your rule condition, now select a **Weekly Schedule**, with specific times for each day if you wish. Or select a **Specific Date Range**.
6. If you selected **Caller ID** for this rule, enter one or more phone numbers, or choose names from your Contact List, or enter area codes or other partial numbers.
7. If you selected **Called Number**, choose the number(s) to which the rule will be applied. The choices will be the **Main Number**, or the **Auto-Receptionist** for the Group.
8. Tap > and choose when to apply the rule: **during Business hours, After hours, or Always**.
9. Tap > .
10. Select the action to take when incoming calls match this rule.
 - a. **Forward Calls:** Then set custom **Call Screening, Call Forwarding, or Messages handling** for these calls.
 - b. **Take Messages Only** to send callers to voicemail. You can choose to take messages or not, and can customise the voicemail greeting.
 - c. **Play Announcement Only and then end the call.**
 - d. **Unconditional Forwarding**, which immediately forwards the call to a number you then select, bypassing any other call handling, including greetings, call screening, voicemail, and Desktop app.
 - e. You can also set **Group Greetings and Call Handling** for this rule, and under **Messages** choose a voicemail greeting and select the extension that will receive messages generated by use of this rule.

f. Tap **Done**.

The screenshot shows the 'My Rule 1' configuration screen. At the top, there are navigation arrows and the title 'My Rule 1'. Below the title, it says 'Select when the rule should be active:'. There are two tabs: 'Weekly Schedule' (which is selected) and 'Date Range'. Below the tabs is a table with the following rows:

Day	Active Period	Action
Sunday	Off	>
Monday	9:00 AM to 6:00 PM	>
Tuesday	9:00 AM to 6:00 PM	>
Wednesday	9:00 AM to 6:00 PM	>
Thursday	9:00 AM to 6:00 PM	>
Friday	9:00 AM to 6:00 PM	>
Saturday	Off	>

Because these Rules can be made quite complex and sophisticated, it is a good idea to test a new rule to make sure it operates the way you intend.

You can edit, changing details and conditions, turn the rule on and off, or delete any of these Rules by tapping **Advanced** from Call Handling, then tapping on the named Rule and making desired changes on the screens that follow.

Messages & Notifications

The Messages & Notifications screen lets you manage your voicemail greetings, and receive notifications of received voicemail, faxes, or missed calls.

Tap your photo and **Extension Settings > Messages & Notifications**.

Voicemail Greeting

The steps to setting voicemail greetings are the same for Business Hours and for After Hours.

Tap **Take Messages** to **On** or **Off**.

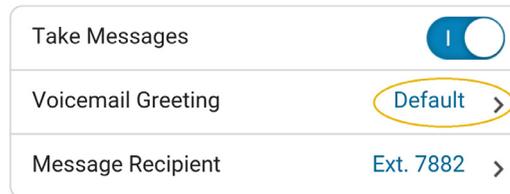
When **ON**, tap **Voicemail Greeting** to view the script of the default voicemail greeting. To hear it, tap **Play**. If you want to use the default voicemail greeting, tap **Cancel** to return to the previous screen. Or record a **Custom greeting**.

When **Take Messages** is turned **OFF**, tap **Unavailable Greeting** to view the script of the default voicemail greeting saying you are unavailable. To hear it, tap **Play**. If you want to use the default greeting, tap **Cancel** to return to the previous screen.

Or record a **Custom** voicemail greeting. RingCentral will call you so you can record your greeting over the phone.

To Record a Custom Voicemail Greeting

1. Tap **Voicemail Greeting > Default**, then **Custom**.



2. Tap **Record**.
3. Enter a phone number to call, then tap **Call Now**.
4. RingCentral will call the number. Follow the instructions to **record**, **review**, and **save** the message.

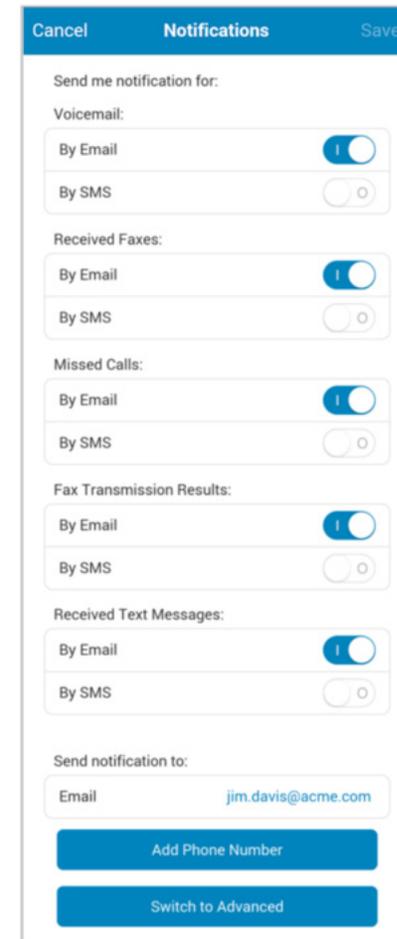
Repeat this process for the **After Hours** tab.

Notifications

At the bottom of the **Messages & Notifications** screen, tap **Notifications**.

Here the Admin or the User can be notified, by email or text message, of various events such as received voicemail, received faxes, missed calls, and fax transmission result messages. At the bottom of this screen is a toggle to switch between the basic and advanced screens.

Switch to Advanced



On the Notifications **Basic** screen, you have the choice of sending notification **by email** or **by SMS***. Tap a choice to turn it **ON** or **OFF**. Scroll to the bottom to enter the **Email** address to receive notifications. This could be the user, or the Admin, or a receptionist, for example.

Also at the bottom of the screen, tap **Add Phone Number** and enter a phone number to receive the text messages; the phone number can be that of the user, or the Admin, or someone else; it need not be a RingCentral number. Select the **Carrier** for that phone number, to ensure that the text message is correctly sent through that carrier's texting system. .

Tap **Save**.

The email and phone number selected are now displayed at the bottom of the Notifications page.

At the bottom of the **Notifications** screen, tap **Switch to Advanced**. Now for each feature you turn **ON** for notification, you can then tap **Options** to select an **email address** and a **phone number** for each feature individually. For email notifications, you can also **include any attachments**, and also mark the email message in your inbox as **Received**.

Interactive Notifications

This feature allows you to perform quick actions on notifications without having to first open the application and then the notification. Actions you can perform:

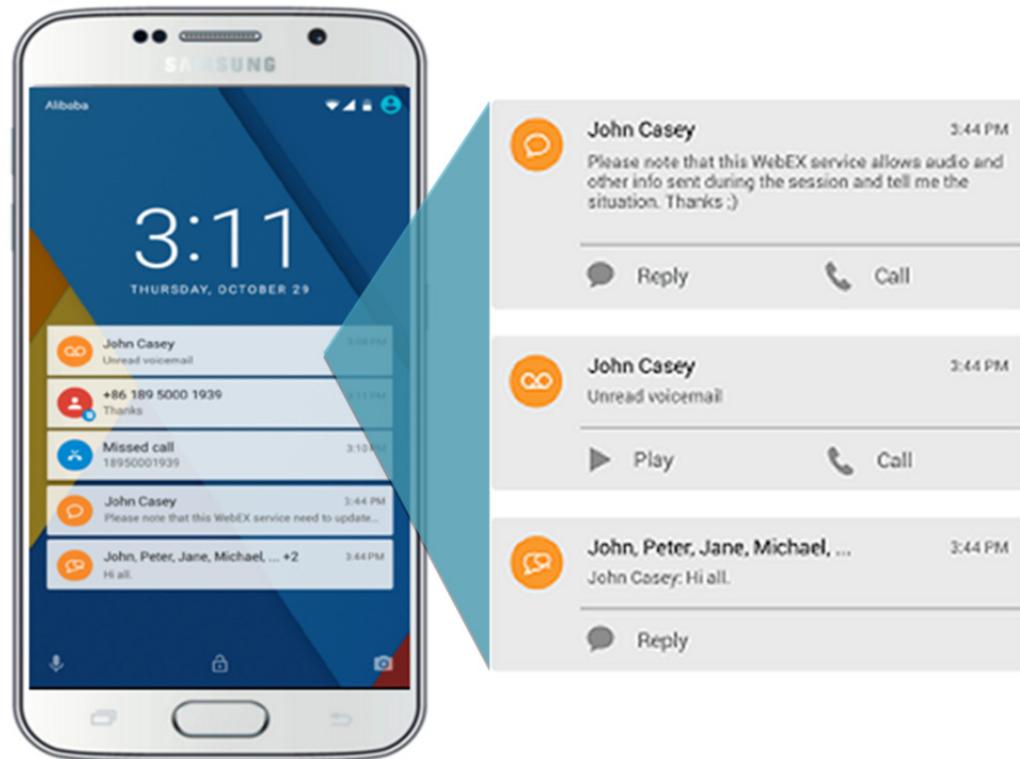
- Answer a call (To Voicemail; Answer)
- Retrieve a voicemail (Call, Play)
- Retrieve a text message (Call, Reply)

Interactive notifications increase productivity by allowing you to swipe down and respond to your calls messages directly from the notification tray.

Use Case: An event manager is waiting for a text message from the facility manager to confirm a shipment. His phone has been idle in the meeting. When a notification appears, he swipes down and instantly replies on the spot, without needing to launch the RingCentral app to reply.

Options:

- Texts - Reply, Call
- Voicemail - Play, Call
- Group Texts - Replay



iOS - Receiving an Incoming Call

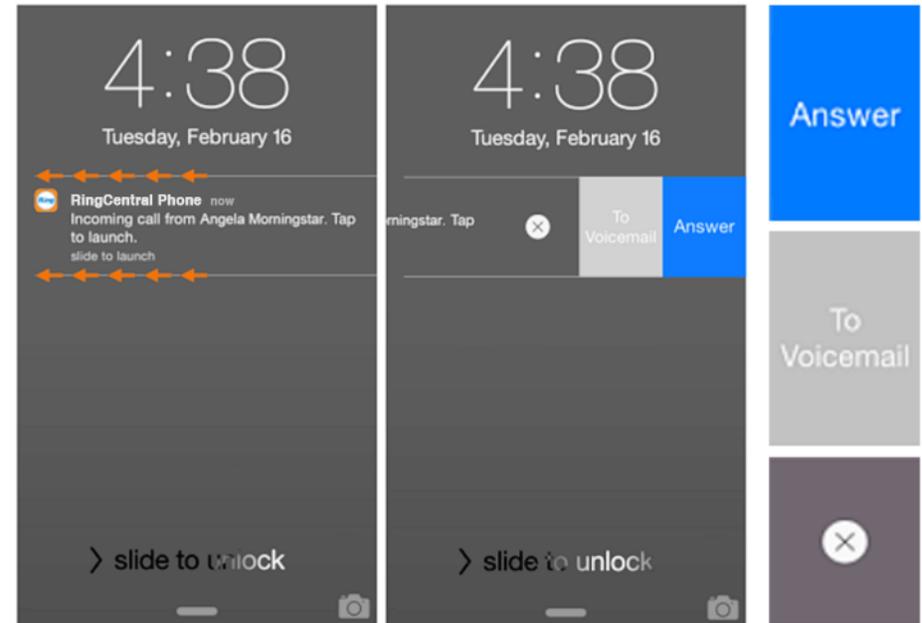
When you get an incoming call on your RingCentral Phone Mobile App, and your iOS phone* is locked, you will get an **Interactive Notification** on your screen that you can **swipe to the left** for options.

*Requires iOS 8 or higher.

- Pressing the **Answer** button will immediately answer the call and launch the RingCentral Phone Mobile App.
- Pressing the **To Voicemail** button will send your caller to your RingCentral mailbox to leave a voice message.
- Pressing the **x** button will ignore the call.

Swipe to the right. When you swipe the Interactive Notification to the right, it will launch the RingCentral Phone Mobile App with the **Pre-Call Controls**.

Note: If your phone's Touch ID or Passcode is turned on, you may need to unlock your phone first by using your Touch ID or PIN.



iOS - Retrieve a Voicemail

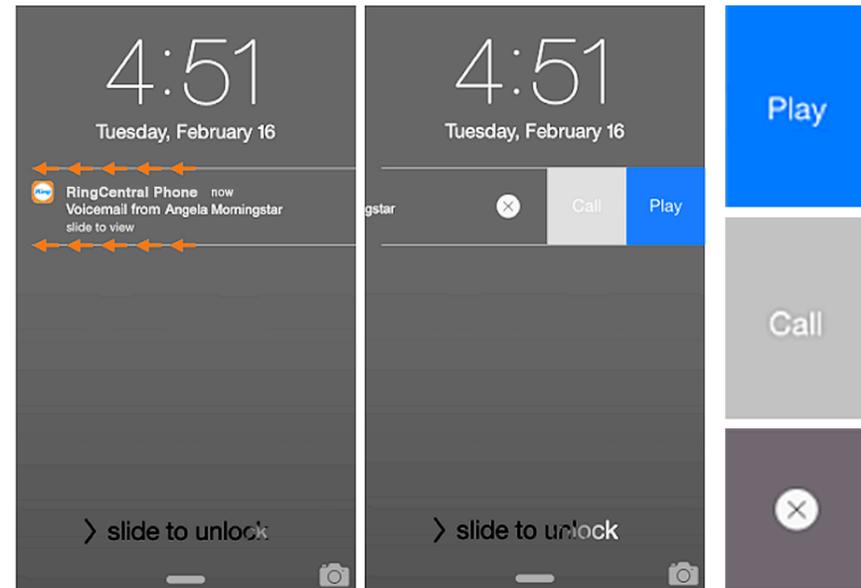
When you get a voicemail on your RingCentral mailbox, and your iOS phone* is locked, you will get an **Interactive Notification** on your screen that you can **swipe to the left** for options.

*Requires iOS 8 or higher.

Swipe to the right. When you swipe the Interactive Notification to the right, it will launch the RingCentral Phone Mobile App play the voicemail.

- Pressing the **Play** button launches the RingCentral Phone mobile app and plays the voicemail immediately.
- Pressing the **Call** button automatically launches the RingCentral Phone mobile app and dials the number of the person who left the message.
- Pressing the **x** button ignores or clears the notification from your screen.

Note: If your phone's Touch ID or Passcode is turned on, you may need to unlock your phone first by using your Touch ID or PIN.



iOS - Receive a Text Message

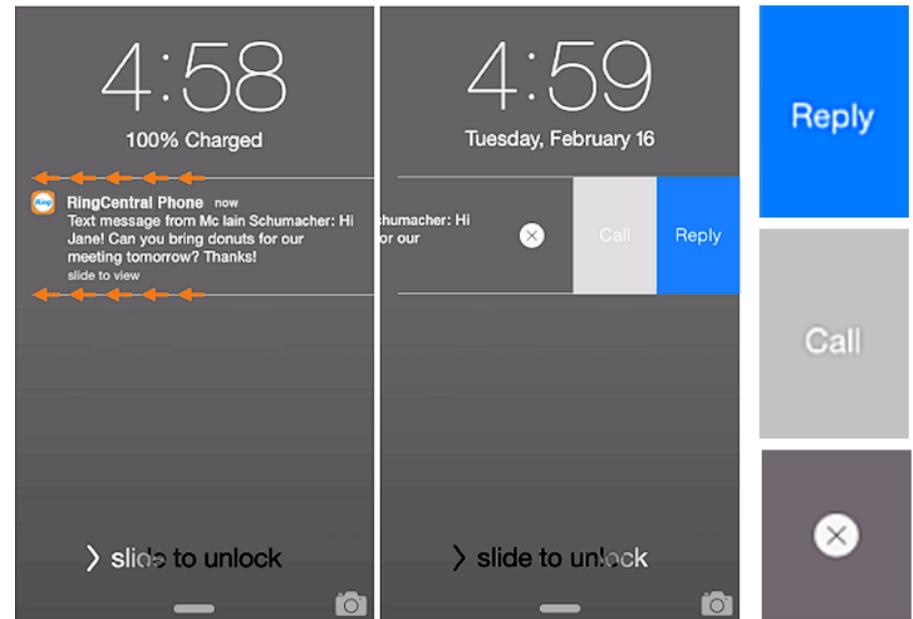
When you get a Text Message on your RingCentral mailbox, and your iOS phone* is locked, you will get an **Interactive Notification** on your screen that you can **swipe to the left** for options.

*Requires iOS 8 or higher.

Swipe to the right. When you swipe the **Interactive Notification** to the right, it will launch the RingCentral Phone mobile app and play the text message thread.

- Pressing the **Reply** button will launch the RingCentral Phone mobile app and open the text message thread and Compose.
- Pressing the **Call** button automatically launches the RingCentral Phone mobile app and dials the number of the person who sent the text message.
- Pressing the **x** button ignores or clears the notification from your screen.

Note: If your phone's Touch ID or Passcode is turned on, you may need to unlock your phone first by using your Touch ID or PIN.

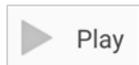


Android - Retrieve a VoiceMail on Android

When you get a voicemail on your RingCentral mailbox, and your Android phone is locked, you will get an **Interactive Notification** on your screen that you can **swipe down** for options.

The **Play** button will launch the RingCentral Phone mobile app and play the voicemail immediately.

Note: You may need to unlock your screen to execute the action.



The **Call** button will automatically launch the RingCentral Phone mobile app and dial the number of the person who left the message.

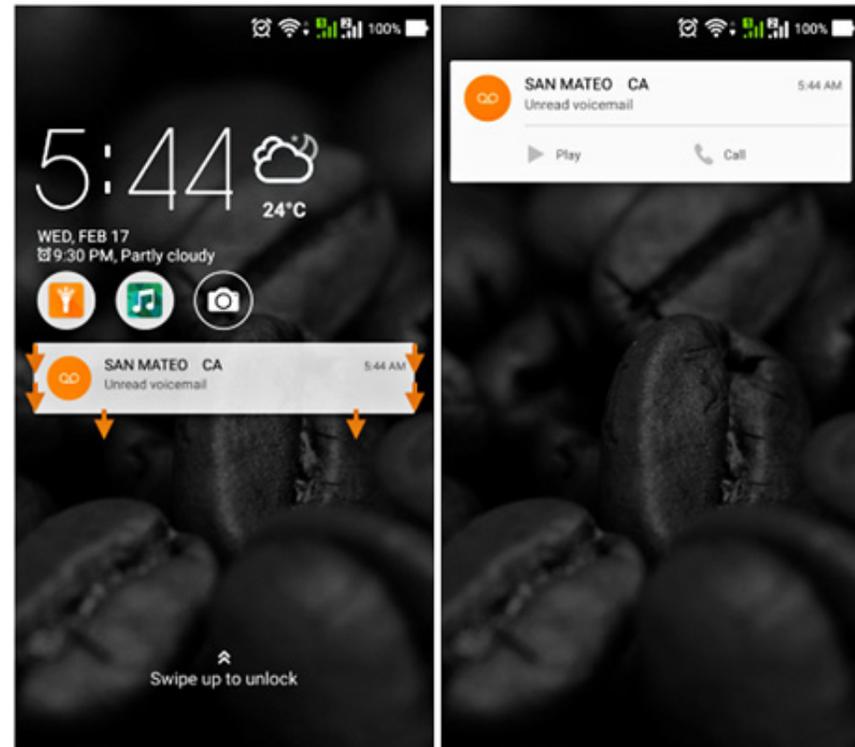
Note: You may need to unlock your screen to execute the action.



Swipe to left / swipe to right. Swiping the Interactive Notification to the left or right will ignore or clear the notification from your screen.

Double tap. Tapping on **Interactive Notification** twice launches the RingCentral Phone mobile app and plays the voicemail immediately.

Note: You may need to unlock your screen to execute these actions.



Android: Retrieve a Text Message

When you get a Text Message on your RingCentral mailbox, and your phone is locked, you will get an **Interactive Notification** on your screen that you can **swipe down** for options.

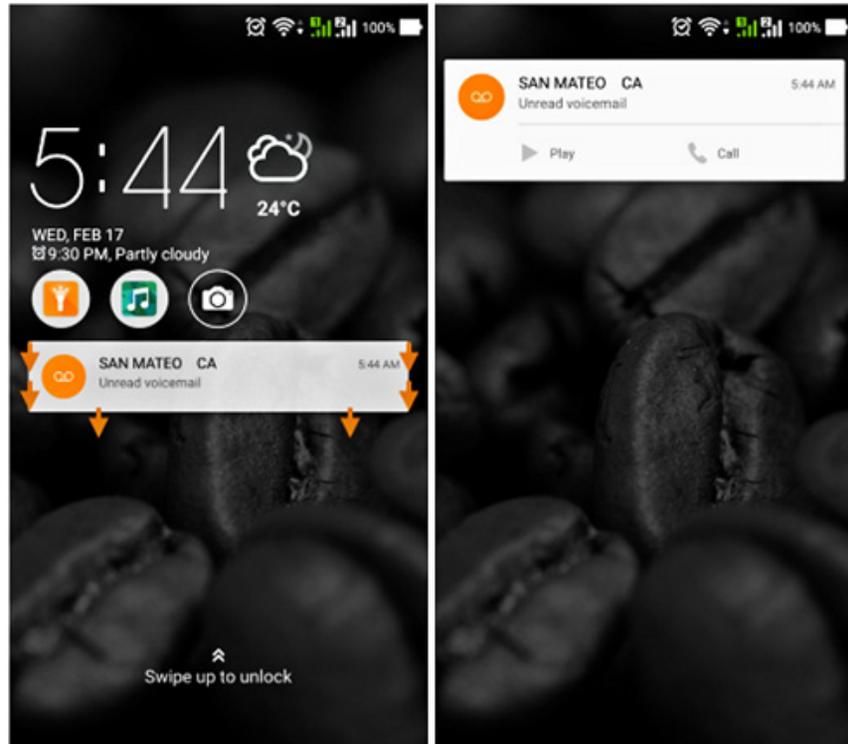
The **Play** button will launch the RingCentral Phone mobile app and open the text message thread and **Compose**.

Note: You may need to unlock your screen to execute the action.



The **Call** button will automatically launch the RingCentral Phone mobile app and dial the number of the person who sent the text message.

Note: You may need to unlock your screen to execute the action.

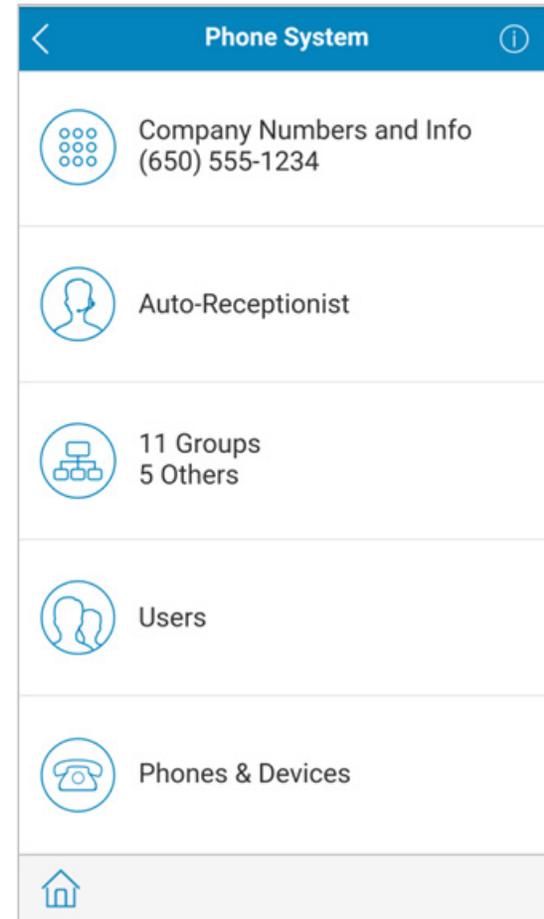


Admin Phone System Setting

Express Setup helped you set up your phone system, numbers, Auto-Receptionist, users, and groups. You can change or update any of these settings at any time. In addition, as Administrator/Account Owner you can manage settings for your Company, Groups, and Users through the mobile app Phone System settings. These settings, along with the Billing settings, are available only to the administrators. (Users see only the two entries under **User: My Extension Settings and Application Settings**).

To access the RingCentral phone system settings on your smartphone, start the app and log in.

Tap your photo, then **Phone System** to see the screen from which you can manage Company, Group, and User settings, as well as your RingCentral desktop IP phones.



Company Numbers and Info

Tap your photo, **Phone System > Company Numbers and Info**. Your RingCentral account includes direct toll-free, local and fax numbers. Each employee also has a direct-dial number. You can tap each number, and the Company ID, to manage it.

To add one or more numbers, tap **Add Number**

at the bottom of this screen, and follow the screens to choose a Local, a Toll-Free, or a Vanity (custom) number. Additional charges for extra numbers will be provided on the **Order Confirmation** screen.

Once you have obtained extra numbers, you can return to this Company Number screen and edit each number's type (voice, fax, or both) and its assigned extension/user.

- Click **Company Caller ID** and edit the name there (up to 15 characters). This is the name you provided when you created your account. It will be added to the local phone number you use to make calls. (From toll-free numbers, only that toll-free number be displayed as the Caller ID.) Changes to this Caller ID can take a week or more to take full effect.
- View the **Company Toll-Free Number**; you cannot alter this number
- View the **Company Local Number**; you can delete this number if you wish.
- View the **Company Fax Number**; faxes are delivered by default to the extension you've listed as the operator; you can change this to another extension; or delete the number.

Direct Extension Numbers

Scroll down Company Numbers to the Direct Extension Numbers listing. A direct extension is a full 10-digit phone number that can be called to reach a user directly. (Other company extensions are reached by calling the company number and entering the extension at the

prompt.) You can tap a number to edit the following information for the direct extensions assigned to you and to your users:

- Whether this number accepts voice and fax (the default), voice only, or fax only.
- Whether calls to this number connect to an extension (user or group) or to the Auto-Receptionist.
- The extension is assigned to this number.
- You can also delete this number.

Using an Existing Number: Porting and Forwarding

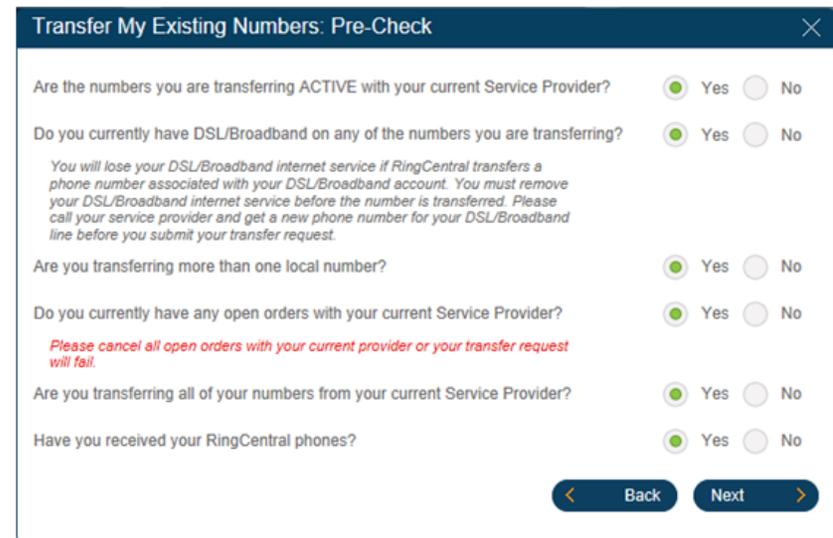
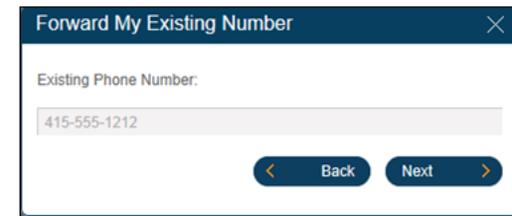
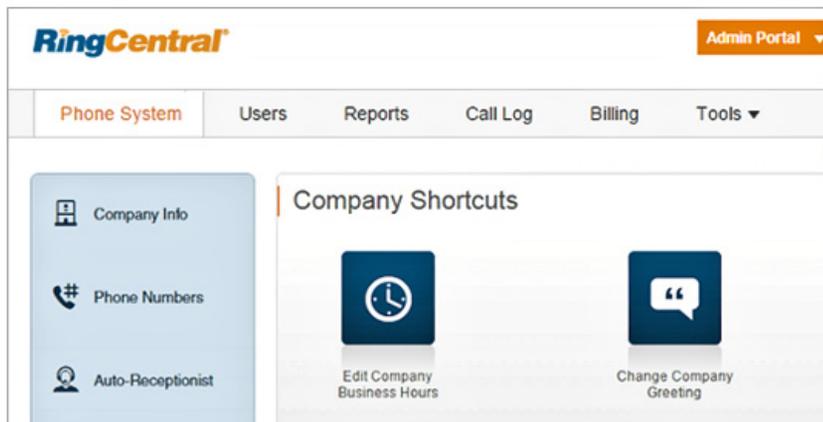
You can transfer (port) eligible existing phone numbers from your current provider to your RingCentral service and also forward calls to an existing number to your RingCentral number

To Transfer an Existing Number

To transfer a number or set of numbers to your RingCentral account, log into your account on the Web, at <https://service.ringcentral.com>. Go to **Admin Portal > Phone System > Phone Numbers > Transferred and Vanity**. Click the button **Transfer Numbers**. Select one of the options. Be certain to completely fill-in the Transfer My Existing Numbers Pre-Check form.

To Forward Your Calls

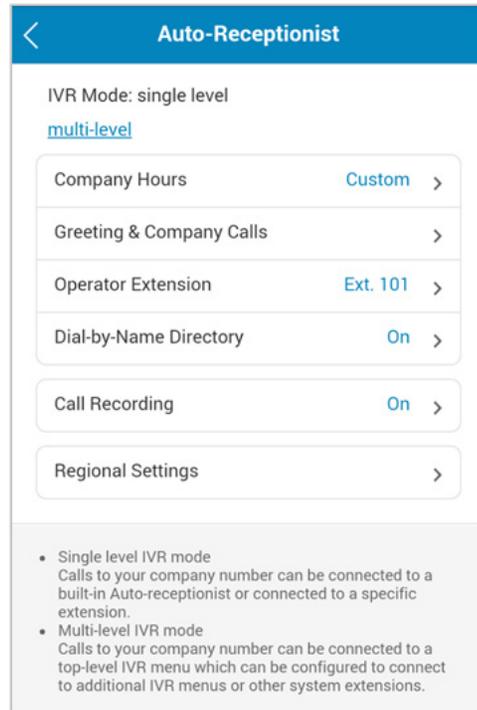
Forward calls to an existing number to your new RingCentral number. Log into RingCentral. Go to: **Phone System**. Click **Company Info**. Scroll to the bottom and click **Use My Existing Number**. Click **Forward my calls to RingCentral**. Fill in the existing number you wish to transfer, and follow the detailed instructions.



Auto-Receptionist Settings

The Auto-Receptionist settings determine how incoming calls are handled for your company.

Tap your photo, then **Phone System > Auto-Receptionist**.



IVR Mode—Single or Multi-level

The default mode for the RingCentral IVR is single-level. Switching to multi-level allows deployment of a more sophisticated auto-receptionist menu to handle a large volume of incoming calls at one or more company locations. The multi-level IVR function supports up to 250 menus for each

account you create. Multi-level IVR is available to RingCentral Office Premium and Enterprise customers in the US. To learn more click [here](#).

Company Hours

On the Auto-Receptionist screen, tap **Company Hours**.

- Check **24 hours** to have incoming calls handled the same way all the time, including weekends.
- Check **Specify Hours** to have separate call handling for **Business hours** and for **After Hours**. On the week display, choose business hours for each day, or **Closed**.
- Choose your **Time Zone**.

Greeting and Company Calls

Here you decide how to greet callers and route incoming company calls during your company's business hours and after hours, as well as setting up advanced call-handling rules.

1. From the **Phone System** screen, tap **Auto-Receptionist**.
2. Tap **Greeting & Company Calls**.
3. Select the **Company Hours** tab (if available).
4. Select **Play company greeting** if you'd like callers to hear a default or custom greeting. You can select to play the default greeting, or create a custom greeting on the next screen. (See instructions below.)
5. Or select **Bypass greeting to go to extension** to bypass the Auto-Receptionist and connect calls directly to a specific extension.
6. Under **If caller enters no action**, you can select **Connect to operator** (extension 0). Or select **Disconnect** to automatically disconnect callers after the greeting is played three times with no action by the caller.
7. Select the **After Hours** tab to set call handling for after hours. (If you have **Business Hours** set to **24 hour** you will get a pop-up message when you select the **After Hours** tab offering to let you change your business hours.)
8. Tap **Save** when done.

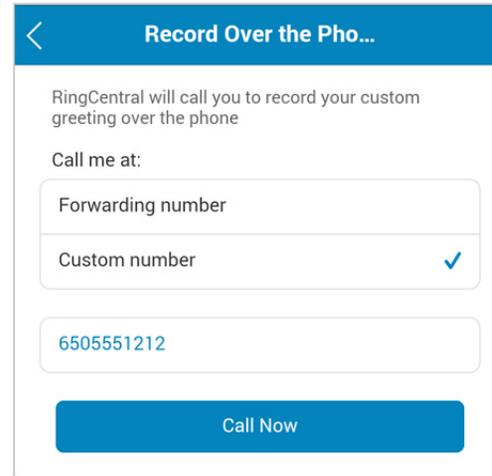
Company Greeting

The Auto-Receptionist greets callers with a recorded message when they call your company. Your Auto-Receptionist is initially set to play a default greeting with your company name using text-to-speech technology (you can review the script of this default greeting by tapping **Auto-Receptionist** > **Greeting & Company Calls** > **Greeting** > **Default**. Press **Play** to hear the default greeting.

You'll need to be logged in as an Administrator to perform this task.

Record Your Greeting Over the Phone

1. From the **Phone System** screen, select **Auto-Receptionist**.
2. Select **Greeting & Company Calls**.
3. Select the **Company Hours** or **After Hours** tab.
4. Tap **Greeting**.
5. Select **Default** or select **Custom**.
6. If you selected **Custom**, click the **Record** button.
7. In **Call me at**, select **Forwarding number** and choose one from the dropdown.
8. Or select **Custom number**, tap the field, then type in a phone number.
9. RingCentral will call you and prompt you to record your greeting.
10. Repeat this process for the **After Hours** tab.
11. Tap **Done**.



Operator Extension

Choose an extension to receive calls intended for the operator (extension 0). When callers press 0 or don't enter an extension number, the system will connect the call to the designated employee.

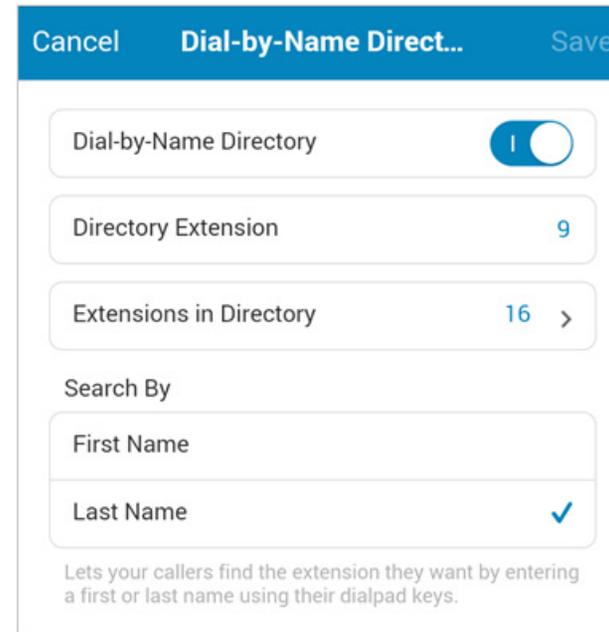
1. From the **Settings** screen tap **Phone System**, then **Auto-Receptionist**.
2. Tap **Operator Extension**.
3. Choose a name/extension of the user who will receive operator calls.
4. Tap **Save**.

Dial-by-Name Directory

The Dial-by-Name Directory allows callers to find user and group extensions by spelling out the name on their phone keypads. Follow these steps.

1. From the **Settings** screen tap **Phone System**, then **Auto-Receptionist**.
2. Tap **Dial-by-Name Directory**.
3. Tap **Dial-by-Name Directory** to **On**.
4. Select as the Directory Extension a number that is not already in use as an extension. This will become the number callers will tap to get to the dial-by-name directory.
5. Tap **Extensions in Directory**.
6. De-select any extensions to be excluded from your company's Dial-by-Name Directory. This list includes both user extensions and group extensions.
7. Select to search by **First Name** or by **Last Name**.
8. Tap **Done**.

When Dial-by-Name Directory is **ON**, callers will hear a recording that, in addition to telling them to dial an extension, also suggests they can dial the Directory Extension number in order to locate a user by name. When callers tap the Directory Extension, they are instructed to use their phone keypad to spell out the first three letters of the first name, or of the last name, of the person or group they wish to call. The system will connect them, or offer additional options if there is more than one choice.



The screenshot shows the 'Dial-by-Name Directory' settings screen. At the top, there are three buttons: 'Cancel', 'Dial-by-Name Direct...', and 'Save'. The main content area includes a toggle switch for 'Dial-by-Name Directory' which is turned on. Below this, there are three input fields: 'Directory Extension' with the value '9', 'Extensions in Directory' with the value '16' and a right-pointing arrow, and a 'Search By' section with two options: 'First Name' and 'Last Name', where 'Last Name' is selected with a blue checkmark. At the bottom, there is a descriptive text: 'Lets your callers find the extension they want by entering a first or last name using their dialpad keys.'

Groups

Groups Support these features:

- Call Queues
- Call Monitoring
- Paging
- Multi-level IVR Menu
- Messages-Only Extension
- Announcement-Only Extension
- Shared

Groups enable you to designate a group of employees with similar activities or services

Benefits

- Better communication by grouping related members with similar activities beyond group functions.
- Increase communication efficiency with the new Paging feature. Broadcast announcements and emergency alerts to the entire organisation or selected peers at the same time.
- The RingCentral Multi-level IVR is a hierarchal menu structure that expands the capability of the Auto-Receptionist feature.
- It allows companies to deploy a more sophisticated auto-receptionist menu to handle large call volumes, and to set up multiple phone reception points at one location or at multiple locations, such as retail stores and warehouses. To learn more about the multi-level IVR feature click [here](#).
- Reduce missing important calls by enabling a call to be answered from any phone with the **Shared Lines** feature.

Shared Lines feature allows calls made to one phone number to be answered by multiple phone devices. Answered calls can easily be handed off to other phones sharing the same phone number. Learn more about shared lines [here](#).

Call Queues

Create a call queue group when you want a specific group of users (such as Sales, Support, or Billing) to share incoming calls.

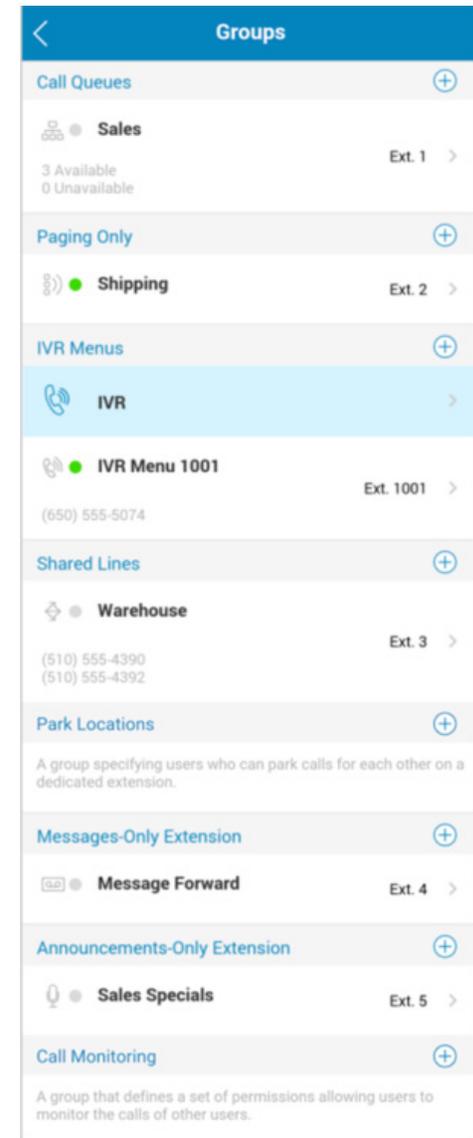
Each call queue can have an extension or direct (local or toll-free) number of its own.

You can define specific business hours for each call queue and set up email or text message notifications of any missed calls or voicemail.

Call Monitoring Group

Call Monitoring allows authorised users (e.g., supervisors) to access calls made by their staff (agents) in real time. For instance, a sales manager can use call monitoring to help new agents get familiar with sales processes by:

- Monitoring their phone conversation with clients
- Whispering (coaching) to sales reps with new sales techniques
- Joining the conversation (barging) to provide additional information.



Add a Call Queue Group

1. Tap you photo > **Phone System** > **Groups**.
2. Tap the **plus sign (+)** to the right of Call Queues.
3. Fill out the form: Give the new call queue an **Extension Number** and **Extension Name**, and add the designated **Manager Email** of this Call Queue group.
4. Tap to **Select call queue members**.
5. Click **Save**.

Call Queue Info

From the **Groups** menu, tap the name of a Call Queue group, then tap **Call Queue Info**, where you can edit or add information, as needed:

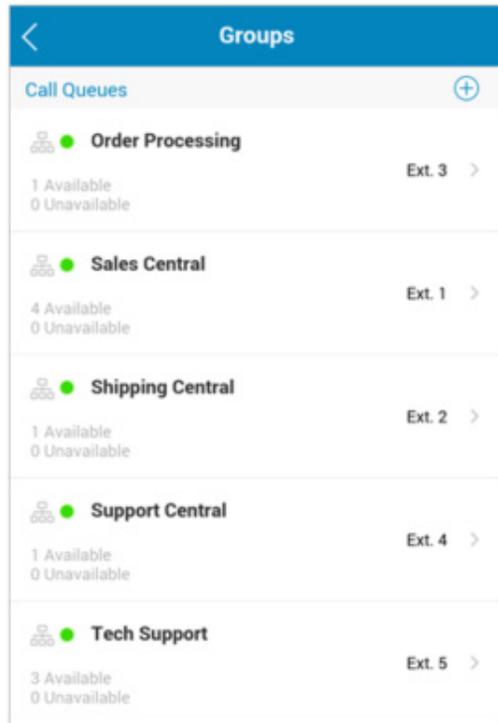
- Record or modify the pronunciation of the **Call Queue Name**.
- Enter a **Contact Phone** for the group.
- View **Member Availability** (according to how the members have set their Business Hours and After Hours).
- Enter an **Address** for the group.
- Set the Call Queue group's business **Hours**; incoming calls can be handled differently for Business Hours and for After Hours.
- Enter **Regional Settings**.
- **Re-send the Welcome Email** that is sent to the Group Manager and the Group Members if they haven't yet responded to their original invitation. This option goes away when this group's manager and members have all responded.
- You can also **Delete the Call Queue**.

The screenshot shows the 'Call Queue Info' screen for a group named 'Tech Support' (Ext. 5). At the top, there are 'Cancel', 'Call Queue Info', and 'Save' buttons. Below the group name, there are two tabs: 'Call Queue Info' (selected) and 'Direct Numbers'. The form contains the following fields and values:

- Extension Number: 5
- Extension Name: Tech Support
- Record Call Queue Name: (with a right arrow)
- Contact Phone: (empty field)
- Email: dave.richards@mycompany.c
- Call Queue Members: 3 (with a right arrow)
- Members Availability: 3 available (with a right arrow)
- Address: (with a right arrow)
- Call Queue Hours: 24 hours (with a right arrow)
- Regional Settings: (with a right arrow)
- Status: Not Activated

At the bottom of the screen, there is a blue button labeled 'Resend Welcome Email'.

Call Queue Group Members Availability

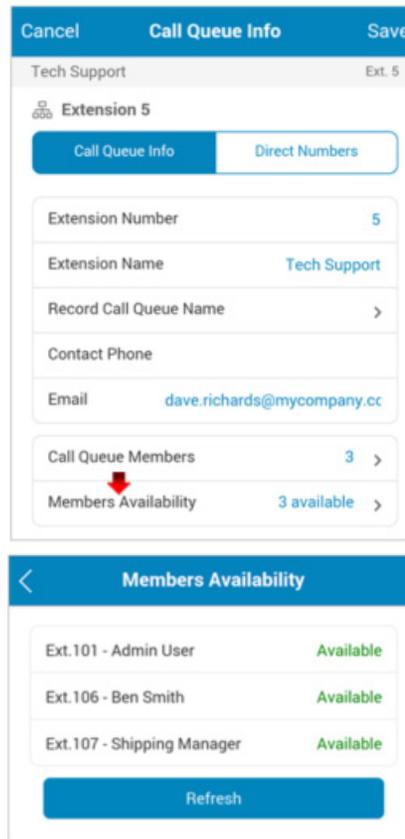


Tap your photo > Phone System > Groups.

Under each Call Queue group name there is a count of **Available** and of **Unavailable** members of that group. For example, the Tech Support call queue screen above shows 3 Available and 0 Unavailable.

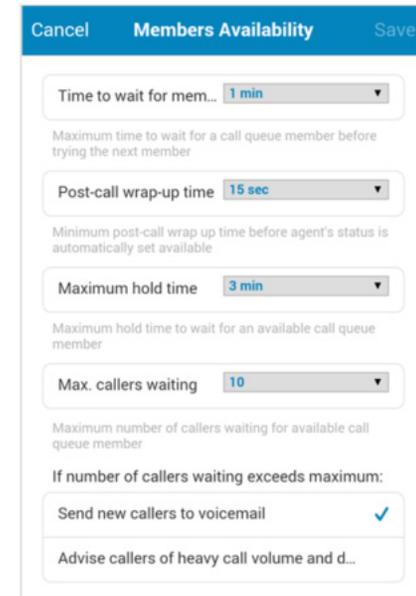
Available members can take phone calls. **Unavailable** members are on the phone, or are outside their set business hours.

Tap on a specific Call Queue (**Tech Support** in this example) and on that group's **Call Queue Info** screen; scroll down and tap **Members Availability** to see the names of the group members who are **Available** or **Unavailable**.



Wait Times

1. Go to Phone System > Groups.
2. Tap a specific Call Queue Group.
3. Tap **Call Handling**.
4. Scroll to the bottom and tap **Member availability and wait times**.



Options on this menu determine how inbound calls to the Group are handled, depending on the availability of the Group members, and how long it takes to connect to a given member.

Options for Call Queue Group Member Availability and Wait Times

- Maximum time to wait for a Group member to answer a call before trying the next member in the Group rotation order, in minutes.
- Minimum post-call wrap-up time before agent's status is automatically set to available, in seconds. You can give the Group member some time to handle the results of the call, such as making notes.
- Maximum hold time to wait for an available Group member, in minutes, before transferring the on-hold call to the next member.
- Maximum Callers Waiting—If the number of callers waiting exceeds (number), you can either send the next callers directly to voicemail, or disconnect after telling new callers of the heavy call volume.

Call Queue Business Hours

Your Call Queue's business hours determine when calls will be routed to Group members and when after-hours rules will apply.

1. To access your current settings, tap **Group Hours** on the **Group Info** screen.
2. For Groups that handle all incoming calls the same at all times, select **24 hours**.
3. Tap **Specify hours** to set the specific days and times the Group will be available to take calls.
4. When you're finished, tap **Save**.

Call Queue Greeting

The Auto-Receptionist greets callers when they call a Group in your company. Your phone system is initially set (**On**) to play a default greeting in which the Auto-Receptionist automatically reads the name of the Group (using text-to-speech technology) connecting the caller with a Group member. When **Off**, callers will connect directly to the Group member according to Company call-handling rules.

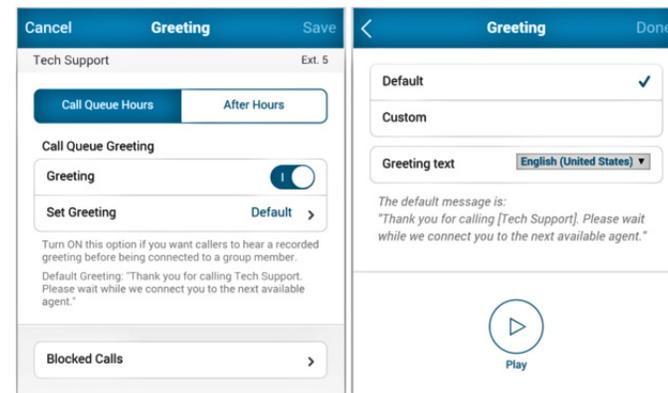
To access Call Queue Greeting

1. Tap your photo > **Phone System** > **Groups**.
2. Select a Call Queue group; then tap **Greeting**.

To turn **Call Queue Greeting** to **On**:

1. Tap **Set Greeting**.
2. Tap **Play** to listen to the **Default** greeting.

You can use this Default greeting (select **Cancel** to back out); or create a **Custom** greeting.



Note: If you choose unconditional forwarding for after-hours calls, or send after-hours Group callers directly to voicemail, your after-hours Group greeting will not be played even if it is set to ON.

Note: If you have specified Group Hours, then you will be able to set Greeting for business hours and separately for after hour. If you have not specified Group Hours but have set this Group's to "24 hours", then there will be only one Greeting, which will play at all times.

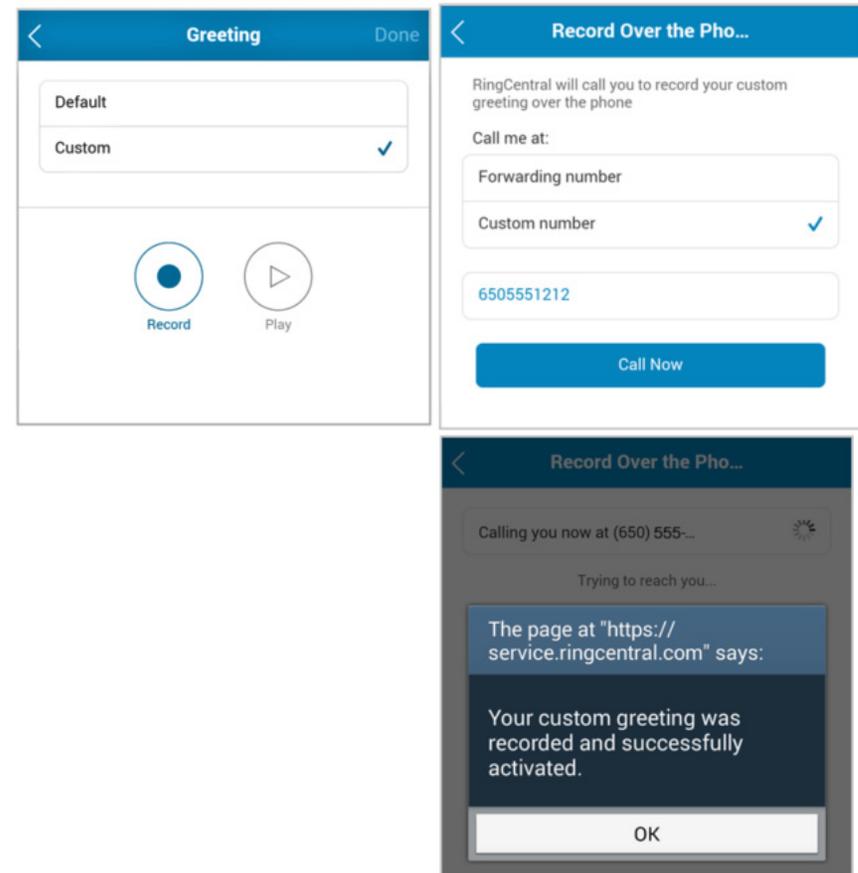
From this screen you can also tap **Blocked Calls**.

- You can block All calls, calls from specific numbers, calls and/or faxes from callers with no Caller ID, calls from Pay Phones.

In each case you can choose what message the blocked callers will hear. When done, tap **Save**. Tap **Cancel** to exit from Greetings.

To Record a Custom Greeting

1. Tap **Set Greeting**; then tap **Custom** and then **Record**.
2. Provide a phone number for the system to call, or have it call your forwarding number (select one under the Forwarding number menu).
3. Tap **Call Now**.
RingCentral will call you and prompt you to record your greeting.
On the User Greeting screen, a message will confirm that your custom message has been successfully received.
4. To listen to your custom greeting later, access your account on the Web.
5. Tap **Cancel** to return to the previous screen.



Group Call Handling

Group call handling includes deciding the order in which calls are transferring to Group members; the music that is played while connecting the call; and Group member availability and wait times.

To access and edit these settings, tap your photo > **Phone System** > **Groups** and select a Group.

Tap **Call Handling**.

Group Call Handling During Business Hours

To manage the order in which calls are answered by Group members, tap **Queue Hours** at the top of the **Call Handling** screen.

- Tap **Rotating** to set calls to rotate among available queue members.
- Tap **Simultaneously** to set calls to ring all available queue extensions at the same time.
- Tap **In fixed order**, then tap **Specify fixed order** and decide the order by tapping the up and down arrows to move queue member names up and down the list.
- Tap **Back**.
- Tap **Audio While Connecting** to **On** to select the music that will keep callers entertained while connecting. You can choose from among more than a dozen types of music. Tap the type of music you want, then tap **Save**.

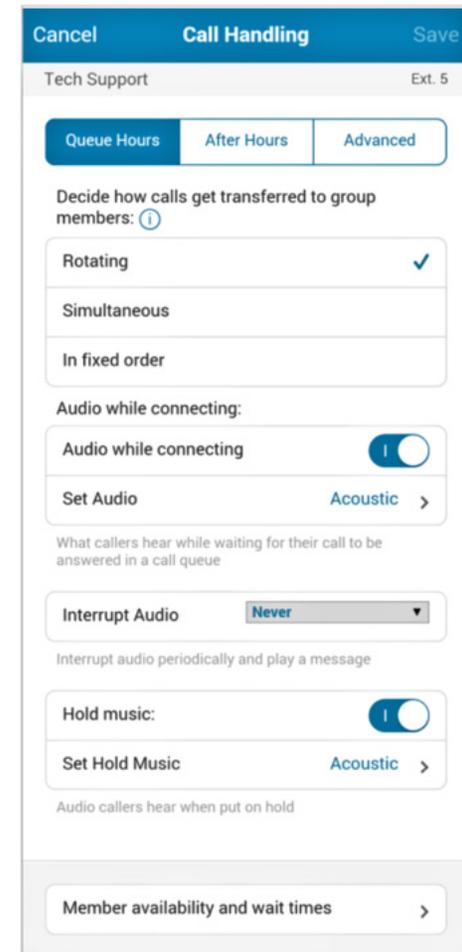
Call Queue Handling After Hours

Now tap **After Hours** tab at the top of the **Call Handling** screen. Choose from the following settings for how to handle calls during your defined after-hours times, when no one is available to take calls:

- Play a greeting and disconnect
- Send callers to call queue voicemail
- Unconditional forwarding
- Connect to extension

If you select **Unconditional call forwarding**, you will be prompted to enter a phone number. Unconditional call forwarding will forward all calls to the number you specify and override all after- hours settings, such as voicemail and greetings.

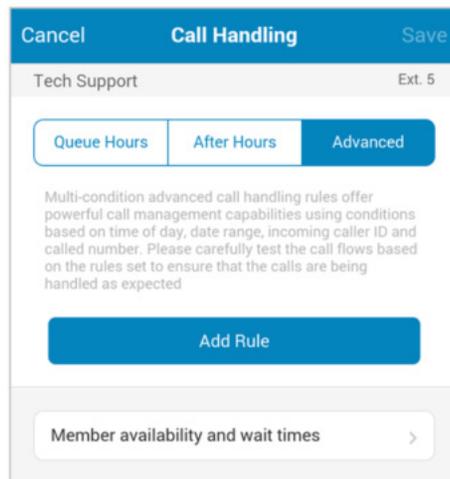
Note: The after-hours setting becomes available only after you change Group business hours from the default **24 hours** setting.



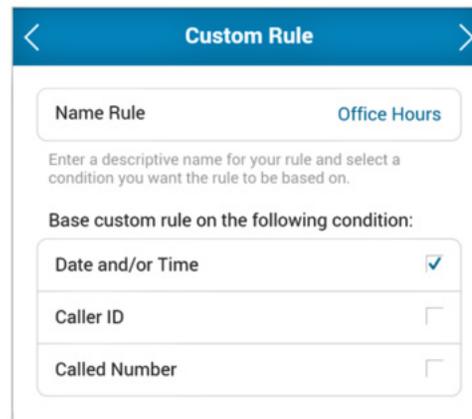
Advanced Call Handling for Groups: Rules

Advanced Call Handling lets you create specific additional rules for that Group extension based on date and/or time of call, or Caller ID, or the number called. These rules override your regular call-handling rules for that extension. These rules can be useful for special situations such as promotions and events: Customers can call a contest number and get a special message or leave a message, for example; and the rule can be modified or turned off when the contest finishes.

To create a **Rule** for a specific Group, tap your photo > **Phone System**; tap **Group**; then tap a specific Group.



Tap **Call Handling**; then tap the **Advanced** tab. Tap **Add Rule**.



On this **Custom Rule** screen, give your Rule a **Name**, then select the conditions: **Date and/or Time** the call comes in; the **Caller ID** of the caller; and/or the **Called Number**. You can combine these selections.

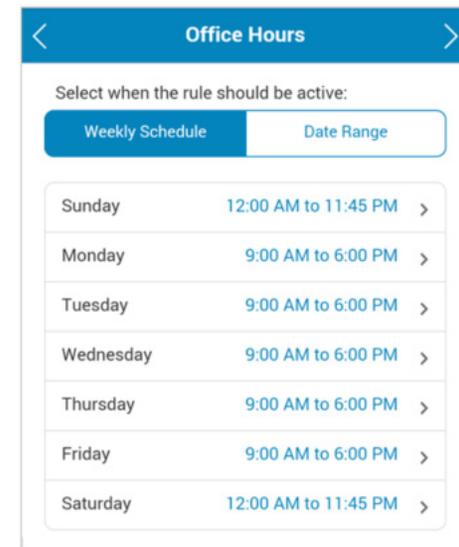
Tap **right facing arrow** at the top of the screen.

If you selected **Date and/or Time** as your Rule condition, now select a **Weekly Schedule** and specific times for each day. Or select a **Specific Date Range**. Then tap **Back**, view your **Conditions Summary**, and tap **Next**.

If you selected **Caller ID** for this rule, you can enter one or more phone numbers, or choose names from your Contact list, or enter area codes or other partial numbers. Tap **Next**.

If you selected **Called Number**, choose the number(s) to which the Rule will be applied.

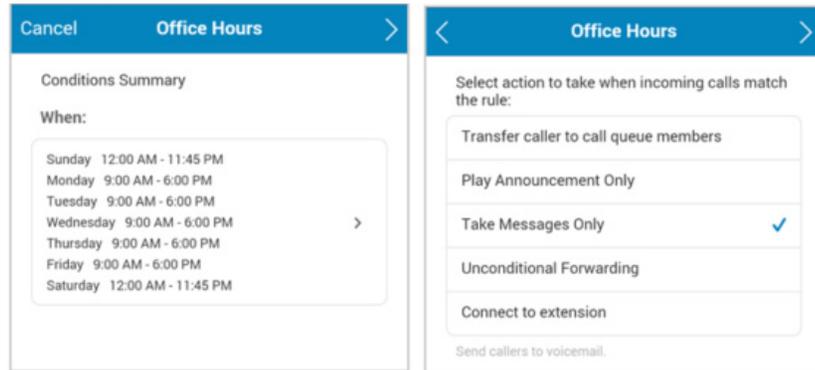
The choices will be the **Main Number**, or the Group **Auto-Receptionist**.



Tap each day in succession to set the hours to be applied to your new rule.

Note: When setting the hours for each day, the selector button will default to **OFF**. Tap (don't slide) the selector to move the setting to the **ON** position. Then adjust the **From** and **To** hours for each day as desired. Press the left (back) arrow to advance the calendar to the next day and repeat setting until all days are programmed with the desired hours.

Tap **right facing arrow** at the top of the screen to see a summary of your Office Hours rule selections. Tap it again to set actions to take when incoming calls match this rule.



- **Transfer caller to call queue members:** Then set custom Call Screening, Call Forwarding, or Messages handling for these calls.
- **Play Announcement Only** and then end the call.
- **Take Messages Only** to send callers to voicemail. You can choose to take messages or not, and can customise the voicemail greeting.
- **Unconditional Forwarding**, which immediately forwards the call to a number you then select, bypassing any other call handling, including greetings, call screening, voicemail, and Desktop app.
- **Connect to extension.** Connect directly to a specific extension.

You can also set Group Greetings and Call Handling for this Rule, and under Messages choose a voicemail greeting and select the extension that will receive messages generated by use of this Rule. As you can see, there are rich programmatic possibilities with this Advance Rule feature.

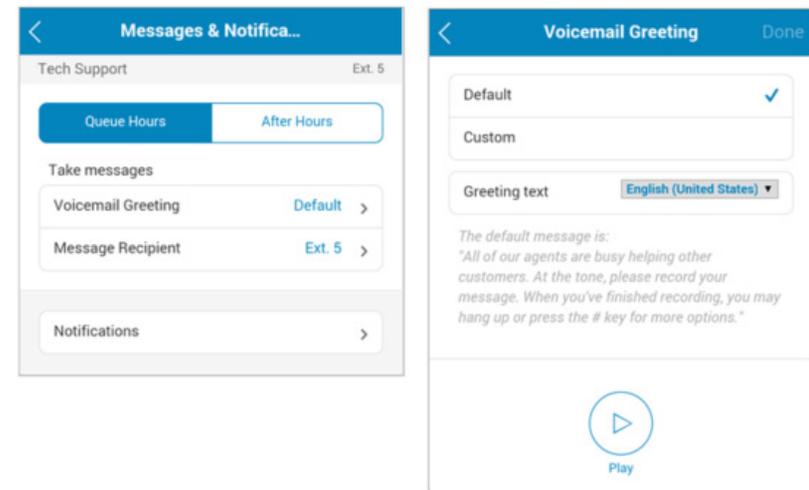
Tap **right facing arrow** at the top of the screen to save your selection.

You can go back to edit the Rule, turn the rule on and off, change details and conditions, add more Rules, or delete a Rule.

Group Messages/Voicemail Greetings

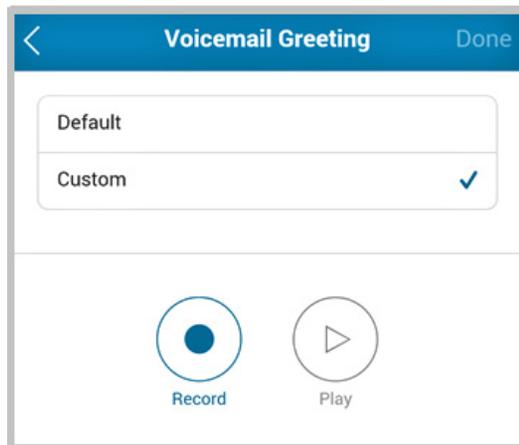
This setting is for the **Group voicemail greeting**, which callers to the group extension hear when they are sent to voicemail.

1. Tap your photo > **Phone System**; then tap a **Call Queue** group name. Scroll down and tap **Messages & Notifications**.
2. Tap **Queue Hours** or **After Hours**, if offered.
3. Tap **Voicemail Greeting**. Read or **Play** the script for the default greeting, or record a custom greeting.

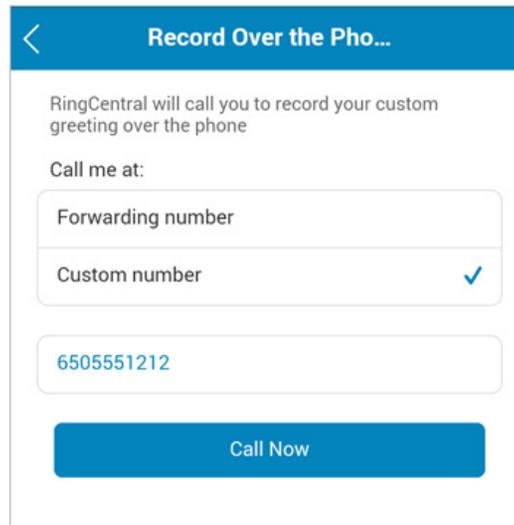


To Record a Custom Group Voicemail Greeting

1. Tap your photo > **Phone System**; then tap a **Call Queue** group name.
2. Tap **Greeting**, then tap **Default**.
3. Tap **Custom** and then tap **Record**.
4. Provide a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** menu).
5. Tap **Call Now**.
6. RingCentral will call you and prompt you to record your greeting.



You can designate a Group member to receive voicemail messages. By default, RingCentral saves voicemail messages to a Group voicemail box.



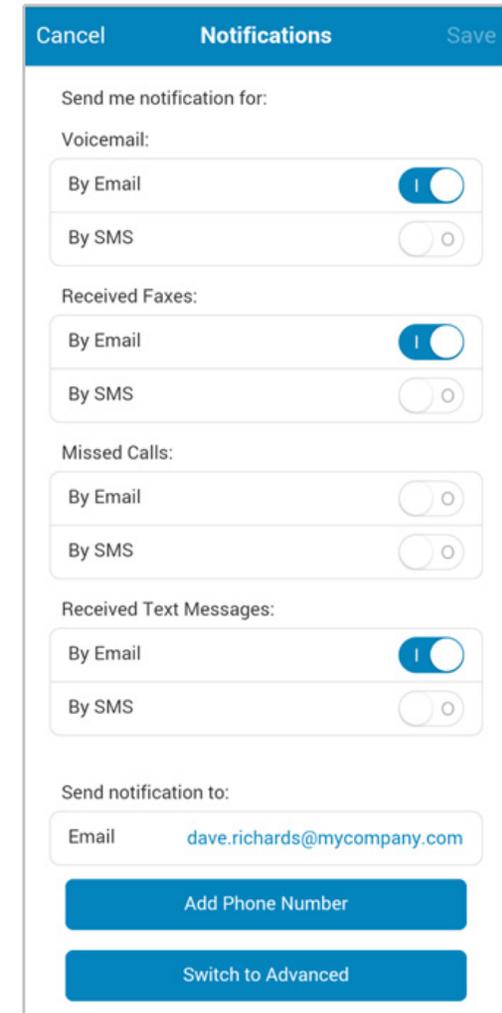
To designate a specific employee as the message recipient, tap **Message Recipient** and then tap the name of the employee. When you're finished, tap **Save**.

Note: If you designate a Group member as the message recipient, Group messages will no longer be saved to the Group voicemail box.

Call Queue Notifications

Back at the **Messages & Notifications** screen, tap **Notifications**. Here the Admin or the User can be notified, by email or text message (SMS), of various events such as received voicemail, received faxes, missed calls, and fax transmission result messages.

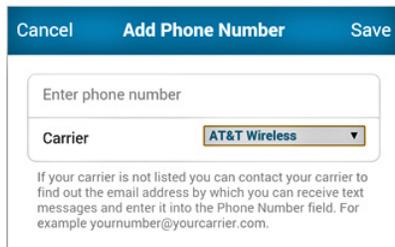
At the bottom of this screen is a toggle to switch between the **Basic** and **Advanced** screens.



On the **Basic** screen, you can send notification **by email**. Tap a choice to turn it **On** or **Off**. Scroll to the bottom to enter the **Email** address to receive notifications. This could be the user, or the Admin, or a receptionist, for example.

Also at the bottom of the screen, tap **Add Phone Number** and enter a phone number to receive the text messages; the phone number can be that of the user, or the Admin, or someone else; it need not be a RingCentral number.

Select the **Carrier** for that phone number, to ensure that the text message is correctly sent through that carrier's texting system. You can enter more than one phone number to receive SMS notifications.

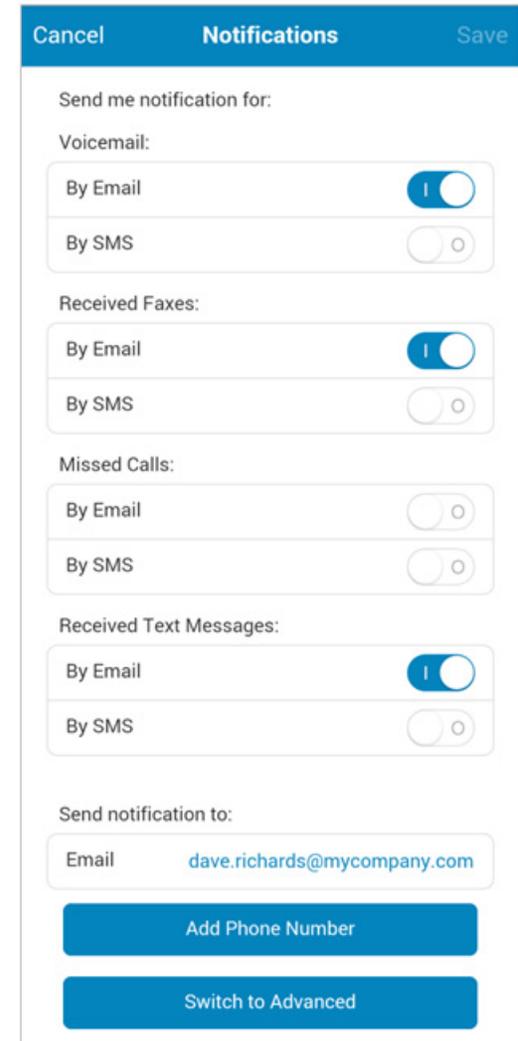


Tap **Save**.

The email and phone number selected are now displayed at the bottom of the Notifications page.

Tap **Switch to Advanced** at the bottom of the **Notifications** screen for an alternative set of options for notifications.

For each Notification feature you turn **On** you can tap **Options** and then select an **email address** and **phone number**. For email notifications, you can also **include any attachments**, and also mark the email message in your inbox as **Received**.



IVR Group

Only Admins can configure IVR menus and groups. For Premium and Enterprise accounts, RingCentral provides an intuitive graphical editor that enables Admins to easily build and manage IVR menus and call flows using a Visual IVR Editor via a tablet.

Support is provided for up to 250 IVR menus per account.

Paging Only Groups

Paging* is a commonly required function in many locations such as warehouse/shipping centers, retail stores, schools, hospitals, etc.

RingCentral Paging supports broadcasting through multiple desk phones (groups) and through overhead paging devices. See the [RingCentral Office Admin Guide](#) for details on how to set up paging groups.

Your mobile devices cannot receive pages; the Paging feature is available only on desk phones and supported paging devices.

How to Page *from* a Mobile App Device

Mobile app users with paging permission can page a known paging group by dialing *84 followed by # and the number of the paging group, then # again.

Note: The user must first enable VoIP calling on the mobile app device. See “VoIP Calling” on page 49.

Paging group setup is reserved for Admins only. So is the IVR setup function. However, Admins can modify all Groups that are set up by all users.

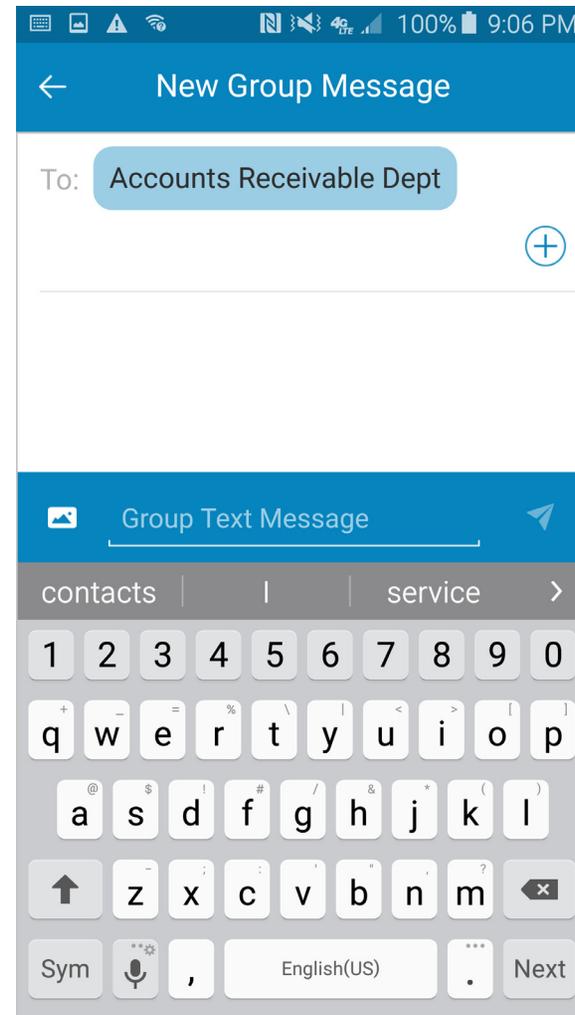
Group Messaging

Group Messaging allows you to send a message to a group via the Mobile app.

To send a message to a group from your mobile device:

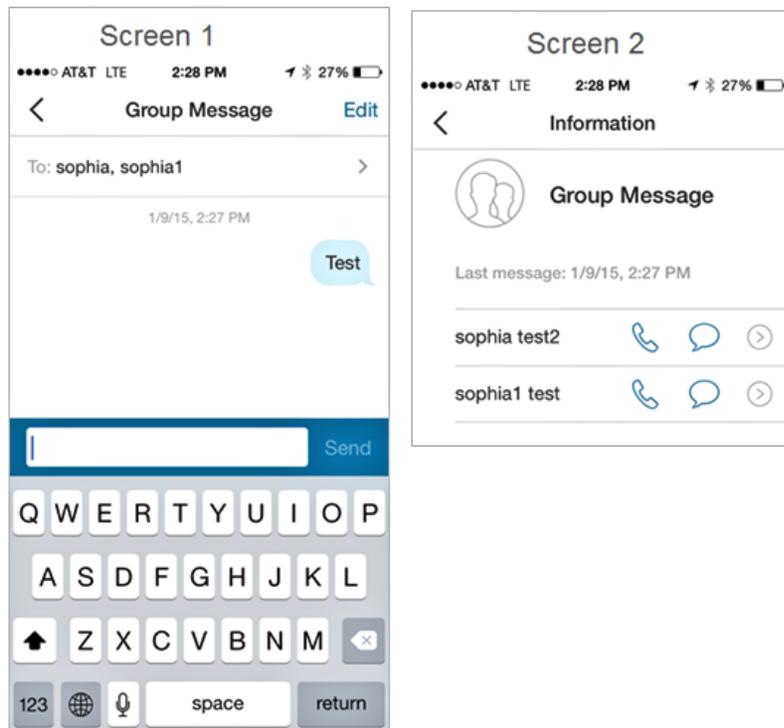
1. Launch the mobile app .
2. On the **All Messages** screen, tap  at top right.
3. Tap **New Text**.
4. Tap the  sign to scroll and find the recipient Group. In this case, the Accounts Receivable Dept.
5. Tap to add the Group name.
6. Enter your message.
7. Tap the **Send** icon. 

Note: Group Messaging works only with Extensions and Contacts in the Company Directory. Messages sent to a Personal Contact will be sent as a separate message. Learn more about Group Messaging [here](#).



Improved Group Messaging for iOS

For iOS devices, the Group Message function has been improved. Now, when you type a group name (ex. sophia), then add another group name (ex. sophia1) as shown in Screen 1. The system combines the two groups, as shown in Screen 2. This saves you from having to compose your message to each group separately.



Other Administrator Settings

Under **My Profile**, there are some special settings for Administrators in **Phone System**, **Billing**, and **Reports**.

Phone System gives the Administrator access to all settings for the company phone system. See “Admin Phone System Setting” on page 56 for details.

Some Settings Unique to the Administrator

- Only Administrators can set and change Company settings.
- Administrators can create new Groups and edit any existing Group settings. (Group Managers can edit settings for their own Groups.)
- Administrators can make another user into an Administrator.
- Only Admins can purchase new desktop IP phones—and only from the service web site.
- Only Administrators can review, manage, and assign company desktop phones.
- Administrators can turn on On-Demand Call Recording.
- Administrators can enable and manage International Calling, and authorise Auto-Purchase for International Calling charges.
- Only Administrators can access **Reports**.

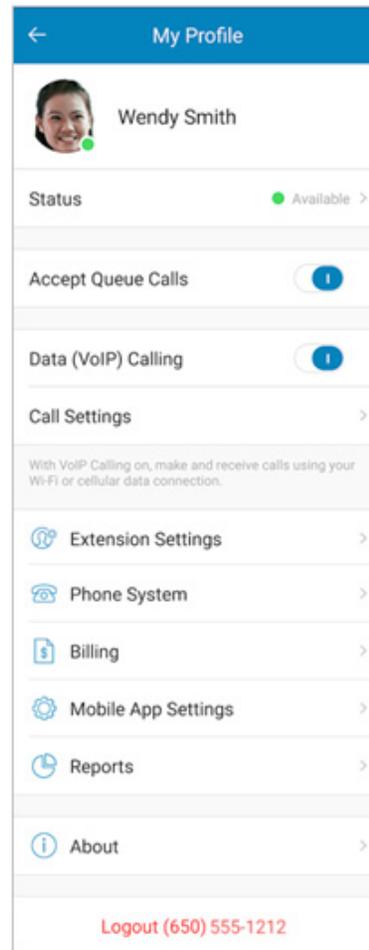
About

Tap your photo to open **My Profile**. Then **About** to see What’s New with this version of the mobile app; to read an Application Description;

to Send Feedback Email; or to Rate This App at app store sites.

Logout

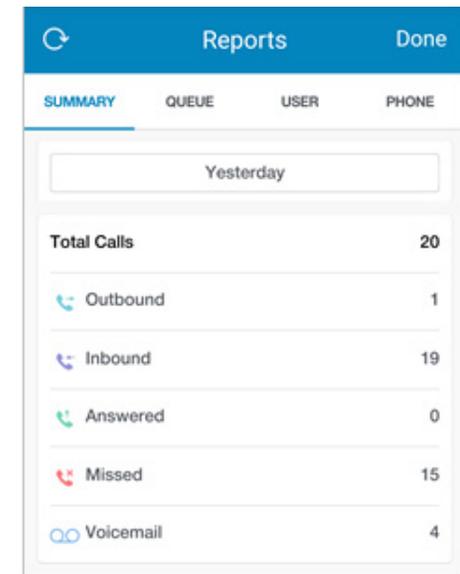
Log out from the phone number and extension.



Reports

Reports are graphical representations of your RingCentral account's call activities. These Reports can be accessed easily on your mobile devices using the RingCentral Phone mobile app.

Reports are generated as a Summary, based on Queue Activity, User Activity, or Telephone Number on your RingCentral online account. Tap your photo, and then scroll down and tap



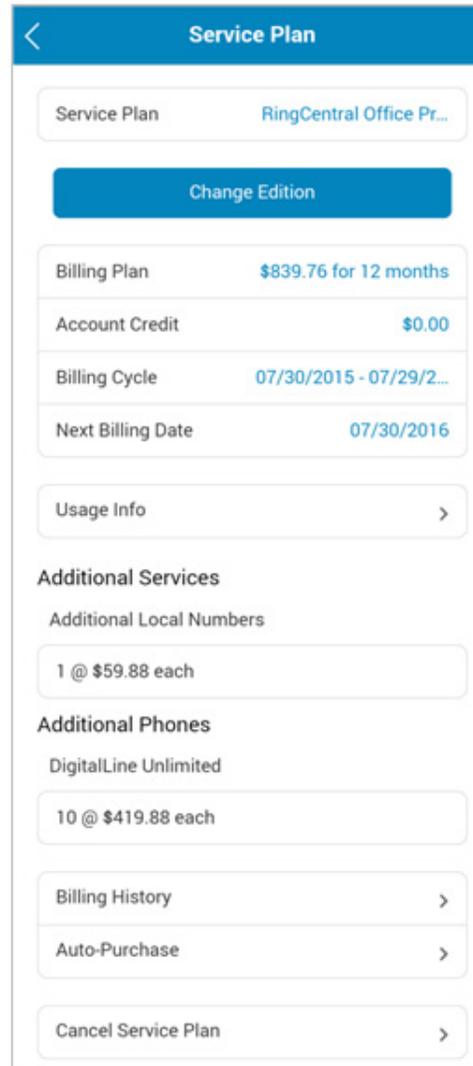
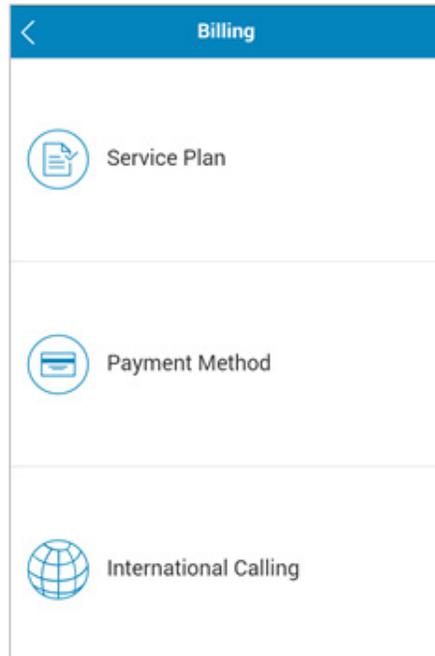
Example above shows call activity for a holiday. 7, 30, 60 and 90 days or any custom date range can be selected for Reports. See “Appendix A - Reports” on page 92.

Billing

Admins have access to the Billing menus, which include the plan, and the ability to change the current plan.

Service Plan

Click **Service Plan** to review your RingCentral service and costs, check your billing history, and purchase additional minutes (if you have admin rights). To change your plan, log in to your RingCentral account on your desktop.



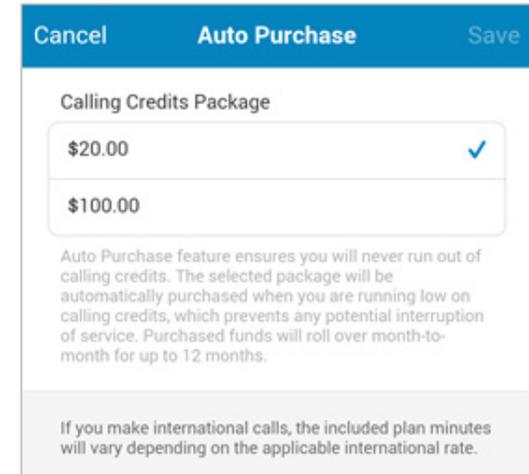
Auto-Purchase

Per-minute charges for international calls (see next page) are not billed to your account. Instead, they are deducted from your prepaid Calling Credits account.

Auto-Purchase ensures you will never run out of such Calling Credits.

From this menu you can select a Calling Credits package of \$20 or \$100, which will be renewed automatically when you run low, thus preventing any interruption of service.

Purchased funds will roll over month to month for up to 12 months. The price of international calls will vary according to the applicable international rate (see “International Calling” on page 77.).

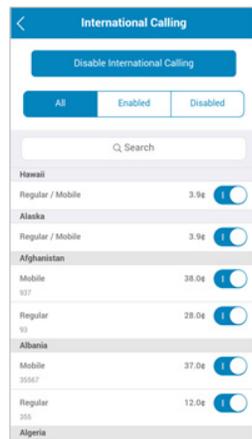


International Calling

Calls your users make to countries outside the United States incur charges. To manage your costs, outbound International Calling is disabled by default. Your users will not be able to call out of the U.S. unless you enable International Calling.

On the **Billing** page, click **International Calling**, then click the **Enable International Calling** button to display and enable a list of countries and their calling areas. You can enable or disable specific calling areas. For your convenience, you can **Search** for specific areas, and display Enabled and Disabled areas.

The per-minute costs for outbound calls are shown for each calling area for each country. (Callers from outside the U.S. can continue to reach your local (non-800) numbers regardless of your selection.)



Note: Rates displayed in this menu are AT&T World Connect rates. Rates are subject to change. International calls are paid using Calling Credits (see Auto-Purchase, above).

Note: International roaming must be enabled with your carrier for your cellular network. Data roaming charges may apply for such calls. For AT&T customers, see <http://www.att.com/global>.

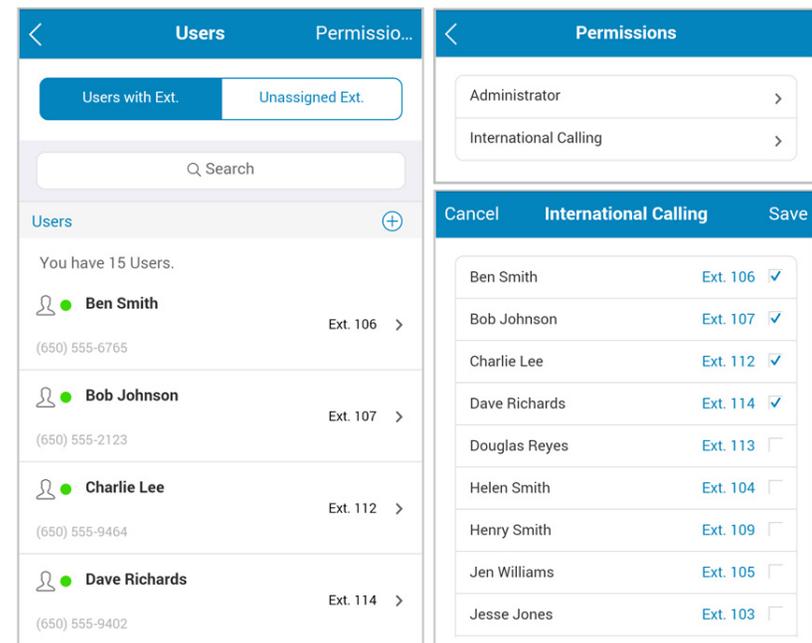
Note: Rates displayed in this menu are AT&T World Connect rates. Rates are subject to change. International calls are paid using Calling Credits (See Auto Purchase).

Note: International roaming must be enabled with your carrier for your cellular network. Data roaming charges may apply for such calls. For AT&T customers, see, <http://www.att.com/global>.

Permissions for Individual Users

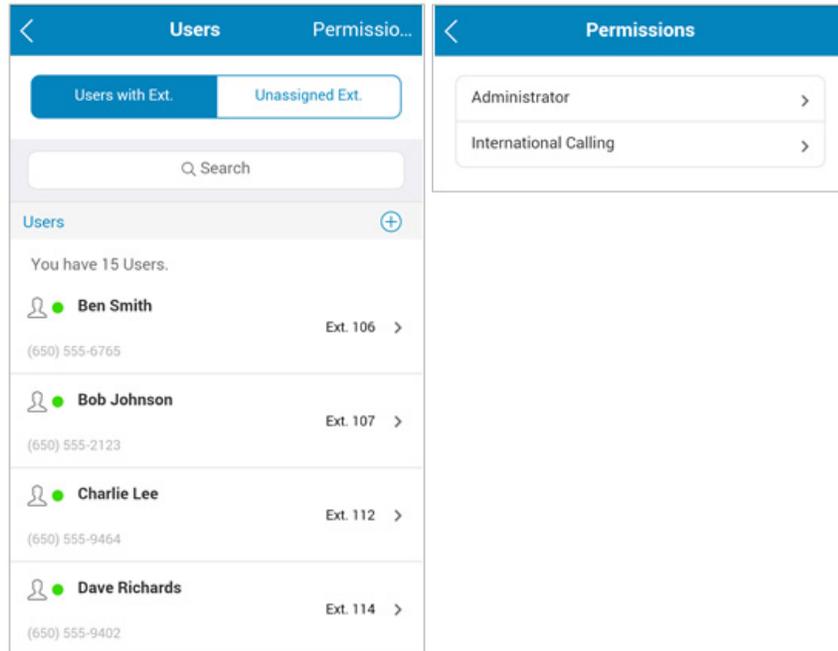
Once you have enabled International Calling, you can give or withhold permission to your individual users to make international calls to the countries you have activated. Tap your photo > **Phone System** > **Users** and at the top of the screen tap **Permissions**, then **International Calling**.

All users are un-checked by default. In the right-hand column, click users you want to grant permission to make international calls, and click **Save**.



User Permissions: Making Users into Administrators

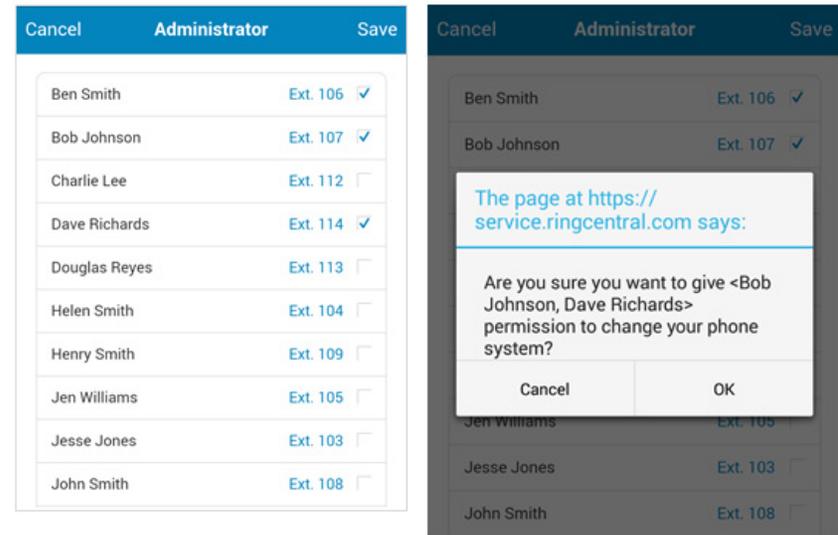
Permissions also lets you assign Administrator privileges to other users.



Tap your photo > **Phone System** > **Users** and at the top of the screen, on the right side, tap **Permissions**.

Tap **Administrator**.

On the list of your users, tap the check box next to users you wish to grant Administrator privileges and tap **Save**.



Note: Such users now have full Administrator access, except that they cannot delete the account owner, nor change the billing address and billing info settings. A warning message reminds you of the significance of adding someone as an administrator.

Express Setup for Administrators

Download the RingCentral Phone mobile app from the relevant mobile-phone app store, create a new RingCentral account, verify and activate, set up, configure your account, add users and groups, and more. Follow these easy steps to get started in no time.

Note: You can also configure and manage your system by logging in to your online RingCentral online account from a Web browser; the steps are similar.

How to Start

Note: The RingCentral Phone mobile app requires the account owner to have a wireless account. Billing for the RingCentral Phone mobile app account is done through the wireless account.

With an Existing RingCentral Office Account

If you already have a RingCentral Office account (deskphone) account, install the mobile app so you can receive your business calls and manage your RingCentral account from your smartphone.

From your smartphone: Go to your device's app store, search for RingCentral Phone mobile app, download and install. Launch the app and log in with your RingCentral number, extension, and password.

Or from your RingCentral online Web account, click the **Tools** dropdown menu on the far right of the menu bar, and select **Mobile Apps**.

Select the appropriate app to install. It will start your app store interface so you can download the app. Follow your usual procedure for synchronising the download to your mobile device: It will appear on your mobile device, or in the mobile app store, depending on how you have set up your mobile device.

To create a new RingCentral account

If you do not already have a RingCentral account, you can sign up from a browser or through your mobile-device app store.

From a **Web browser**, go to RingCentral at:

<https://service.ringcentral.com/tools/mobile.html>

Click the **Free Trial** button or the **Buy Now** button.

Or:

From your **smartphone**, go to your device's App store, search for **RingCentral Phone mobile app**, download and install it. Tap the RingCentral Phone mobile app icon on your smartphone; then tap **Free Trial** or **Buy Now**.

Note: Billing begins automatically at the expiration of the free-trial period.

In either case,

On the form offered, provide your contact information and set up a password.

Follow the on screen steps to verify the wireless number that will be billed for this service. Select a plan based on the number of users you'll be setting up.

Choose a main company toll-free or local number.

Tap **Setup Now** to configure your RingCentral business phone system. (If you already have an account set up, you won't need to reconfigure.)

Your order is now complete.

Please take a few minutes to complete basic system Setup. You may want to have a list of your employees, their contact numbers and their emails on hand. Click **Setup Now** to continue. You will also receive an email that will allow you to proceed with Setup at a later time if you prefer.

A service desk representative will call you within 2 business days to verify your setup and provide you with any further assistance. Or call us now at (866) 555-5505 if you have any questions.

Schedule an Implementation Appointment

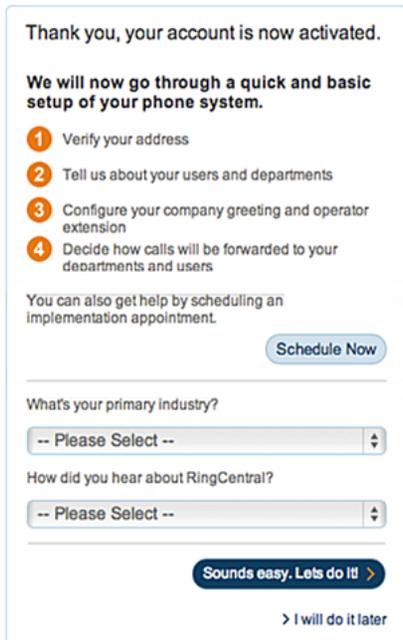
If you prefer, you can set up an appointment with a RingCentral Implementation Specialist, who will call you at the scheduled time and help set up your system. To do this, click the button **Schedule Now**, and choose an **Appointment Date**, and an appointment time from among the **Available Slots**. You can also enter Notes for the specialist. Click **Schedule**. Then back at the previous screen, click **I will do it later**.

The Administrator Express Setup

If this is a new account, then after installing the RingCentral Phone mobile app on your smartphone and activating it, when you first log into the app you'll be invited to follow the Express Setup, which will guide you through the process of setting up your account, adding users, creating groups, configuring your Auto-Receptionist, and more.

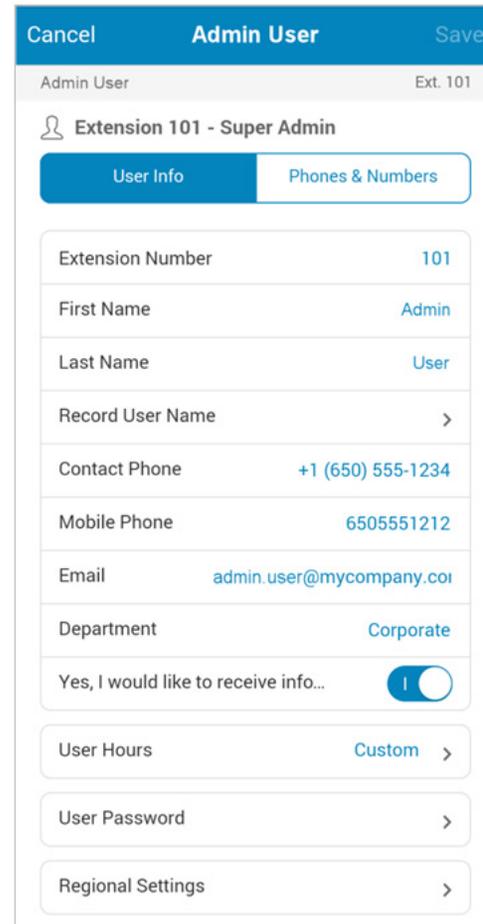
It will be helpful to have on hand a list of your users, their contact numbers, and their email addresses.

If you skip the Express Setup, you will be offered the opportunity again the next time you log in. It is highly recommended that you take advantage of Express Setup to be able to get the most from your RingCentral Phone mobile app

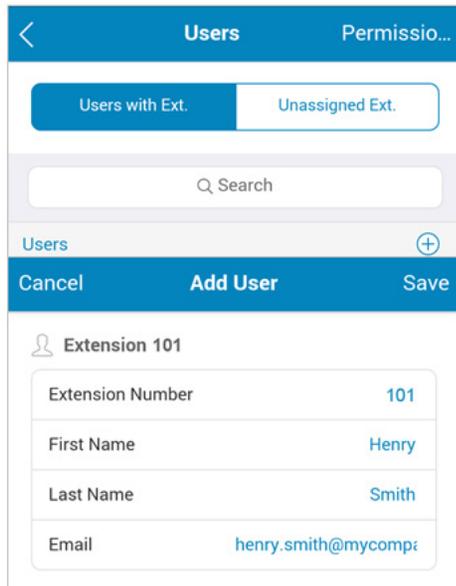


Setting up Users

Your first task will be to set up your users. Start by verifying your own information under your photo > **Extension Settings** > **User Info**. On the **Super Admin** screen verify the User Info for yourself. Enter any changes needed and then click **Save**.

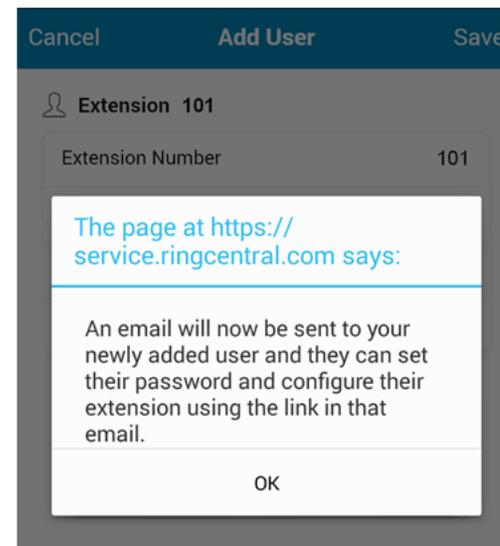


Tap your photo > **Phone System** > **Users** to add your first user. Tap the plus sign (+) to open the **Add User** screen. Fill in the fields for that user: first and last name, and email address. Click **Save**.



The screenshot shows the 'Users' screen with a search bar and a plus sign to add a new user. The 'Add User' screen is open, showing fields for Extension Number (101), First Name (Henry), Last Name (Smith), and Email (henry.smith@mycompa).

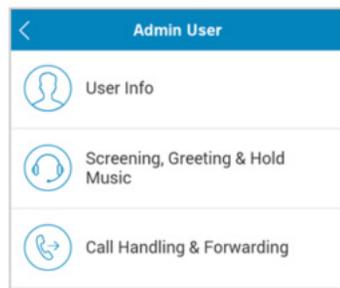
Back at the **Users** screen tap the plus sign (+) again to reopen the **Add User** screen. Continue until you have set up all of your users. Let each user know that they will receive an automatic RingCentral email message like the one below, with their account number (business main phone number), their extension number, and a link—they should click on the link in that email to set their account password and security question. It will also prompt them to download the mobile app to their smartphones so they can start managing their own extensions.



Note: The number of users you can have on your account depends on your plan. If you need to add more users than your current plan allows, you can change your plan and add more users at any time. Log in to <http://www.ringcentral.com> using your RingCentral phone number and password. Select **Billing**, then click **Change Plan** and follow the on screen instructions to add more users to your plan.

Set up Administrator Call Forwarding

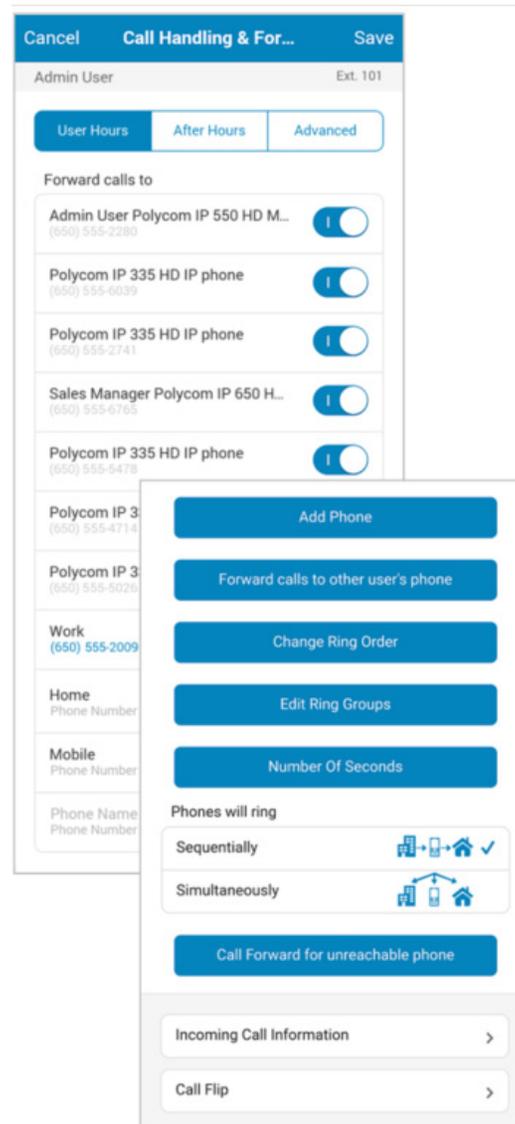
Define your own extension's call-forwarding rules by deciding to which phones, in which order, will ring when you get a call to your RingCentral number. Tap your photo, then **Extension Settings > Call Handling & Forwarding**.



Your RingCentral numbers/extensions are listed. You can enter additional numbers, such as Work, Home, and Other. For numbers with extensions, put an asterisk between them, thus: [number] * [extension]. (The system will dial the number, pause, then dial the extension.) Tap the **up** and **down** carets to determine the order.

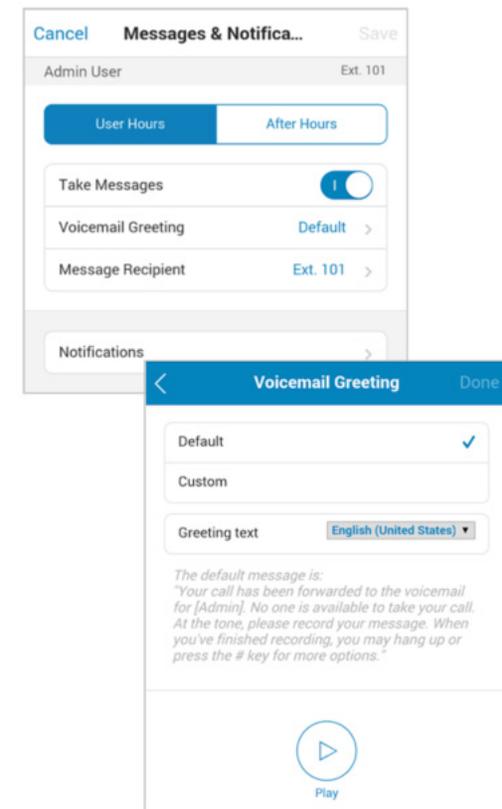
Scroll down: **Sequentially** is checked – calls to your extension will ring at the listed numbers in sequential order, until the call is answered. Or check **Simultaneously** to have calls ring all the listed devices at the same time.

Tap **Save** to continue. **Call Handling** for your extension (101) is now set up.



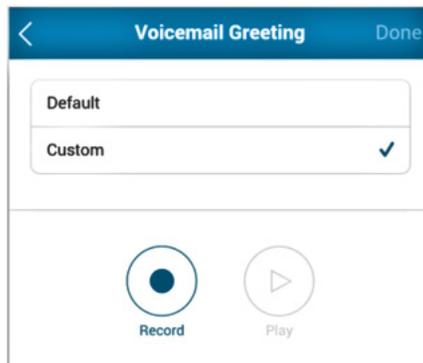
Choosing Your Voicemail Greeting

Back at **Extension Settings**, tap **Messages & Notifications**; then tap **Voicemail Greeting**. You can choose from a default message or record a custom message. Review the script of the default message, or tap **Play** to hear it.



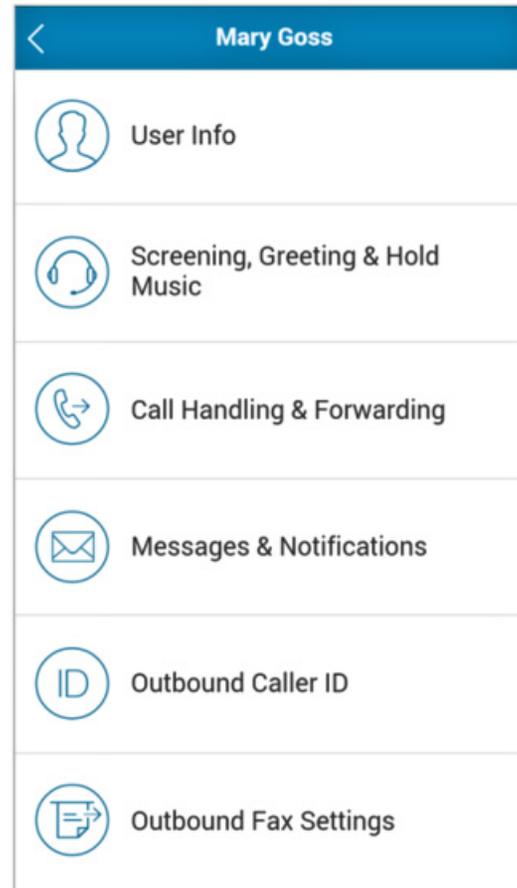
Record a Custom Group Voicemail Greeting

1. Tap **Custom** and then tap **Record**.
2. Enter a phone number for the system to call, or have it call your forwarding number (select one under the **Forwarding Number** menu).
3. Tap **Call Now**.
4. RingCentral will call you and prompt you to record your greeting.
5. When finished, click **Save** to return to the **Messages & Notifications** screen.
6. If you checked **Custom** and failed to record a message, you won't be able to continue until you do so, or check **Default**.



User Settings

The rest of your users will receive an email instructing them to set up their own extension. If you choose to do it for them, tap your photo > **Phone System** > **Users** and then tap one user displayed on the **Users** page.

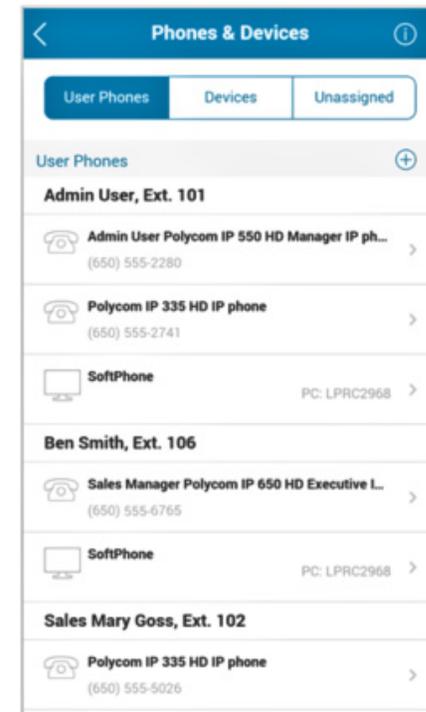


When finished, tap **Save**.

Phones & Devices

If you already have desktop IP phones installed, you can configure them now. If you have ordered phones, they will arrive Plug and Ring Ready®. Once they are installed, you will be able to access your phone settings when you log in to your online account on the service Web site.

As the Administrator, you can access settings for all phones associated with your RingCentral account by tapping your photo > **Phone System** > **Phones & Devices**.

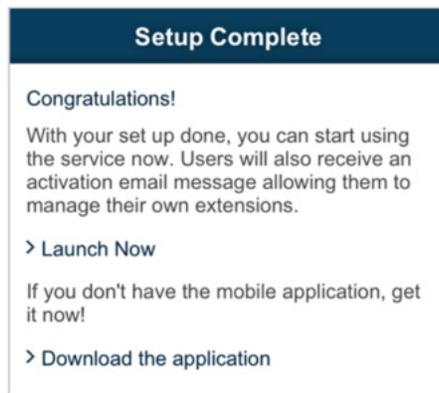


Tap a **User Phone** or tap **Devices** to see the details. **Save** any changes.

Congratulations! Your RingCentral Phone mobile app initial configuration is now complete, and you're all set to start taking and making calls.

You can change all the settings later by logging in to your account online and selecting a menu under the **Settings** tab. Or you can log in to your mobile app and follow the instructions in the rest of this document to make selected changes.

Tap **Finish**.



Add Call Queue Groups

Give your business phone system the flexibility of a much larger organisation by creating call queue groups such as Sales, Support, and Billing. Follow the procedure on page 65 ([Call Queues](#)) to configure as many call queues as you need.

RingCentral will send a message to the group manager's email address with a single-use link. They should click on that link to confirm. It will take them to a Web page (on their desktop or on their mobile device) where they can set up their Group Manager password.

Configure the Auto-Receptionist

The Auto-Receptionist directs callers to the appropriate group or employee extension, or any U.S. phone number you choose. See "Auto-Receptionist Settings" on page 59.

Create a Company Greeting

The Auto-Receptionist will greet callers with a recorded message when they call. You can use the default greeting or you can create a custom greeting. See "Company Greeting" on page 60.

Designate and Operator Extension

You can designate an extension that will receive calls intended for the operator (extension 0). When callers press 0 or don't enter an extension number, the system will connect the call to the designated employee. See "Operator Extension" on page 60.

User Settings

The rest of your users will receive an email instructing them how to set up their own extensions. It is not necessary for you to set up their extensions at this point, but you can do so if you wish. To set up a user extension, tap one displayed on this **Users** page.

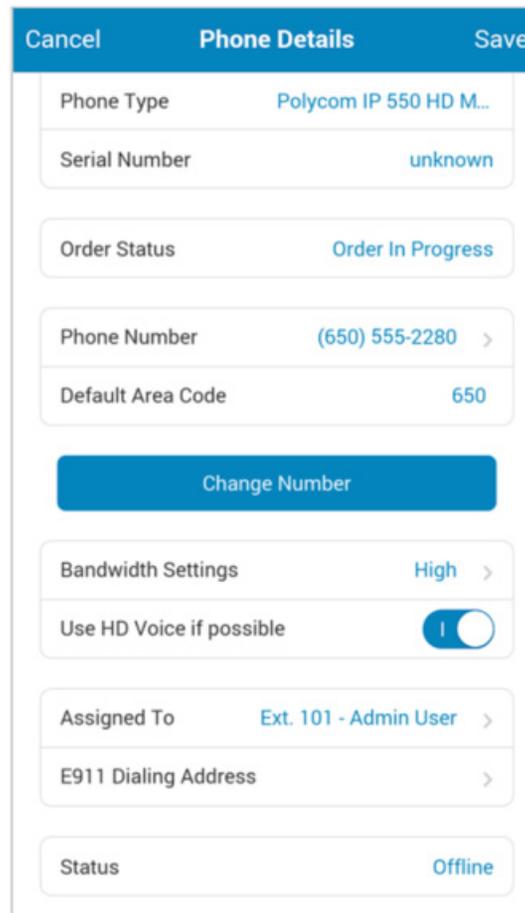
When finished, tap **Save**.

Phones & Devices

If you already have desktop IP phones installed, you can configure them now.

If you have ordered phones, they will arrive **Plug and Ring Ready**. Once they are installed, you will be able to access your phone settings when you log in to your online account on the service Web site.

As the Administrator, you can access settings for all phones associated with your RingCentral account by going to your photo > **Phone System** > **Phones & Devices**. Tap a user phone from the list to show **Phone Details**. Review the settings and tap **Save**.



Cancel	Phone Details	Save
Phone Type	Polycom IP 550 HD M...	
Serial Number	unknown	
Order Status	Order In Progress	
Phone Number	(650) 555-2280 >	
Default Area Code	650	
Change Number		
Bandwidth Settings	High >	
Use HD Voice if possible	<input checked="" type="checkbox"/>	
Assigned To	Ext. 101 - Admin User >	
E911 Dialing Address	>	
Status	Offline	

Congratulations! Your RingCentral account initial configuration is now complete, and you're all set to start taking and making calls.

You can change any of these settings at any time by logging into your account online and selecting by a menu under the **Settings** tab. Or you can log in to your mobile app and follow the instructions in the rest of this document to make selected changes.

Roles and Permissions

A new Roles and Permissions framework has been added. It supports the ability to enable/disable the areas shown in the table via the Roles and Permissions framework.

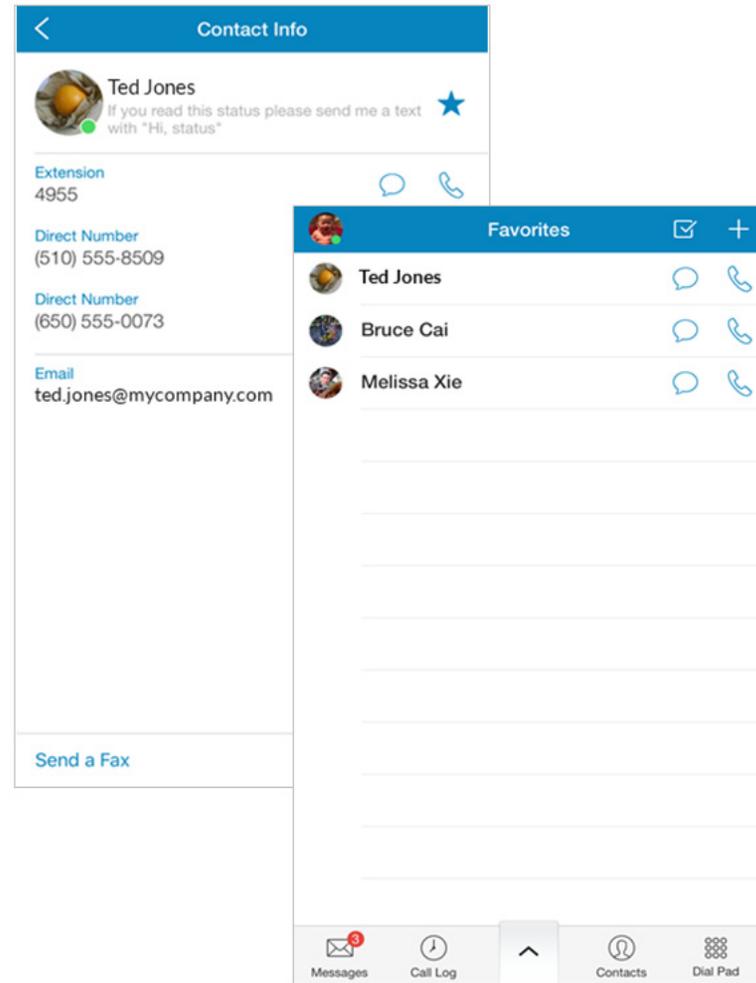
Roles and Permissions Framework
Mobile Roles and Permissions—Applications: Mobile App
Mobile Roles and Permissions—Applications: Meetings App
Mobile Roles and Permissions—Features: Pager
Mobile Roles and Permissions—Features: Presence
Mobile Roles and Permissions—Features: Conference
Mobile Roles and Permissions—Features: Reports
Mobile Roles and Permissions—Settings: Block Phone Numbers
Mobile Roles and Permissions—Settings: My Profile
Mobile Roles and Permissions—Settings: Call Log
Mobile Roles and Permissions—Settings: Mobile Web Settings (Phone System, Billing, International Calling, Extension Settings)
Mobile Roles and Permissions—Features: Calling Policies QA Verification (Based on TAS changes, no client change)
Mobile Roles and Permissions—Features: International Calling

Company Contact Pictures

This feature supports showing your company profile contact image in:

- Contact Details
- Incoming Call screen
- Contacts list*
- Favorites list*

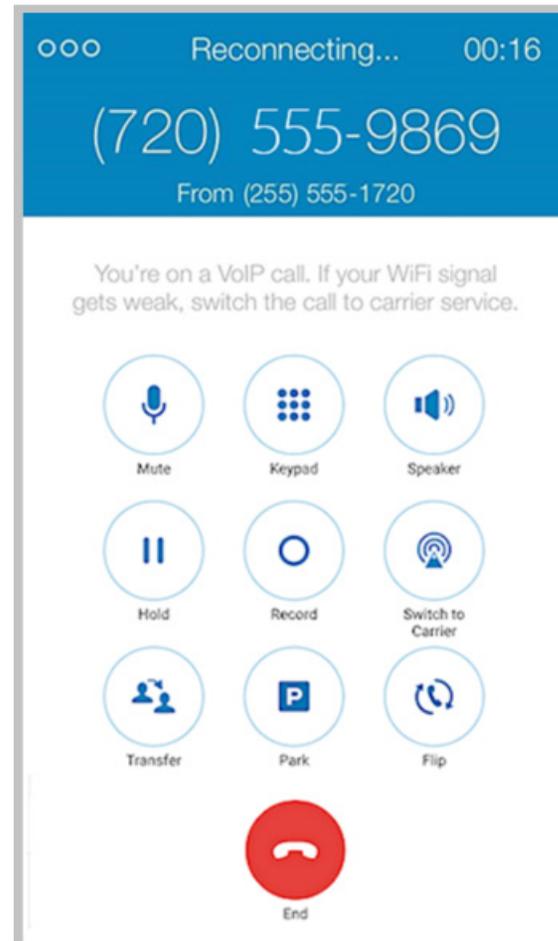
*If the image is already downloaded.



Network Handoff Reconnecting Sound

This feature causes users to hear a connecting sound during network handoff to indicate an attempt to re-establish a VoIP call when that connection was previously lost.

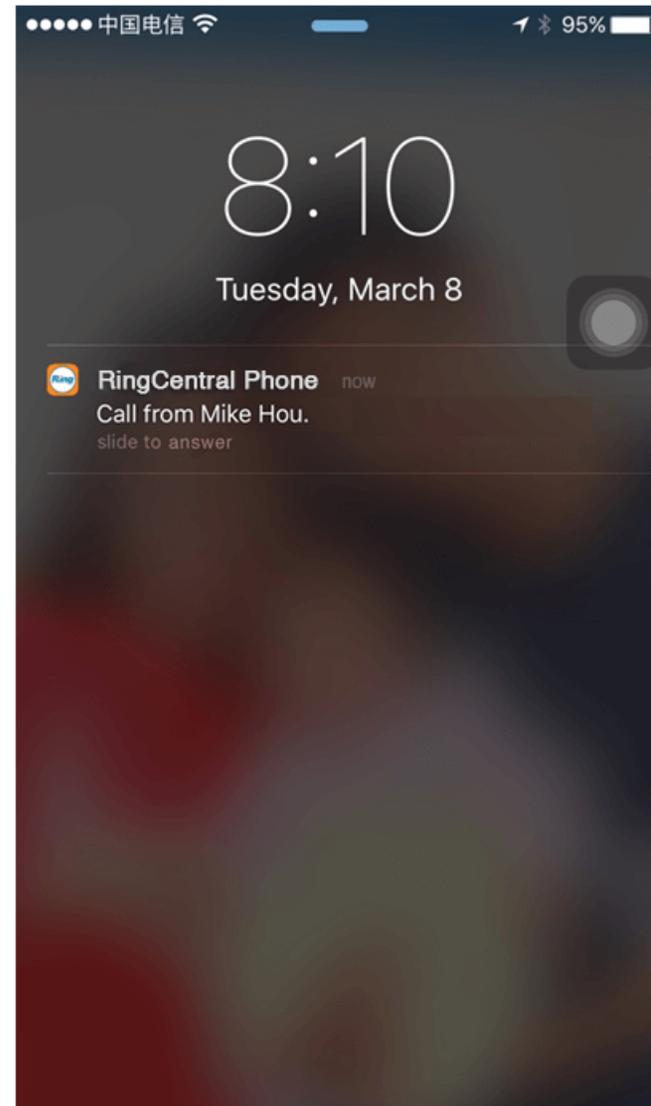
Users will also see the message “Reconnecting...” in the active call screen.



Changes to Call Incoming Notification

Incoming Call Notification messages have been shortened and simplified:

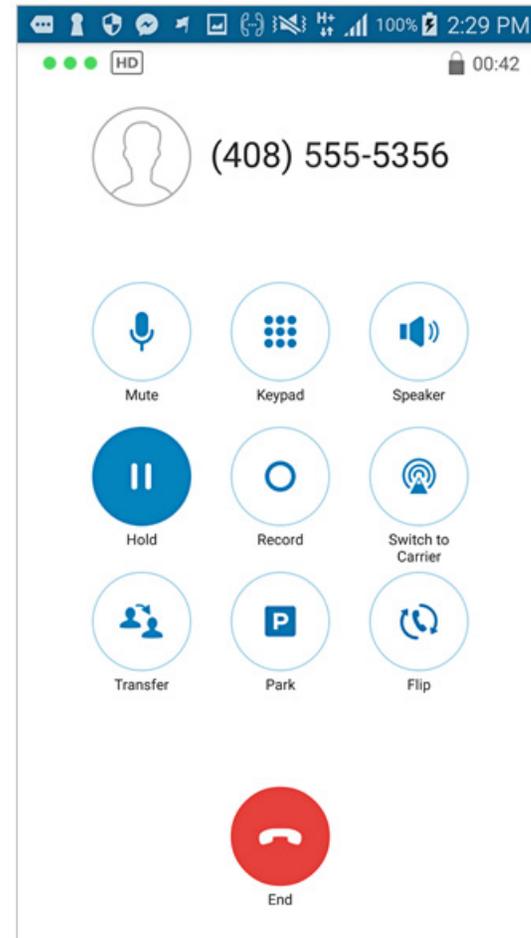
- Shortened text from “Incoming Call” to ‘Call from” as that’s already implied.
- Removed the text “Tap to answer” since users interact now by swiping the interactive notification.
- Old: “Incoming Call from John Smith. Tap to answer.”
- New: “Call from John Smith.”



Active Call Screen Button Change

Redesigned call screens provide improved layout for incoming and active calls.

- Hold button label will always display “Hold” and the button remains in “pressed” state while on Hold.



Appendix A - Reports

Historical Reports

Under **My Profile** tap  **Reports**.

RingCentral Reports helps admins optimise the phone system by presenting usage analysis and trending metrics in an easy-to-read graphical format. With four separate Report views and many filtering options, you can target your report to reveal exactly what you want to know to increase your business performance.

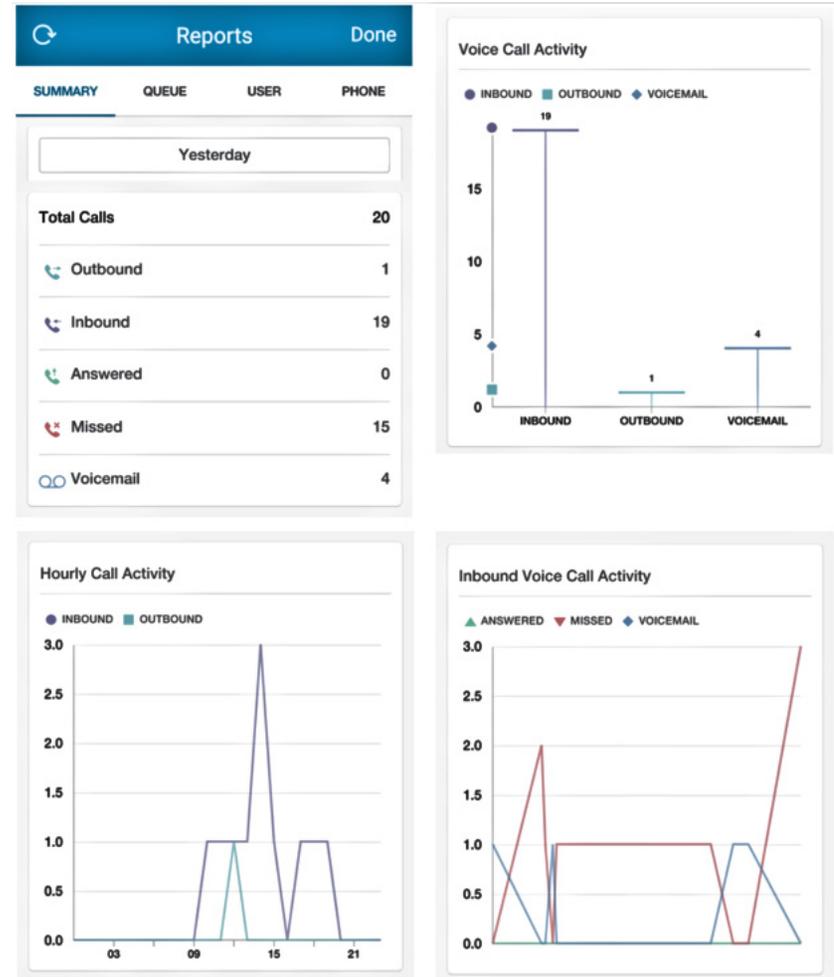
The **Summary** report provides an overview of all call activity – Total, Outbound, Inbound, Answered, Missed, Voicemail, and Average Hourly Activity during a selected date range. The **Queue Activity** report, visible to Account Administrators and Call Queue Managers, presents a summary of Total Call Volume, Total Talk Time, Average Call Duration, Missed Calls, and Time to Answer for each call queue selected during a date range.

The **User Activity** report, visible to Account Administrators and Call Queue Managers, provides Total Call Volume, Average Number of Calls per User, Number of Inbound and Outbound Calls, Number of Call Per hour and Day, and Average Call Time for each selected user over a selected date range. The **Phone Number Activity** report, visible to Account Administrators and Call Queue Managers, provides Total Call Count, Average Calls per Day, and Average Inbound Call Duration for individual phone number over a selected date range.

The **Phone Number** report provides (for Individual Numbers) the Total Call Count, the Average Calls per day, and the Average Call Duration for inbound calls.

The **Call Detail** report (not available on mobile) provides details regarding calls made to a particular extension – call direction, extension name, queue name, dialed number and so on. Reports can be exported as an image, as data, as a cross-tab table, or as PDF. Administrators can also view the

report dashboard from the RingCentral Phone mobile app for iOS and Android.



See additional reports on the next page.

Reports - Queue Activity

Reports - User Activity: Calls Answered and Outgoing

Reports - Phone Activity

Reports		Done
SUMMARY	QUEUE	PHONE
Yesterday		
Queues		(All)
Total Calls		0
Answered		0
Missed		0
Voicemail		0

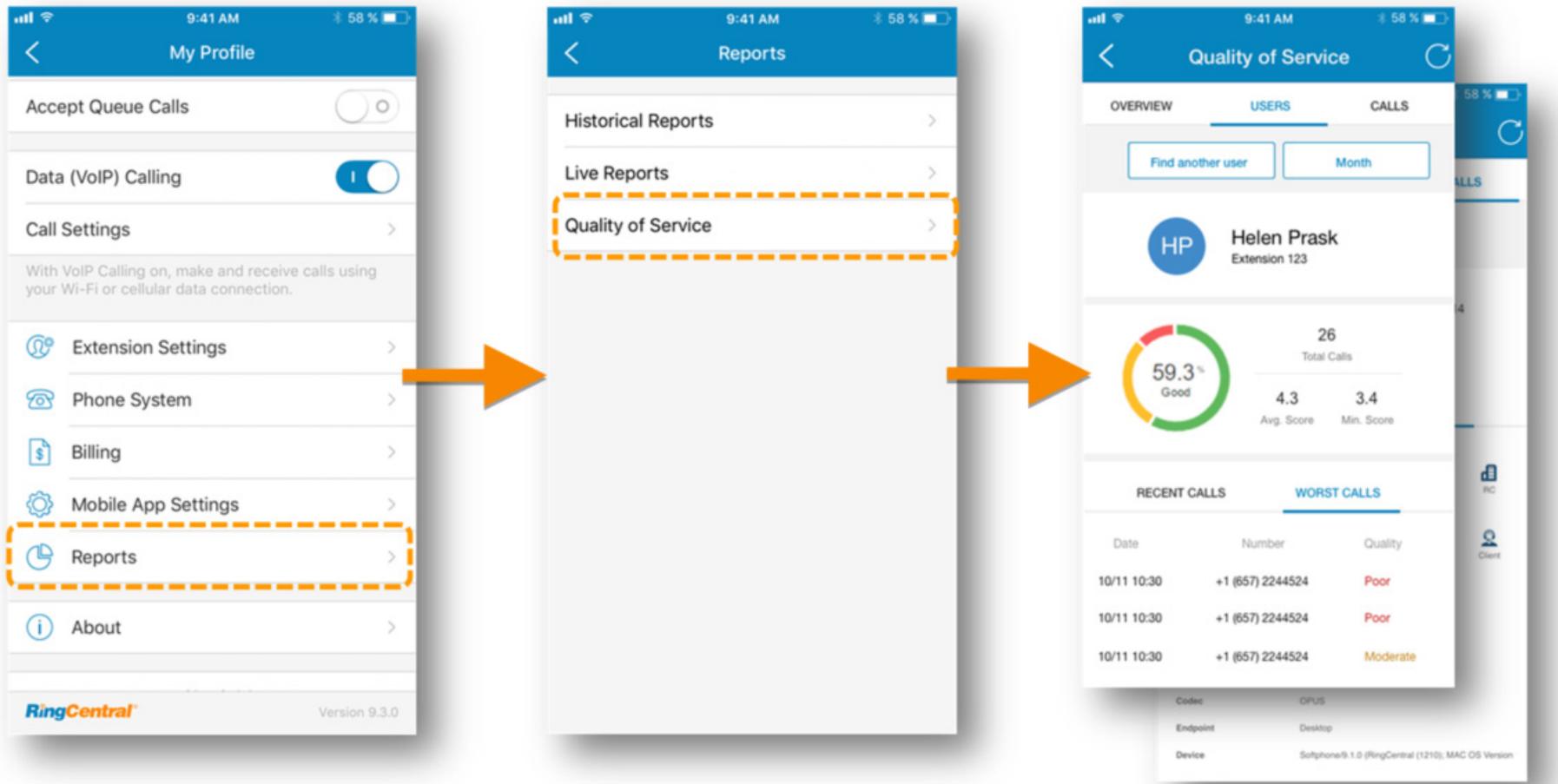
Reports		Done
SUMMARY	QUEUE	USER
Yesterday		
Users		(All)
Answered	Outgoing	
Ben Smith		0
Wendy Smith		0
Mary Goss		0
Jen Williams		0
Helen Smith		0
1 - 5 of 5		

Reports		Done
SUMMARY	QUEUE	USER
Yesterday		
Users		(All)
Answered	Outgoing	
Ben Smith		0
Wendy Smith		1 >
Mary Goss		0
Jen Williams		0
Helen Smith		0
1 - 5 of 5		

Reports		Done
SUMMARY	QUEUE	PHONE
Yesterday		
Dialed Numbers		(All)
Total Calls		19
Answered		0
Missed		15 >
Voicemail		4 >

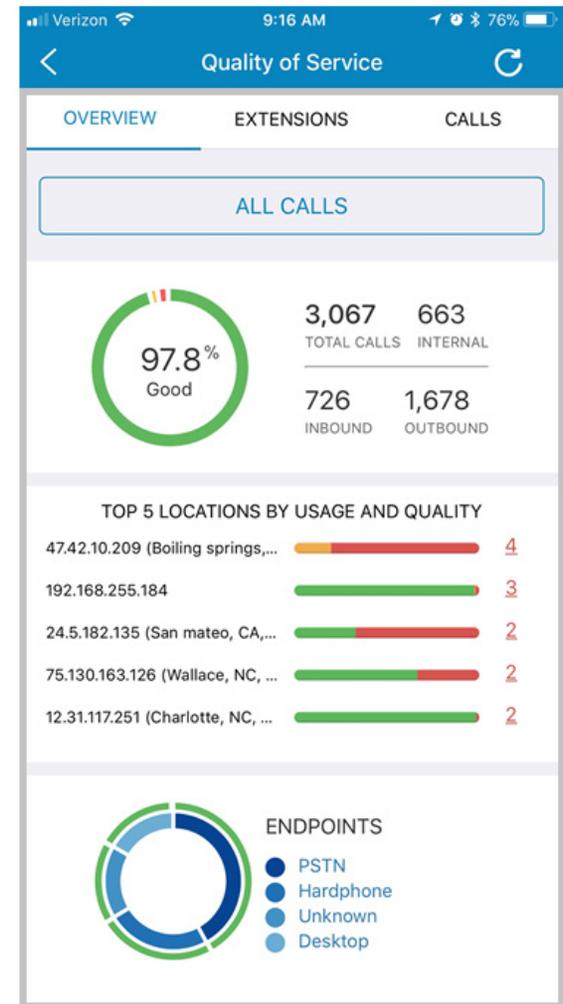
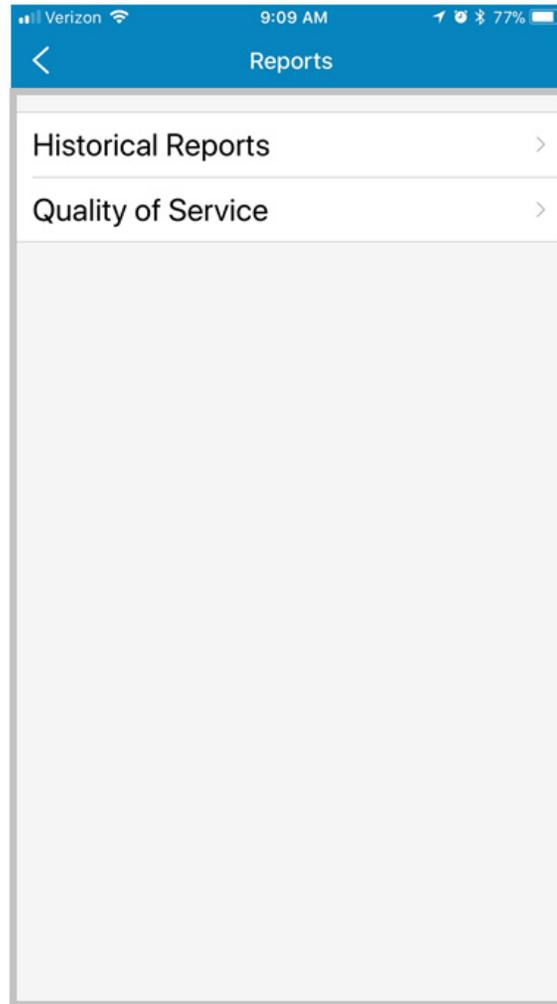
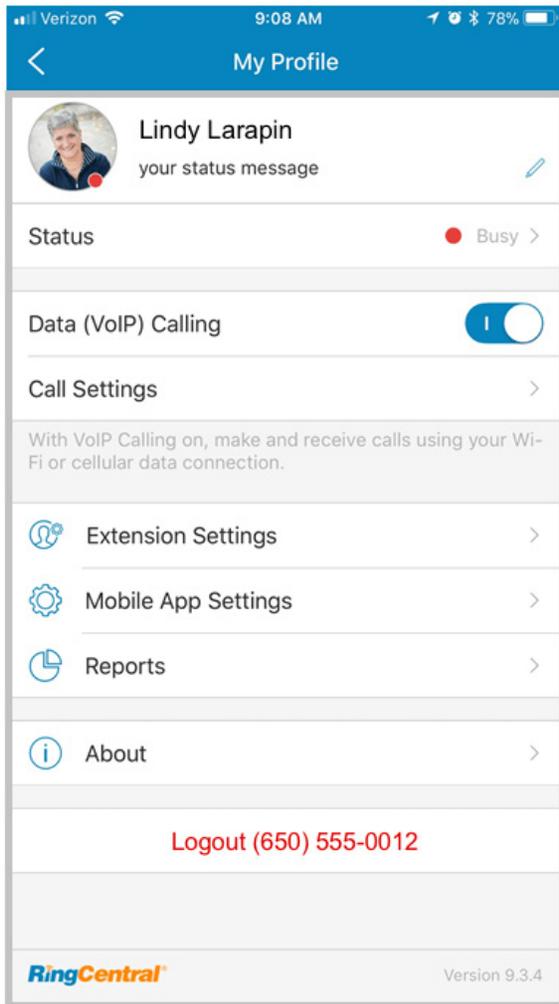
Quality of Service Reports

- Added ability to access key operational QoS metrics from mobile app settings.
- Dashboard widgets with key metrics (quality, registrations, and quality/volume ratio).
- Quality metrics on per-call basis at all endpoints.
- Available only for Super Admin Users with QoS turned on.



If you are an administrator for your account, you can access Quality of Service Reports.

Under **My Profile** tap **Reports**, then tap **Quality of Service**.



Quality of Service

OVERVIEW EXTENSIONS CALLS

ALL CALLS

98.9%
Good

4,553 TOTAL CALLS 725 INTERNAL
1,105 INBOUND 2,723 OUTBOUND

TOP 5 LOCATIONS BY USAGE AND QUALITY

- 50.205.64.152 (Aurora, CO,...) 2
- 12.31.117.251 (Charlotte, ...) 2
- 85.255.234.25 (GB) 2
- 174.210.13.183 (US) 1
- 65.114.29.171 (Charlotte, ...) 1

ENDPOINTS

Quality of Service

OVERVIEW EXTENSIONS CALLS

SEARCH

LL
Lindy Larapin
Extension #0012
LAST 14 DAYS

100%
Good

3
Total Calls

4.1 Avg. Score 4.1 Min Score

RECENT CALLS PROBLEMATIC CALLS

Date	Number	Quality
30 Nov, 1:23 PM	← WINTER 2017 COA	Good
30 Nov, 1:23 PM	← WINTER 2017 COA	Good
30 Nov, 1:23 PM	← WINTER 2017 COA	Good

Quality of Service

OVERVIEW EXTENSIONS CALLS

Search for calls

- From: (650) 555-0012
To: John Smith
Inbound (Live) 9:21 AM
- From: Kim Solo
To: (650) 555-0012
Outbound (Live) 9:20 AM
- From: (650) 555-0012
To: Dan Keith
Inbound (Live) 9:20 AM
- From: (650) 555-0012
To: Marjorie Smith
Ring Out (Live) 9:20 AM
- From: (650) 555-0012
To: John Smith
Ring Out (Live) 9:20 AM
- From: Kim Solo
To: (650) 555-0012
Outbound (Live) 9:20 AM

RingCentral Customer Care

The RingCentral Customer Care Center at <http://success.ringcentral.com> provides links to the most popular topics, the Knowledge Base, tutorial videos, additional user guides, and Support group contact information.

The screenshot shows the RingCentral Customer Care Center homepage. At the top, there is a 'SERVICE STATUS' indicator showing 'No Known Issues' and a 'Contact Support' button. Below this is a search bar for support resources. The main content area is divided into several sections: 'Getting Started?' with a 'Get Started' button; 'What's New?' featuring a Gartner recognition announcement; 'Professional Services' with a 'Learn More' link; 'Network Optimization' with a 'Learn More' link; and 'Developer Support' with a 'Learn More' link. The central 'Frequently Asked Questions' section is organized into categories: 'PRODUCT FEATURES' (e.g., Customize company answering rules, Forward calls), 'SETTING UP YOUR EXTENSIONS - FOR USERS' (e.g., Log in to my account, Reset my password), 'SETTING UP YOUR SYSTEM - FOR ADMINISTRATORS' (e.g., Onboard users, Configure company settings), 'TROUBLESHOOTING' (e.g., Monitor service status, Improve call quality), 'ACCOUNT MANAGEMENT' (e.g., Manage service plan, Manage billing), and 'OVERVIEW OF RINGCENTRAL' (e.g., Glossary of terms).