

RingCentral App

Reference Guide

RingCentral



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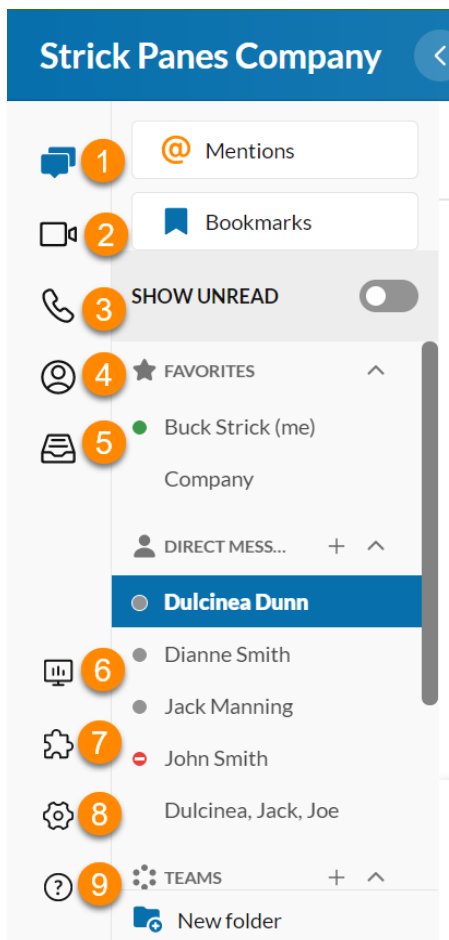
Introduction

The unified RingCentral app is a modern contextual and collaboration-centric app that combines all RingCentral MVP features in a single application. This means less toggling between different apps for a streamlined user experience.

The main features of this unified app are:

- [Message](#)
- [Video](#)
- [Phone](#)

Interacting with the RingCentral app



1. **Message:** Send and view messages via one-on-one, group, or team conversations.
2. **Video:** Start, schedule, or join online meetings.
3. **Phone:** HUD, phone, fax, and text messaging.
4. **Contacts:** View, add, and sync contacts from Microsoft or Google.
5. **Tasks and more:** Manage individual or shared tasks, events, files, and notes.
6. **Apps:** Use external applications and services.
7. **Analytics:** Navigate to RingCentral MVP analytics portal (only available to admin).
8. **Settings:** Set app preferences.
9. **Resource Center:** Discover, Help, App info and feedback, and What's new.



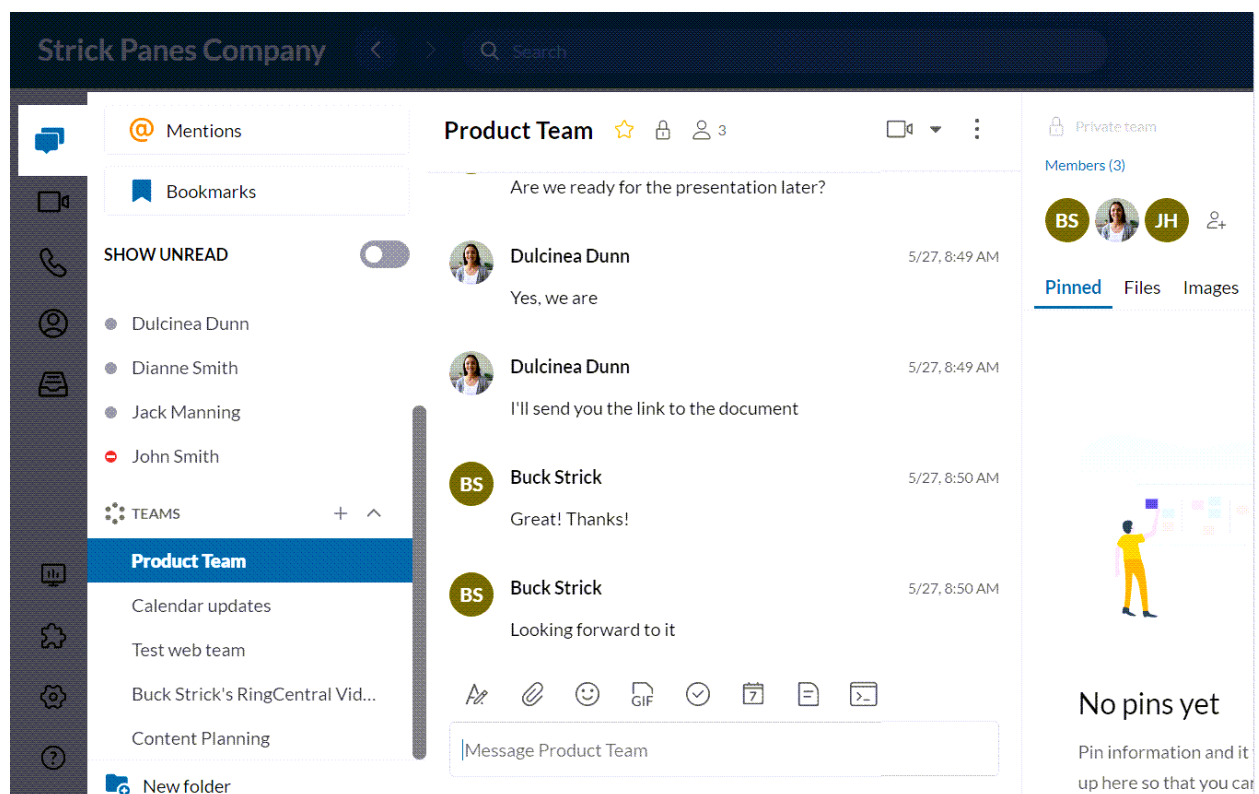
Message

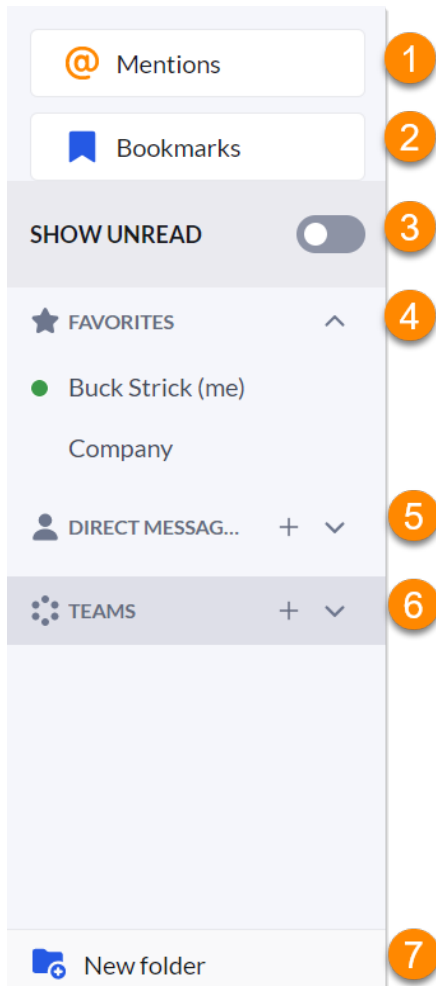
On the Message menu, you can:

- Communicate with others one-on-one, in a small group, or in a team
- Add GIFs and code snippets
- Invite and communicate with guest users (users outside of your company) for free
- Share links and files
- Create and manage tasks for yourself or others
- Share important events to keep your team members informed of your activities

Using Message

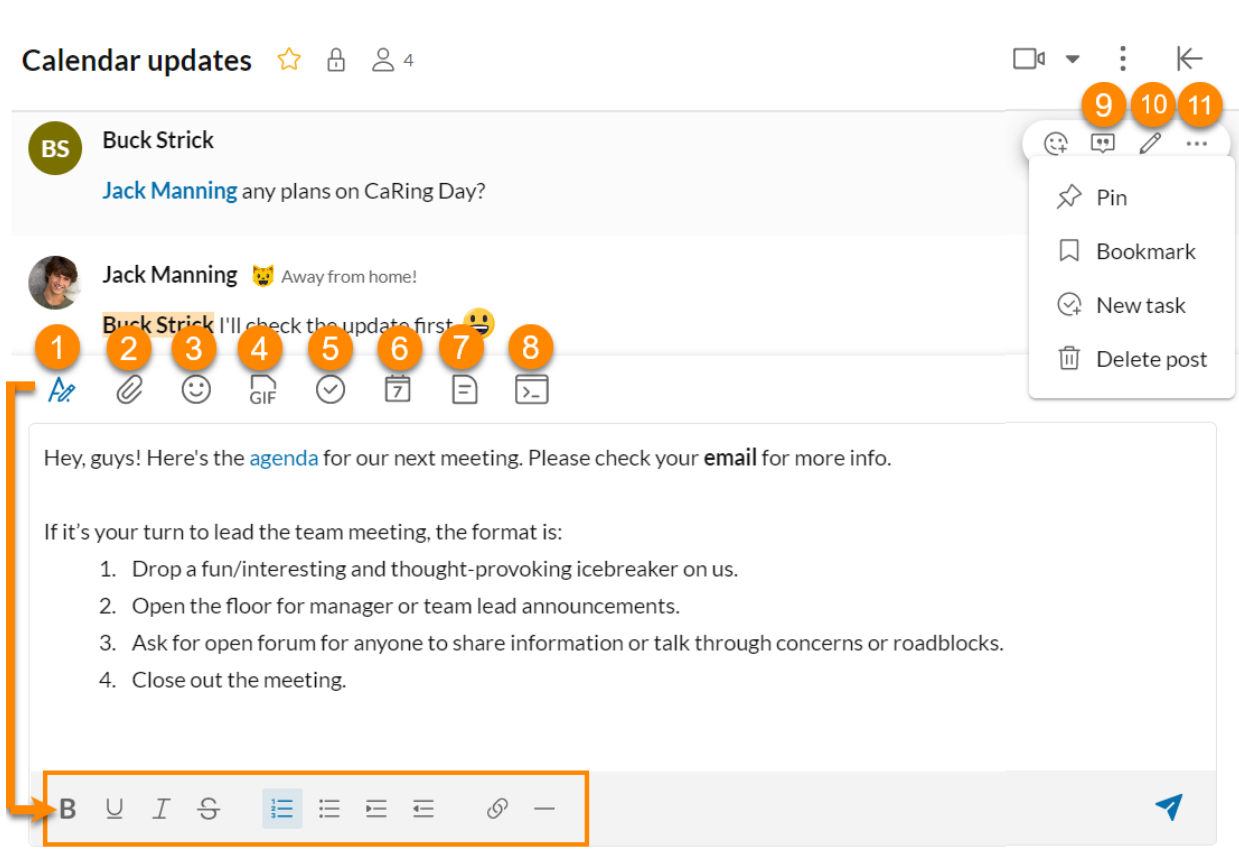
Navigate to **Message** via the left-hand navigation bar. Here, you can message your co-workers, customers, and partners.





1. **@mentions**: View or respond to messages from someone who's calling your attention.
2. **Bookmarks**: Contains messages that have been marked to find later.
3. **Show unread**: Control your read and unread conversations.
4. **Favorites**: Allows you to view your favorite conversations in one section.
5. **Direct messages**: Find one-on-one and group conversations.
6. **Teams**: Find your active team conversations.
7. **New folder**: Create a new conversations folder to group relevant conversations together.





1. **Format messages:** Use the rich text editor to access formatting options, such as bold, italic, bulleted list, and more.
2. **Attach file:** Attach a file from your computer or Google Drive.
3. **Emoji:** Select an emoji from the emoji menu by scrolling through or typing keywords into the search bar.
4. **Share a GIF:** Select or search for a GIF you want to share.
5. **New task:** Create a new task.
6. **New event:** Create a new event.
7. **New note:** Create a new note.
8. **New code snippet:** Create a new code snippet.

Hover over a message to see these options at the top right corner of the message:

9. **Quote:** Quote a message and reply to inform others of which comment you're responding to.
10. **Edit post:** Edit a message you sent.
11. **More:** Click to use *Pin/Unpin*, *Bookmark/Remove bookmark*, *New task*, or *Delete post* options.



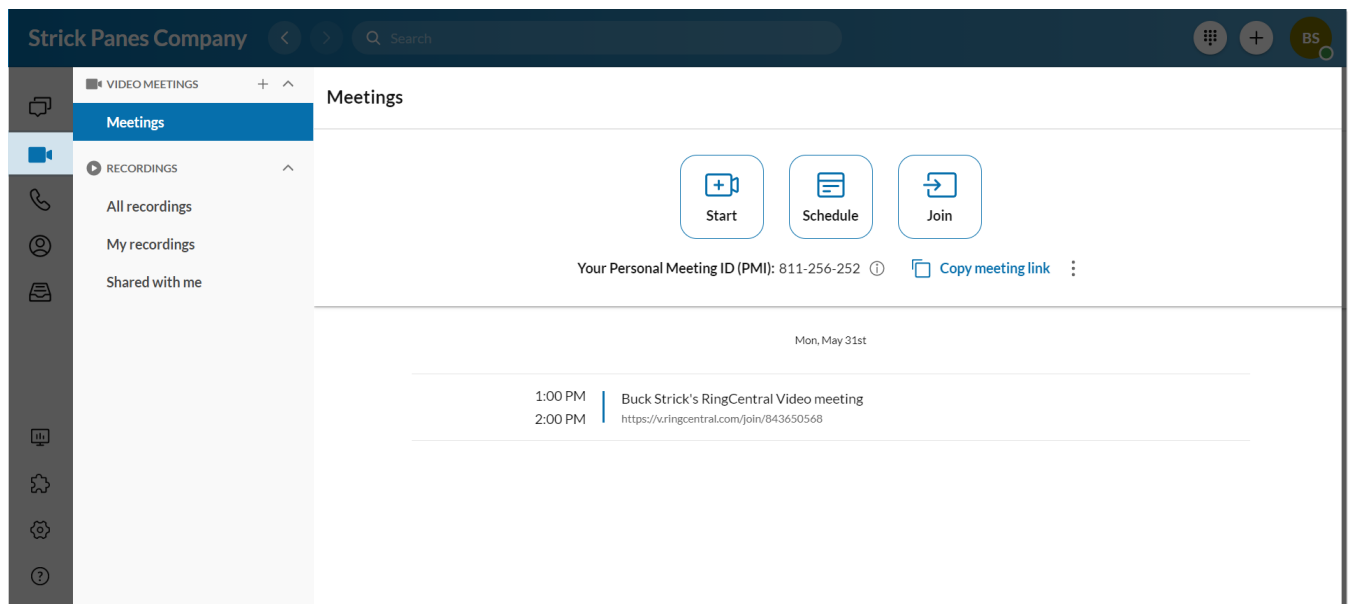
Video

On the Video menu, you can:

- Start, schedule, or join online meetings directly in the app
- Host and join video meetings in HD quality from your computer or mobile device
- Easily switch between your desktop and mobile device while in a meeting
- Join audio through your computer or by dialing in using domestic or global numbers
- Share your screen, record, and chat with other meeting attendees during a meeting
- Share meetings with other attendees
- Playback meetings
- Integrate your Microsoft or Google calendar to join and manage meetings scheduled in your calendar

Using Video

Navigate to the **Video** tab via the left-hand navigation bar. Here, you can start, schedule, and join meetings as well as view meeting recordings.



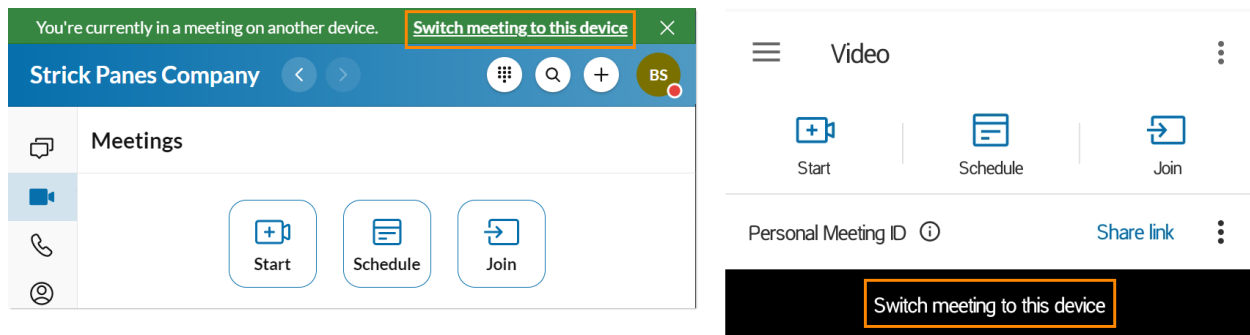


You can do the following in a RingCentral Video meeting:

1. Mute/unmute microphone
2. Turn on/off camera
3. Share your screen
4. Invite participants
5. Show/hide participants
6. Chat with other participants
7. Change settings, send feedback, and more
8. Leave/end meeting
9. Film strip view
10. Active speaker view
11. Gallery view
12. Full screen/Back to window mode



You can also switch your RingCentral Video meeting between the desktop and mobile apps.



For more information, visit [Switching a RingCentral Video meeting between the RingCentral desktop and mobile app](#).



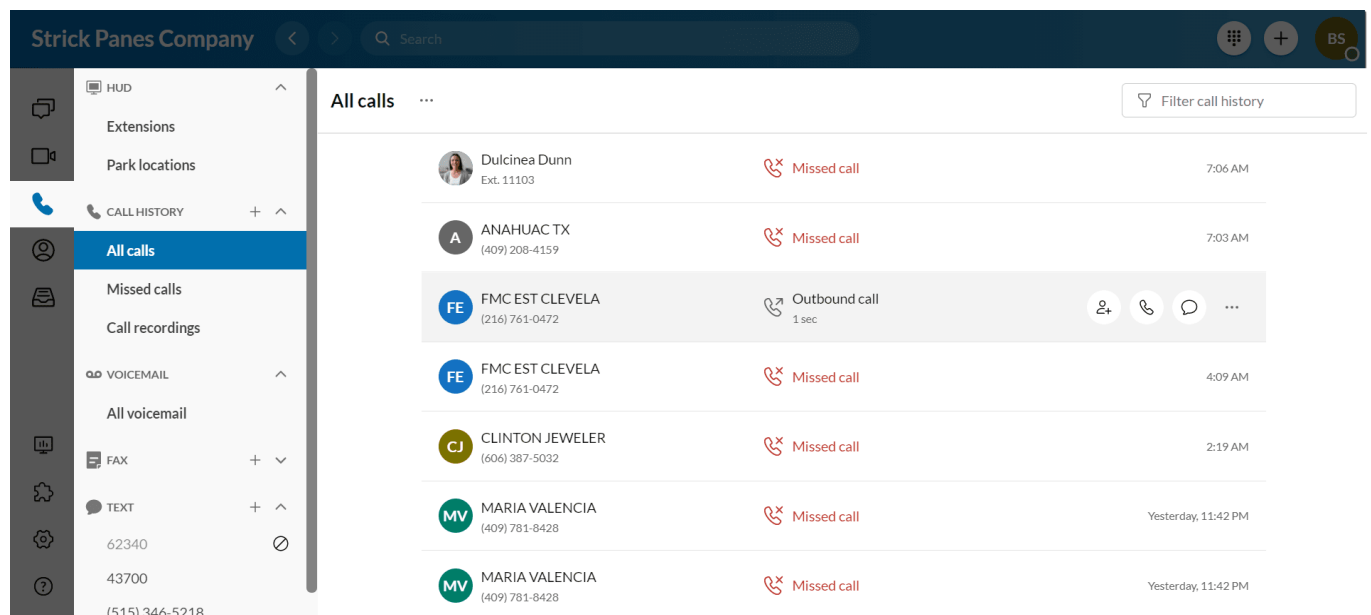
Phone

On the Phone menu, you can:

- Make or receive calls at any time locally or globally with service in over 100 countries
- Use your carrier minutes, WiFi, or cellular data without dropping a call
- Protect your data via RingCentral's encrypted and redundant data networks
- Send SMS and MMS text messages and online faxes
- Review call logs, including missed calls, call recordings, and voicemails
- Perform call controls such as call flip, call switch, call transfer, and call park

Using Phone

Navigate to **Phone** via the left-hand navigation bar. Here, you can manage head-up display (HUD), calls, voicemails, faxes, and text messages.



Making a call

There are several ways you can make a call in the RingCentral app.

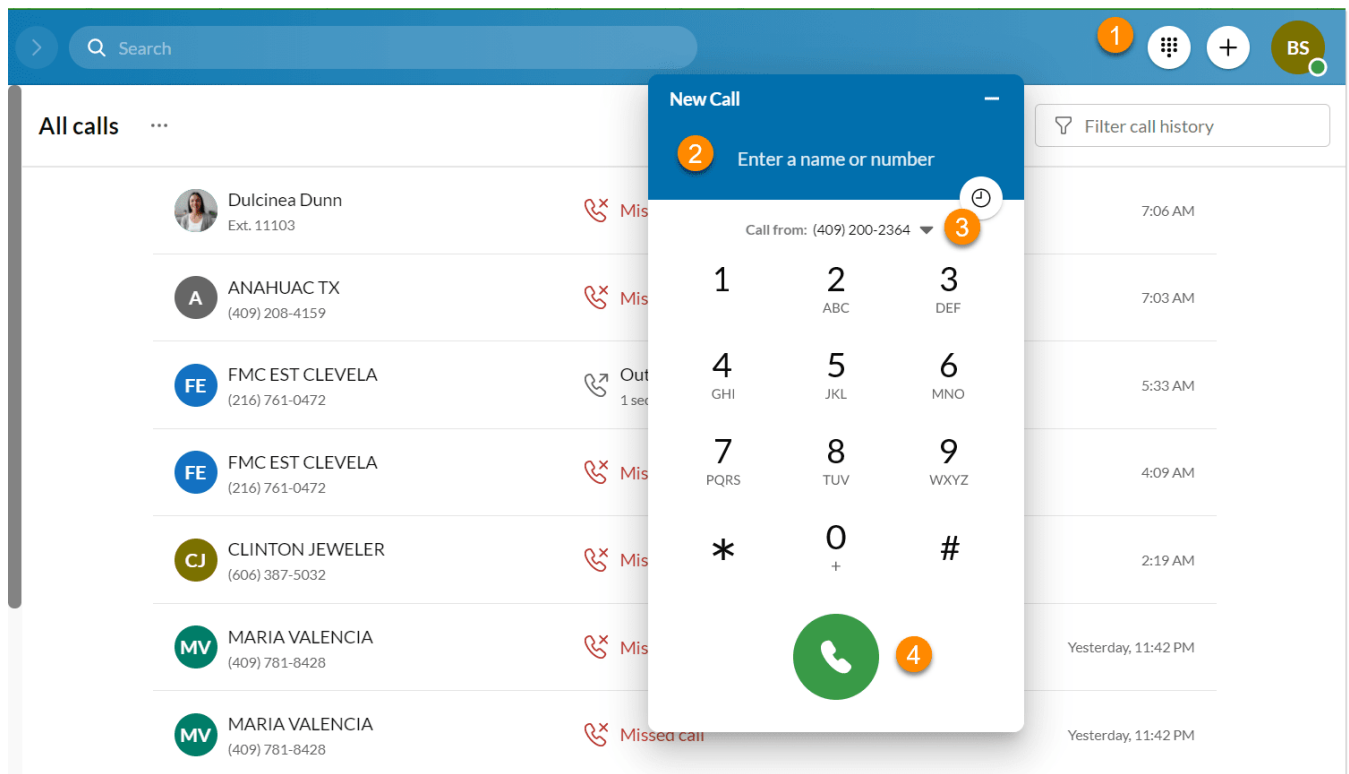
- Selecting the **Dial pad** icon at the top right
- Hovering over an entry in the **Call History** section and selecting the **Phone** button at the far right
- Clicking the **Call** phone icon anywhere within the app



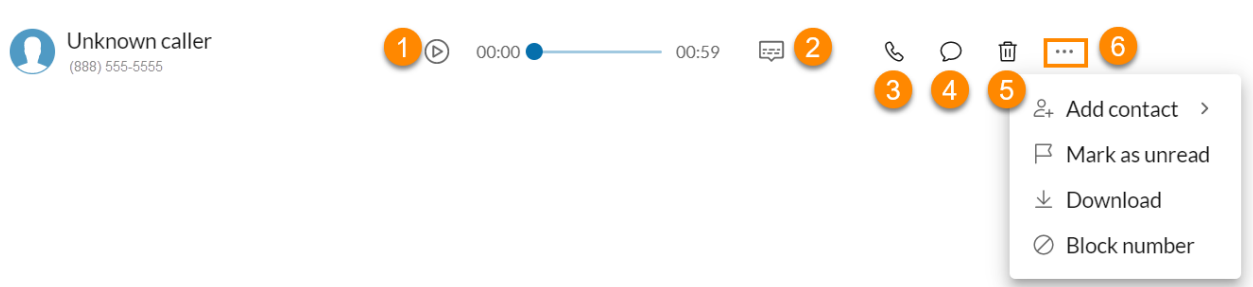
- Placing a call via the **Recent calls** clock icon in the dial pad.

Making a call using the dial pad

1. Click the **Dial pad** icon at the top right.
2. Enter the name or number of the person you'd like to call.
3. Leave the default outbound caller ID or select a new number in the **Call from** dropdown list.
4. Click the call button to start the call.



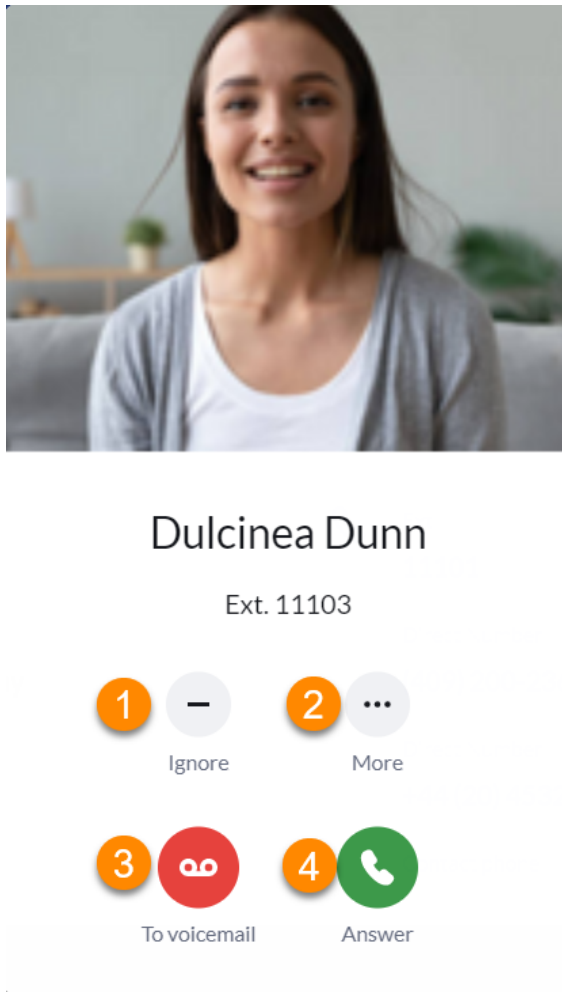
Voicemail options



1. **Play:** Listen to the voicemail.
2. **Show transcript:** Show the transcript of the voicemail (if available).
3. **Phone:** Call back the user.
4. **Text:** Send a text message.
5. **Delete:** Delete the voicemail.
6. **More:** Use *Add contact*, *Mark as read/unread*, *Download*, or *Block/Unblock number* options.



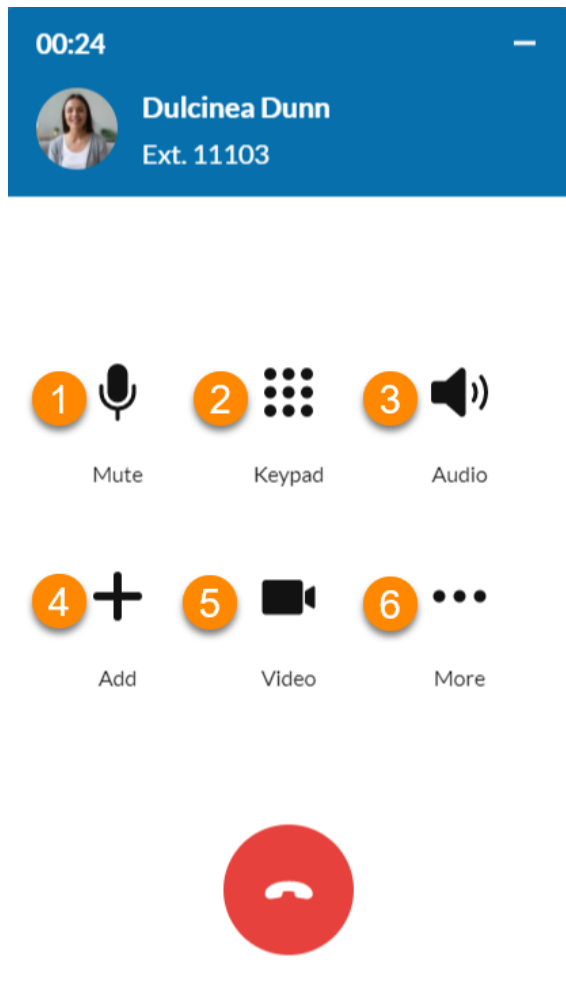
Incoming call controls



1. **Ignore:** Let the call ring until the caller hangs up or goes to voicemail.
2. **More:** Use *Forward* or *Reply* options.
3. **To voicemail:** Send the call to voicemail.
4. **Answer:** Answer the call.



Active call controls



1. **Mute/Unmute:** Mute or unmute your audio.
2. **Keypad:** Use the keypad.
3. **Audio:** Configure microphone source, speaker source, and volume.
4. **Add:** Add a new call.
5. **Video:** Switch a voice call with a RingCentral user to a video call or share screen.
6. **More:** Use the *Hold*, *Transfer*, *Record*, *Park*, or *Flip* options.

