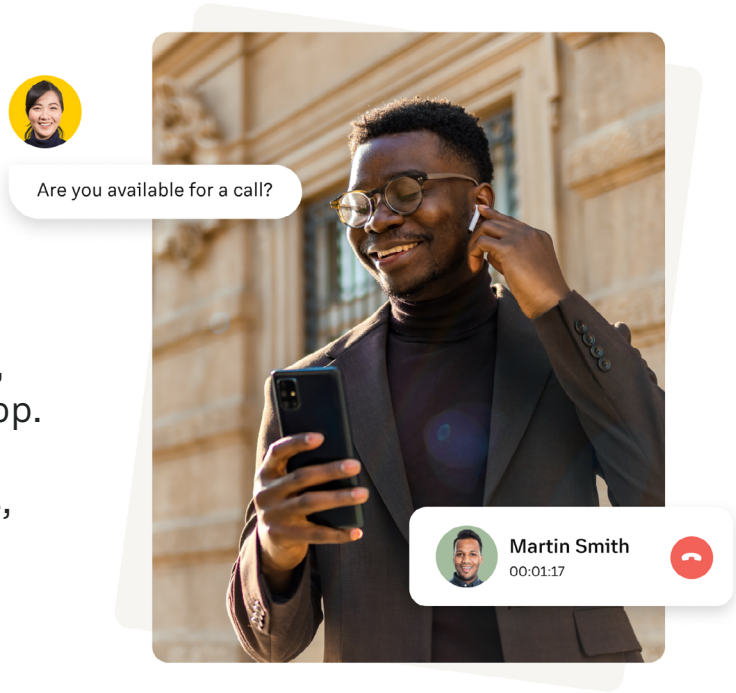
RingCentral

RingCentral MVP™ Core

Enterprise-grade cloud phone system, HD video, chat, SMS, and fax in one app.

Scale to thousands of users, locations, departments and more in a single management console – packed with storage and analytics.



Powerful Phone

RingCentral provides a complete cloud-based VoIP phone system with local numbers, unlimited domestic calling, multiple extensions, call delegation, call screening, IVR, visual voicemail and more. Set up secure business lines on employees' personal devices. Move to a virtual PBX and eliminate the need for on-premise hardware and infrastructure.

SMS and Multimedia Messaging Service (MMS)

Reach business contacts and customers faster to deliver new customer experiences using SMS. Send professional texts, reminders and multimedia messages to colleagues, clients, and departments on a robust business SMS platform. Send 1:1 or group text messages from your business phone number(s).

Hybrid & Mobile

Gain flexibility and maximize productivity wherever you go. The RingCentral unified app for desktop, web and mobile devices provides access to your business phone number(s), phone, video, messaging and more. Move calls from your deskphone to softphone or change calls to video with a simple switch.

Streamlined Workflows

Integrate phone capabilities into your favorite apps like Google, Microsoft, and more. Choose from 330+ existing integrations or connect your unique custom apps to our 500+ open APIs, SDKs, widgets, and more. RingCentral for Microsoft Teams gives users access to our next-gen embedded app for a seamless experience.

World-class Security and Reliability

Enterprise-grade security and fully redundant global network ensures 99.999% service uptime, reliability and availability. Rigorous security and data best-practices, operational excellence and seven layers of security protect your data and communications. Connect with your SSO to use your company credentials to gain seamless access to your RingCentral account.

Reports & Analytics for Administrators

Simplify system management, improve adoption & usage and be proactive to ensure user satisfaction. QoS analytics provides real-time information on the global health of phone and video to monitor and troubleshoot potential issues. Comprehensive dashboards include detailed quality data for every call & meeting.

Included features

Phone

- High-definition (HD) voice; AI-noise cancellation
- Unlimited local calling within the US/Canada
- Extension-to-extension dialing
- International calling
- International calling credit bundles
- Toll-free minutes: **100**
- Inbound caller ID number
- Outbound caller ID number
- Presence across all devices
- Corporate Directory
- Dial-by-name directory
- Autodial (Ringdown)
- 3 way calling
- 99.999% Uptime, <6 mins of annual downtime
- Auto-receptionist
- Advanced call handling: mute/unmute, transfer, record, forward, park (private or public)
- Custom answering & call routing rules
- Music and messages on hold
- Call flip (flip devices in 1 click)
- Call switch (switch calling to video in 1 click)
- Call park
- Call forwarding
- Call delegation
- Call from computer (softphone)
- Shared lines and voicemail
- Answering rules
- Click to dial
- Reply to phone call with automated voice message
- Forward all calls with 1 click
- Enhanced call forwarding, user call handling enhancements
- RingMe® click-to-call me
- RingOut® click-to-call out
- Visual voicemail – Voicemail transcriptions, voicemail to email

- Forward voicemails, calls, etc.
- Emergency calling (E911)
- AI powered Robocall protection
- Advanced call screening and blocking (user level)
- Standalone call window (on desktop)
- Call recording; On-demand
- Incoming Caller ID Name (CNAM)
- End-to-end encryption for phone calls (beta)
- Phone rental options: desk & conference phones
- Push To Talk / walkie talkie (beta) Add-on
- Receptionist and admin console - head-up display (HUD)
- Intercom announcements and paging

Audio conferencing

- Unlimited audio conferences with up to 1,000 attendees per conference
- Own unique bridge number and access codes
- Invite international participants with local dial-in numbers in 50+ countries
- Send instant invitations via email or text
- Reset host and participant access codes
- Premium audio conference numbers

Business SMS

- SMS integrated with unified inbox and business phone number for calling
- Business SMS allocations: **25 /user/month**
- Group SMS
- Bulk SMS - send the same text to 100 recipients, or less, in separate messages.
- Carrier compliant and optimized for deliverability – meets new Carrier requirements and reduces risk of fines
- Messages sync instantly across mobile and desktop apps
- Send more than plain text – send MMS, emojis, attachments and more
- Group MMS
- Business MMS

Call queues

- Call Queues & Hunt Groups
- Bridge call appearance (BCA) delegated lines
- Directed call pickup

Video

- HD audio and video
- Maximum meeting participants: **100**
- Video recording cloud storage: **Unlimited**
- Video recording retention period: **1 year**
- Dynamic end-to-end encryption
- Screen and application sharing
- Advanced annotation features
- Active speaker spotlight
- Intuitive host and attendee controls
- Public and private in-meeting chat
- Personal meeting IDs and names
- Ability to lock meetings
- Meeting passwords
- Test mic and speaker settings
- Send instant invitation via email or text
- Switch meeting across devices (mobile, desktop, Rooms)
- Web client (no downloads required)
- Intelligent echo and background noise cancellation
- Meetings log and history
- Audio options: VOIP, PSTN, Call-Me
- Microsoft Outlook® and Google Workspace Plugin
- Waiting room
- Virtual background

- Presentation modes
- Closed captions
- Collaborative notes
- Live transcription
- Team huddle
- Breakout rooms
- Meeting insights & summaries
- Collaborative whiteboard
- Remote desktop control
- In-meeting participant reactions
- Auto-follow camera setting
- Share camera view from a mobile device
- Share from Google Drive on a mobile device
- Add-on available for RingCentral Rooms Connector for existing third-party SIP-based hardware
- Add-on available for Large video meetings

Rooms (add-on)

- Add–on Rooms option for meeting spaces
- End to End Encryption support for meetings
- One tap to join meetings
- Wirelessly join from desktop or mobile
- 720 HD video & audio
- Rooms analytics
- Easy activation code room sign in
- 3rd party meetings with Zoom and Webex
- Works with Appliance hardware, usb hardware, and PC and Mac Room Kits
- Rooms status and alerts
- Passcode protect admin settings
- Room camera control
- Prefixed camera positions
- HDMI screen share
- Calendar integrations with Office 365, Google and Exchange
- Closed Captions
- Remote software management
- Waiting room
- Mobile phone as a Rooms controller
- Voice activated control for Rooms
- Mobile device to Rooms switch
- Cross platform compatibility between host device and room tablet controller
- Rooms as a softphone system
- Add-on available for RingCentral Rooms Appliances - all-in-one video conferencing hardware solution

Webinar (add-on)

- Add-on available for Webinar option
- Maximum participants: 10,000
- Web client join (no downloads required)
- Easily record and share webinar recordings
- Virtual backgrounds for webinar host and panelists
- Presentation modes for enhanced webinar presentations
- Backstage preparation for webinar host and panelists
- Spotlight on webinar panelists
- Quality of service analytics for webinar performance
- Ability to lock meetings
- Waiting room
- Q&A interaction
- Polling
- Join as panelist from desktop app, mobile app, RingCentral Rooms
- Customizable branding on registration forms (beta)
- Customize content on registration forms (beta)
- Automated emails before and after webinar (beta)
- Social sharing links on registration form with tracking (beta)
- Marketing integration: Marketo (beta)

Messaging & Team collaboration

- Chat with internal and external contacts
- Integrated messaging with telephony calling, SMS and video conferencing
- Unlimited posts
- Integrated with company directory
- Unlimited guest users
- Presence status
- Document/file sharing
- Search across groups, messages, files
- Calendar integration
- Event creation and management
- Task creation and management
- In-app document previews
- Team administration controls
- Advanced account-level administration controls
- Shortcuts for frequently used features: quick actions, app navigation, text formatting
- Dark theme
- Emoji reactions
- Personal folders
- Customizable tabs
- Forward posts between conversations
- Embedded apps in team messaging (RingCentral Add-Ins)
- @ mentions for individuals and teams
- Post an email as a message
- Unified app access (desktop, mobile, browser-based)
- Create a team based on a scheduled Video meeting with Team Connect
- In-app Resource Center for onboarding, feature discovery, help, support and feedback
- Mobile apps for iOS and Android

Analytics

- Call logs
- Real-time quality-of-service analytics and alerts
- Add-on for Live Reports for real-time call queue management

Integrations

- RingCentral for Google Workspace and Google Chrome
- RingCentral for Microsoft Teams
- RingCentral for Microsoft Outlook
- RingCentral for Office 365
- RingCentral for Slack

Security and Compliance

- 7 layers of enterprise-grade security
- Single Sign-On (SSO support)
- Alphanumeric password
- Session timer
- Authorized apps manager
- Endpoint management via RingCentral for Microsoft Intune
- eDiscovery and legal hold
- Data loss protection
- TLS encryption/SRTP secure voice
- ISO 27001, 27017-18 and 22301 certified
- SOC 2 & SOC 3 compliant
- HITRUST certified
- UK Cyber Essentials Plus certified
- BSI C5 certified
- PCI-compliant (MVP, RingCentral Contact Center)
- GDPR compliant
- STIR/SHAKEN compliance
- RAY BAUMs Act and Kari's Law Compliance
- Business Associate Agreement for HIPAA regulated customers

APIs

- Developer platform, custom integrations, access to APIs
- Voice APIs
- Active Call Control API
- WebRTC E911 API
- Team Messaging APIs
- Video APIs
- Fax APIs
- System Config APIs
- Data APIs

Administration

- Advanced business phone system (cloud PBX)
- Customizable greetings
- Multi-level auto attendant and IVR
- Number porting
- Live call monitoring
- Role based access controls and permissions
- Bulk uploading of new users (2500 at a time)
- Mobile onboarding for mobile-only users
- Zero touch provisioning on select deskphones devices
- Web-based user and admin portals
- Company setup, add new users on mobile
- Free, instant software upgrades/updates
- Call management and phone system administration
- Multiple account management
- Data retention
- Audit Trail
- Compliance exports
- RingCentral service status site
- Templates for bulk uploads
- Accessibility features
- Set primary number across multiple endpoints
- Bring your own devices (BYOD) on select deskphones and headsets
- 24/7 support
- Professional implementation
- Integrated telephony for Microsoft Teams
- Include non-Phone (Video Pro/Pro+) users in account
- Single Sign-On (SSO support)
- Okta AD integration
- Azure AD integration

Global Solutions

- Local PSTN in 45+ countries
- Local and toll free numbers in 105+ countries
- 18 languages (on desktop, mobile, and browser)
- 1,000 Regional Calling Minutes
- Emergency services in Global MVP countries
- Self-service global number ordering
- BYOC available in 56+ countries

Note: All information above is subject to change. For more details, please contact your RingCentral Account Executive. Terms and conditions apply.

Meeting global standards for security and privacy

Our third-party attestations, certifications and adherence to global laws and compliance regulations speak to our commitment to data security. RingCentral is built on a secure cloud platform with a robust portfolio of security and compliance certifications, as well as compliance with global regulations, including:

- SOC 2 attestation
- SOC 3 attestation
- ISO 27001 and ISO 27017-18 certifications
- STIR/SHAKEN (Spam blocking)
- HITRUST certificate
- HIPAA attestation of compliance
- GDPR
- PCI-certified merchant
- PIPEDA
- FINRA

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

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

RingCentral

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