

RingCentral Mobile app

Getting started guide

V23.1



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Introduction

The RingCentral app's intuitive and unified user interface allows you to seamlessly transition between phone calls, video meetings, and team chat without losing track of what you're working on. Less toggling between communications applications and solutions means your projects move forward, your teams stay connected, and your productivity increases.

The RingCentral app is available on three platforms: web, desktop, and mobile (Android and iOS). This availability makes it easy to switch between devices and take or make calls, check voicemail messages, and connect and collaborate with teams wherever you are, whether that's at work, home, or on the go.

Requirements

Operating systems

- Android Marshmallow (version 6.0) and later
- iOS 12.0 and later

NOTE: Since the RingCentral app mobile is updated regularly, it is best to check these app pages for the most up-to-date information:

- Google Play: <https://play.google.com/store/apps/details?id=com.glip.mobile>
- App Store: <https://itunes.apple.com/us/app/ringcentral/id715886894?mt=8>

RingCentral app components

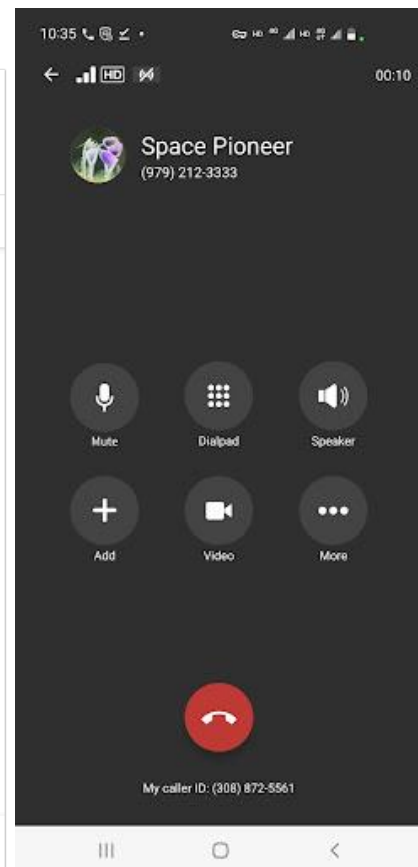
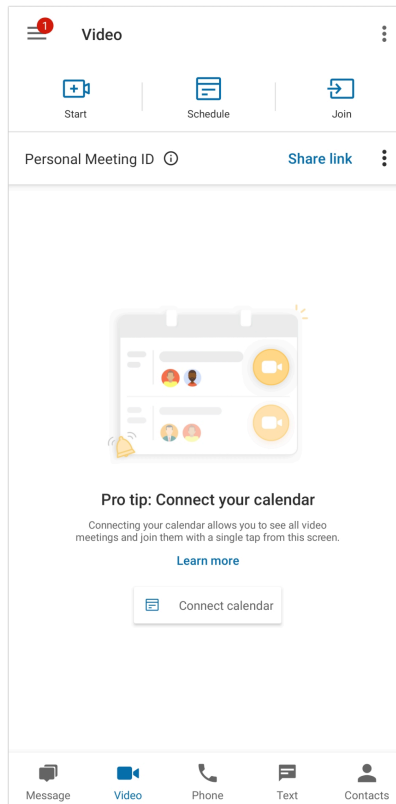
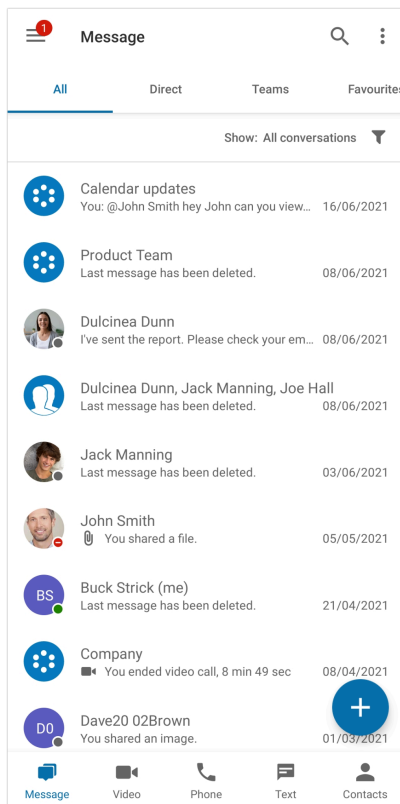
The seamless transition between calls, meetings, and chat is made easy by the bottom menu bar, which you can use to navigate between the following main RingCentral app components: Message, Video, and Phone.

In addition, you can customize the bottom menu bar and choose what other features to appear such as Text, Fax, Contacts, Tasks, Team events, and Resource Center.

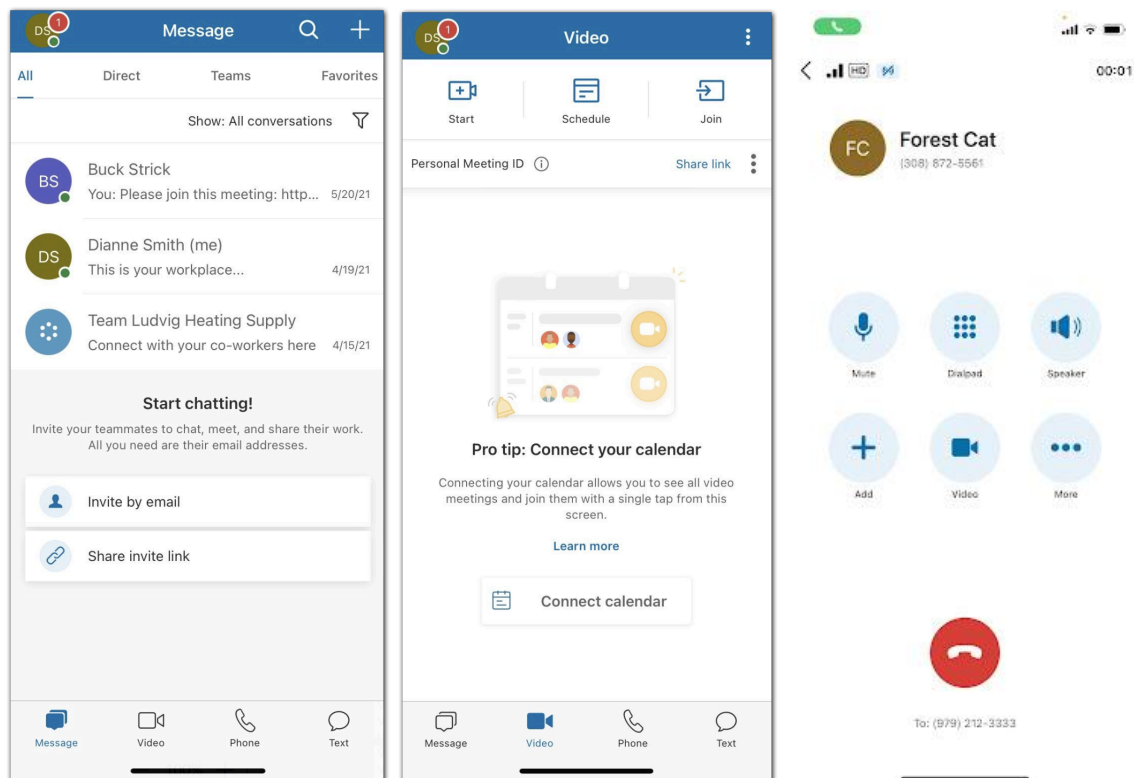
To know more about what features are available for you according to your RingCentral plan, visit the following:

- [RingCentral RingEX](#)
- [RingCentral Video Pro/ RingCentral Video Pro+](#)

RingCentral mobile app for Android



RingCentral mobile app for iOS



Message

The Message menu option allows you to work and collaborate seamlessly with other people in your company, no matter where you are. The ability to communicate with others, either one-on-one or in a team environment, allows you to better streamline your workflow with fewer meetings, quicker decisions, and more productivity.

Using the Message menu option, you can communicate with anyone, be that someone on your team or someone you need to bring in from outside your company. The RingCentral app lets you invite guest users for free to collaborate with them on a particular project or topic.

With the RingCentral app, you can use the Message option to do the following:

- Create teams for specific projects, topics, or departments.
- Share links and files with no size limits.
- Add GIFs and code snippets.
- Create tasks for yourself or others to complete.
- Invite and communicate with guest users.
- Share any important events to keep your team members informed of your activity.

Video

With the Video menu option, you can increase customer engagement and improve team collaboration by using integrated online meetings. RingCentral app meetings broadcast in HD quality to your computer or mobile device.

With the RingCentral app's Video feature, you can:

- Begin, join, or schedule online meetings directly within the app. Joining a meeting is made easier to join audio either through your computer or by dialing in using domestic and global numbers.
- Share your screen during a meeting, record the meeting for later review, and use the chat feature to chat with other meeting attendees.
- Broadcast meetings in HD quality to 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 and global numbers
- Integrate your Outlook, Google, Exchange, or phone calendar with the RingCentral app so you can join and manage your meetings without ever having to leave the app.

Phone

You can use the Phone menu option to make or take calls at any time. Using Cloud PBX with enterprise-grade reliability and quality, RingCentral provides advanced calling capabilities globally, with service in over 100 countries.

With the RingCentral app's reliable and high-quality phone service, you can:

- Make calls with your carrier minutes, Wi-Fi, or cellular data without ever dropping a call. Your data is also kept available and secure through RingCentral's highly encrypted and redundant data networks.
- Provide a single number for HD VoIP calling, SMS/MMS, and online fax.
- Review missed calls.
- Listen to voicemails.
- Send and receive faxes.
- Send and receive individual and group text messages.
- Access advanced call controls such as Call Flip, Switch, Transfer, and Park.

Getting started

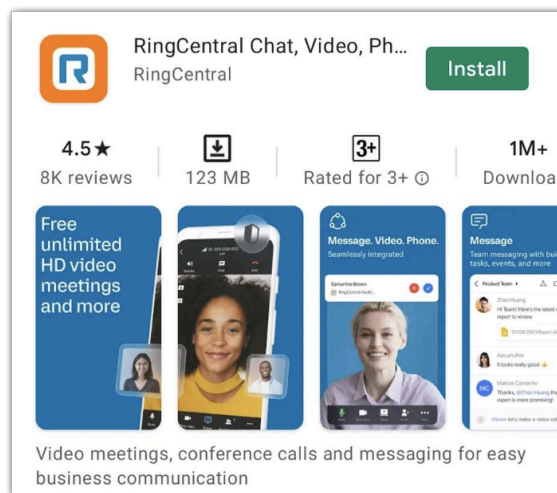
The first step to getting started is downloading the app on your iOS or Android mobile device.

Downloading and installing the app on your mobile device

To install the RingCentral app on your Android or iOS mobile device, follow the steps below.

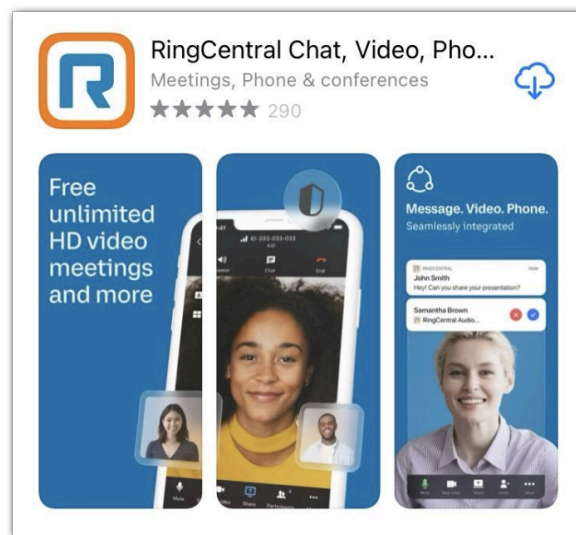
For Android:

1. Open the Google Play Store.
2. Search for the RingCentral app or navigate to [this link](#).
3. Tap **Install** to begin installing the app.



For iOS:

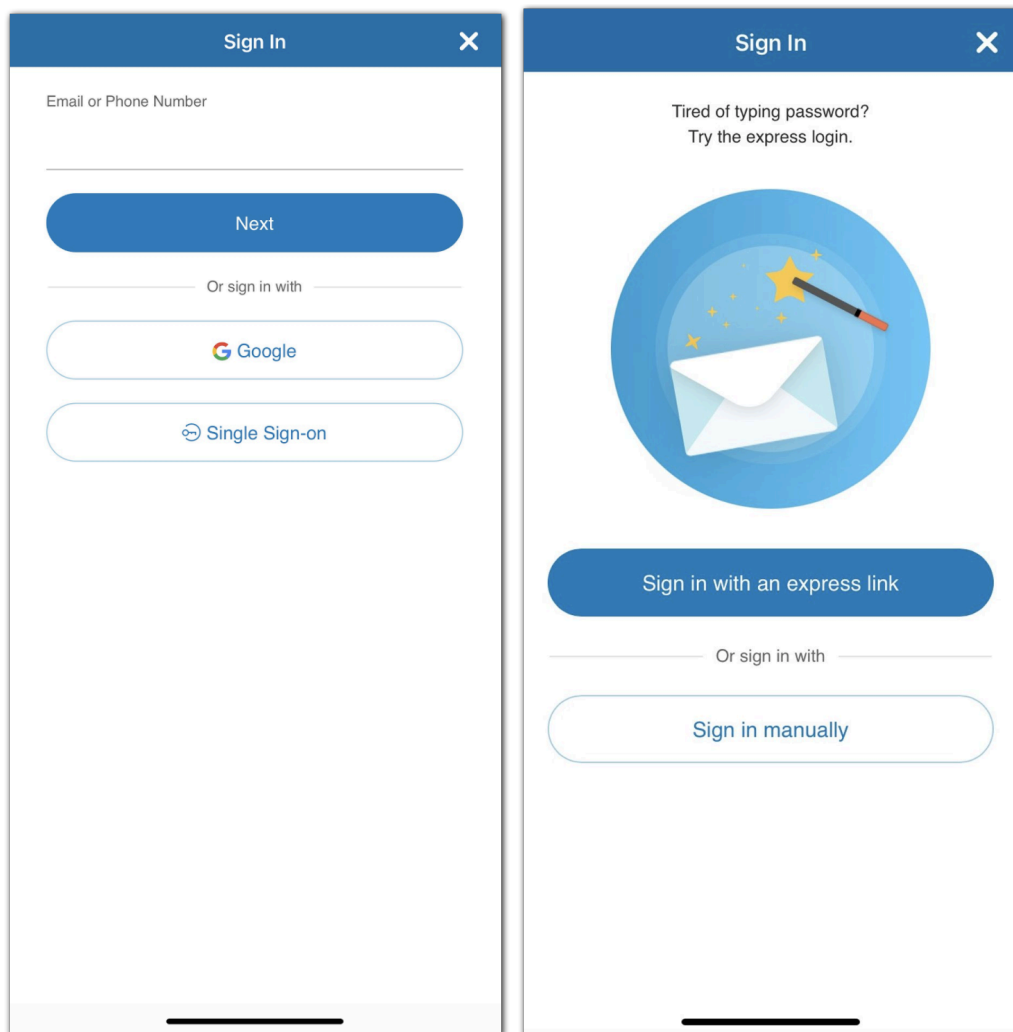
1. Open the App Store.
2. Search for the RingCentral app or navigate to [this link](#).
3. Tap the downward arrow to begin installing the app.



Logging in to the RingCentral app

Once you've downloaded and installed the RingCentral app, you can begin using it by logging in. There are several methods to logging in, and you may choose to log in either on the RingCentral desktop app, your web browser, or your mobile device.

1. Launch the RingCentral mobile app.
2. Tap the **Sign-in** button.
3. Select your preferred sign-in method from the login page. Options include signing in using
 - a. the RingCentral sign-in form,
 - b. Google,
 - c. Single Sign-on,
 - d. or an express link.



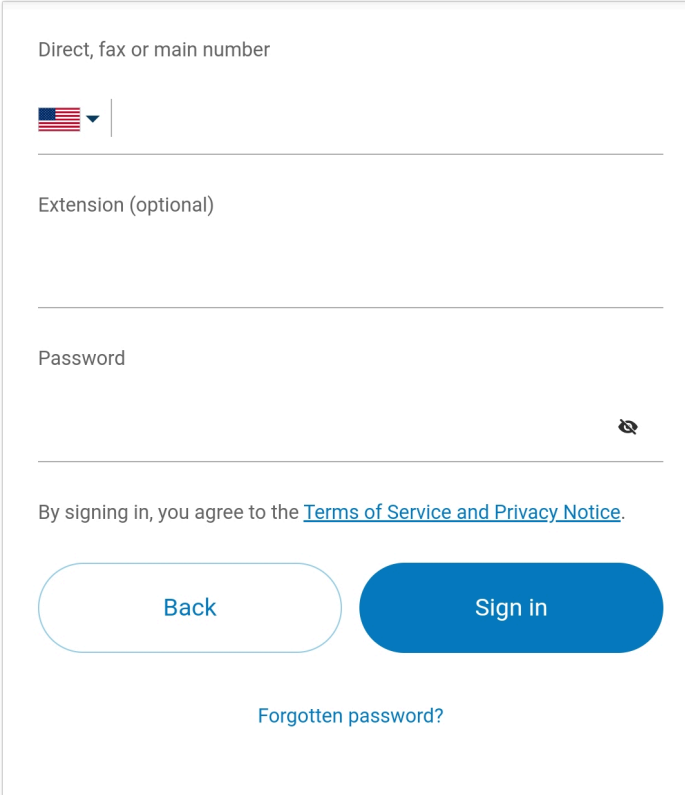
Logging in using your preferred login method

Your login options include:


- RingCentral login form: Use this login method to sign in using your RingCentral credentials.
- Google: Use this login method to sign in using your Google account credentials.
- Single Sign-on: If Single Sign-on has been enabled for your account, use this login method to sign in using your Single Sign-on credentials.
- Express link: Receive an email to perform a one-click express login.

Logging in using the RingCentral login form


1. Enter your RingCentral email or phone number.
2. Select the **Next** button.
3. If you logged in using your phone number, enter your extension number in the **Extension (optional)** field. Note: You may need to specify your extension if you are using the main company number to log in to your account.

The image shows a login form for RingCentral. It has three input fields: 'Direct, fax or main number' with a country code dropdown (showing US), 'Extension (optional)', and 'Password' with a toggle icon. Below the fields is a line of text: 'By signing in, you agree to the [Terms of Service and Privacy Notice](#).' At the bottom are two buttons: 'Back' and 'Sign in'. Below the buttons is a link: 'Forgotten password?'

Direct, fax or main number

 |

Extension (optional)

Password 

By signing in, you agree to the [Terms of Service and Privacy Notice](#).

[Back](#) [Sign in](#)

[Forgotten password?](#)

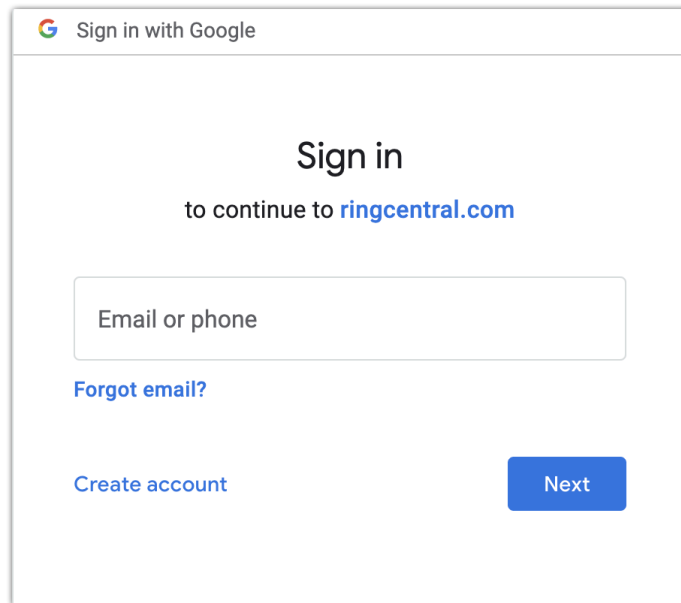
4. Enter your password.
5. Tap **Sign in**.

Logging in using your Google account

If you have logged in before using your Google account credentials, select your Google account from the login page to log in automatically.

If this is your first time logging in:

1. Enter your Google email address or phone number.

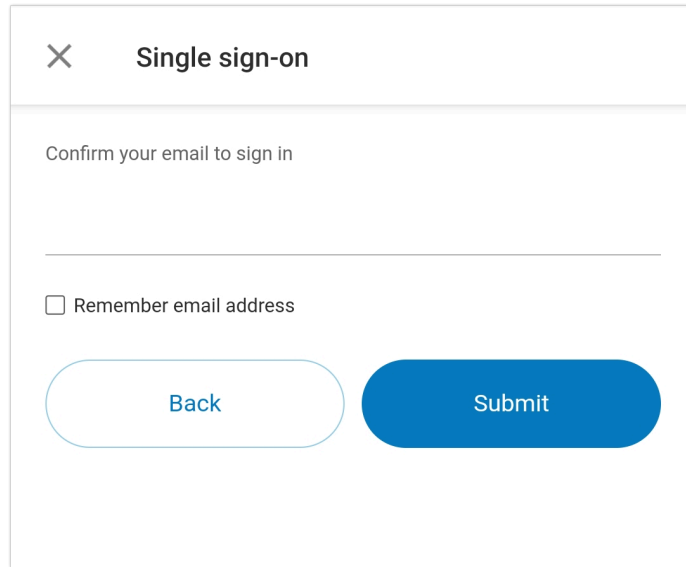
A screenshot of the Google sign-in interface. At the top, it says "Sign in with Google" with the Google logo. Below that, it says "Sign in to continue to ringcentral.com". There is a text input field labeled "Email or phone". Below the input field, there is a link "Forgot email?". At the bottom left, there is a link "Create account". At the bottom right, there is a blue button labeled "Next".

2. Click the **Next** button.
3. Enter your password.
4. Click **Next** to navigate to a page requesting access to your Google account.
5. Click **Allow** to sign in.

Note: If your Google account has been provisioned with Google G Suite, you may be redirected to the Google G Suite login page. Enter your login credentials, and then click **Sign In**. Visit **[Enable Google Cloud Directory in the RingCentral Online Account](#)** to learn more.

Logging in using Single Sign-on

1. Click the **Single Sign-on** button.

A screenshot of a 'Single sign-on' dialog box. At the top left is a close button (X). The title 'Single sign-on' is at the top center. Below the title is a text input field with the placeholder text 'Confirm your email to sign in'. Underneath the input field is a checkbox labeled 'Remember email address'. At the bottom are two buttons: a light blue 'Back' button and a dark blue 'Submit' button.

×

Single sign-on

Confirm your email to sign in

☐ Remember email address

Back Submit

2. Enter your email to confirm your identity.
3. Tap **Submit** to redirect to the RingCentral Single Sign-on page.
4. Enter your **Username** and **Password**.
5. Tap **Sign in**.

Navigating the RingCentral app for mobile

There are several main navigation features you'll need to know to get started on the RingCentral mobile app using an iOS or Android device.

Navigating the RingCentral mobile app for iOS and Android

The RingCentral app for mobile is divided into several sections: the top header bar, the center section, and the bottom menu bar.

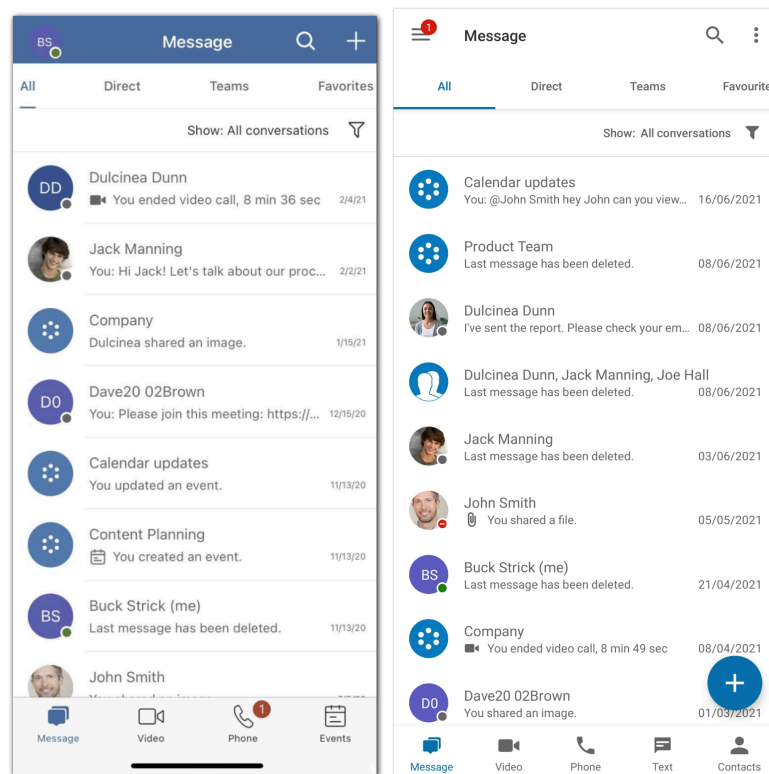
Please note that each of these sections may differ depending on which part of the app you're in.

Top header bar

The top header bar contains features such as your profile menu, a search bar, settings, and a quick actions button, although this may depend on where you are in the app.

For example, when you're in the **Message** menu, the top header bar contains the following from left to right:

- Main menu (profile photo for iOS or three stacked lines for Android at top left)
- A search bar for your messages
- A plus icon, which acts as a shortcut to create a new message, invite contacts, and create a team conversation. On Android, this plus icon appears at bottom right.



The search bar also allows you to find app settings and edit them. Type in the name of the setting and select it from the search results dropdown.

Main menu

You can access the **Main** menu by tapping your profile photo (iOS) or the three-stacked lines (Android) at the top left. This menu contains the following options, from top to bottom:

- **Profile:** View your name, RingCentral phone number, and profile picture. Tap your profile picture to view your full profile information. From your full profile, tap the **Edit** icon on your profile picture to view a full-size image of your profile picture, take a new one, or select one from your mobile phone's gallery.
- **Presence:** Keep coworkers updated on your availability by tapping your current presence indicator and selecting *Available*, *Do not disturb*, or *Invisible*.
- **Status:** Share your status with coworkers by tapping **Set a status message** then selecting from options like *Out of office*, *Out sick*, or *Working remotely*—or enter a custom status. To make changes to your status, tap your current status.
- **Call forwarding:** Forward all calls received through the RingCentral app by tapping **Forward all calls**. Once turned on, you can select where to have calls forwarded, specify start and end dates, and record a voicemail greeting or announcement.
- **Settings:** Manage your RingCentral app settings by tapping any of the options shown. From here, you can manage your notification, message, video, phone, meeting, and privacy settings as well as preferences for your connected accounts, the appearance of the app, and more.
- **Help center:** Access a variety of tools to help you learn about and get the most out of the app. Tools include step-by-step help articles, instructional videos, live chat with support agents, descriptions of current and new features, and information about the app, including terms and policies. You can also report issues and share ideas and feedback.

Bottom menu bar

Your main navigation in the mobile app is located at the bottom of the app, called the bottom menu bar. You can fully customize what appears in this menu bar via the **Customize tabs** menu.

You can navigate between the following features in the bottom menu bar:

- **Message:** Send and receive messages, create and collaborate in teams, share files, and create tasks.
- **Video:** Start, schedule, and join meetings, manage recordings, and view recent meetings.
- **Phone:** Make and receive phone calls, manage your call history, and listen to your voicemails.
- **Text:** View and send SMS/text messages.
- **Team events:** View a calendar of team events from all your active conversations.
- **Tasks:** Create, view, and manage your tasks from all your active conversations.
- **Contacts:** Add, view, and manage all your company contacts, including administrators, company users, and guest users. You can also create, view, and manage teams via this interface.

Note: You can also add your personal contacts from your Microsoft and Google accounts. For more Information, view **Configuring contacts settings in RingCentral mobile app**.

- **Resource Center:** Discover features, get help, and provide feedback.
- **Fax:** View and send fax messages.

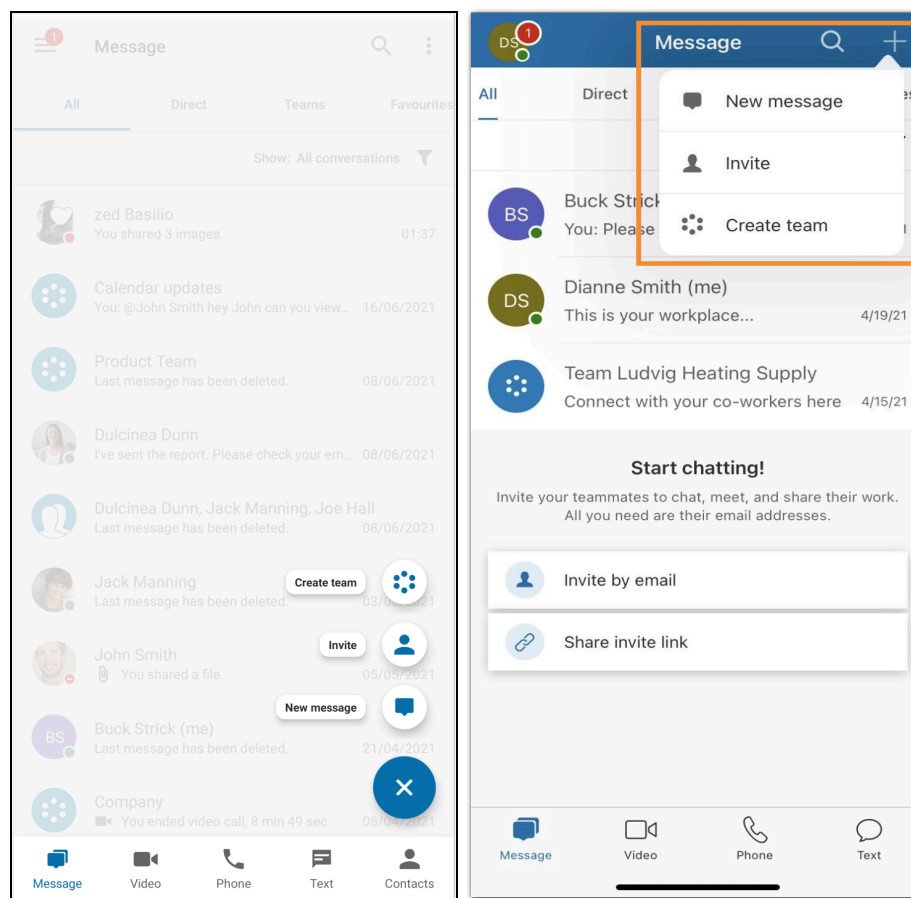
Center section

The center section is the primary part of the app where you will spend most of your time, and it will differ depending on where you are within the app. For example, while in Message, the center section will contain your list of conversations. When you tap on a chat, this center section becomes the message thread.

New actions

Selecting the new actions button reveals a dropdown menu of actions you can perform associated with that menu. These actions may differ depending on where you are in the app.

For example, in Android, selecting the new actions button at the bottom right in the Messages menu allows you to create a team, invite a user, or create a new message. In iOS, the new actions button is at the top right.



Using the Resource Center

The Resource center is available for users to discover features, try beta features, get information, and provide feedback. With the Resource center, you can:

- Discover recommended features, beta features, and new updates in the RingCentral mobile app.
- Chat with support, access help articles, report an issue, share ideas, and rate the app.
- Access app information such as app version, terms of service, software license, and more.

Accessing the Resource center

Depending on how you customized the Resources menu, there are two ways to access this:

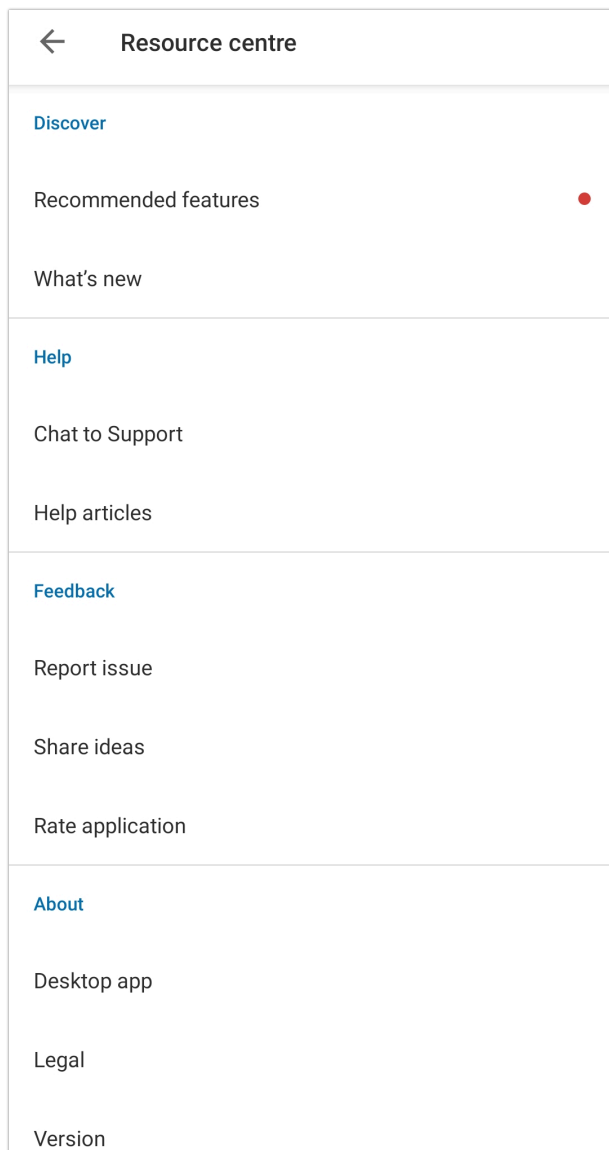
- Tap your profile picture (iOs) or main menu (Android) > Resource center
- Tap Resources at the bottom menu bar if you have customized your tabs

Note: To learn how to customize your tabs, visit [Customizing tabs in the RingCentral mobile app](#).

Resource center features

You can navigate between these features in the Resource center:

- Discover: Discover recommended features and what's new in the RingCentral app.
- Help: Chat with support and access help articles.
- Feedback: Share your feedback on the RingCentral app.
- About: Download the desktop app, read legal aspects, and view the version of the app.



Discover

- **Recommended features:** Learn about the recommended features and beta features you can try within the mobile app. A red dot will display if there's a new feature added, and a banner will display if there's a new beta feature available for you.
- **What's New?:** Discover and try out new updates or features in the mobile app. You can also view previous releases.

Help

- **[Chat to Support:](#)** Tap to chat with AI-powered chatbots.
- **Help articles:** Access help articles by tapping one of the available topics.
- **Siri & CarPlay command guide (iOS only):** Access a list of commands to send messages or start audio calls using Siri.

Feedback

- Report issue: Report an issue via the default email app installed on your phone.
- Share ideas: Suggest feature ideas via the RingCentral App Feedback and Ideas site.
- Rate application: Rate the RingCentral app via the Google Play Store or the App Store.

About

- Desktop app: Download the RingCentral desktop app.
- Legal: Read the legal aspects of using the app according to the following:
 - Privacy Notice
 - Acceptable use policy
 - Emergency service policy
 - Terms of service
 - Software licenses
- Version: View app version.

Configuring themes

You can choose the system default, light, or [dark theme display](#) in the RingCentral mobile app.

1. Tap the **Main** menu (your profile photo at top left).
2. Tap **Themes**.
3. Select **System default**, **Light** or **Dark**.

Searching for a user, conversation, or setting

Use the search field in the RingCentral mobile app to look for any of the following:

- Conversations (chat and text)
- Contacts
- Settings related to:
 - Message
 - Video
 - Phone notifications
 - Connected accounts
 - Themes
 - Data and storage

[Learn more about using the search field.](#)

Using RingCentral Message

Sending a message

To send a message in the RingCentral mobile app, follow these steps:

1. Navigate to **Message** via the bottom bar.
2. Tap the new actions plus button in the lower right-hand corner of the app (Android) or top right (iOS).
3. Select *New message*.
4. Enter the names or email addresses in the **To** field.
5. Tap **Next** at upper right.
6. Type the body of your message in the **Message** field.
7. Tap the rightward arrow (iOS) to send the message.

Note: Once you've sent a new message, that conversation will appear at the top of your conversations list. There are several other methods you can use to [send a message](#).

Editing a message

You can edit a message by hovering over the message and clicking the pencil icon. Once updated, an 'Edited' tag with timestamp will appear to everyone.

Forwarding a message

You can forward, post and/or send messages with attachments from one conversation to another. The forwarded message contains the original poster's name, the team name, and a quote of the original message along with any included attachments. You can forward **Text only post**, **Text + file(s) post**, and **File(s) only post**.

If the message was forwarded from a group conversation (not a team chat), the name of participants of the group conversation will not be displayed and will only contain the sender's name.

1. Select a conversation from the conversation list.
2. Tap on the message, then select the right-pointing arrow in the pop-up menu or tap the three-dot **More** icon and select *Forward* message.



3. Enter names, email addresses, teams, or groups in the **To** field, or scroll through the list of your recent conversations. When forwarding a message, you may also create a team chat instead and

forward to multiple users by tapping **Create team**.

Cancel

Forward

Send

To:

Create team

Recents

Forwarding message article

4. Tap **Send**.

Disabling third-party keyboards (iOS only)

Administrators can disable third party keyboards on iOS devices for all users in the same organization. To limit third-party keyboard use, log in to the Admin Portal. Navigate to **More > Security and Compliance > Mobile App Security**. Then uncheck the box next to *Allow typing with a third-party keyboard*.

RingCentral

Sam River | 650-555-1234

Admin Portal ▾

Help | Log Out

Home

Users

Phone System

Meetings

Messaging

Billing

More

Service Console >

Account Settings >

Security and Compliance ▾

Sign Sign-on

Two-Factor Authentication

Session Timeout

Hot Desk Session Timeout

Masked Numbers

Mobile App Security

Trusted Portal

Apps and Resources >

Security and Compliance » Mobile App Security

Configure security settings for the RingCentral mobile app.

☒ Blur screen when switching apps ⓘ

☒ Allow typing with a third-party keyboard ⓘ

Save

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Creating a team

You can create a team chat to communicate with a group of people and collaborate.

To create a team in the RingCentral mobile app, follow these steps:

1. Navigate to Message or Contacts via the bottom menu bar.
2. Tap the new actions plus button located in the lower right corner (Android) or top right (iOS).
3. Select *Create team* from the menu.
4. Provide a name for your team in the **Team name** field.
5. Choose either *Private (invite only)* or *Public (visible to any co-worker)* from the **Team type** dropdown menu.
6. Tap **Members**, then enter a list of names or email addresses in the **To** field
7. Tap **Next** at top right
8. Tap the check mark at top right to finish creating the team

Note: Once you've created a team chat, the conversation thread will appear at the top of the list under the **Teams** tab in the Message interface. There are several other methods you can use to [create a team](#).

Note: Administrators can also control the type of teams their users can create. So when a user accesses the **Create a team** feature in the mobile app, they may see certain options grayed out (example below).

12:22

Cancel Create team Next

Team name

Belmont Sync

Team type Private

Your teams have been set to Private by your company admin.

Members >

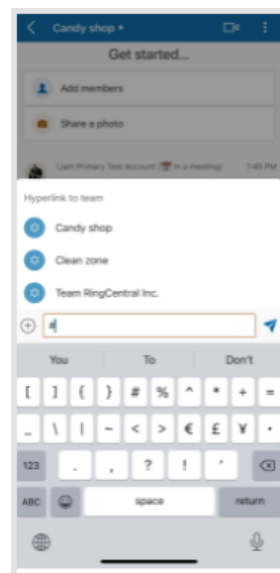
Close conversation

Leave team

Hyperlink to a team

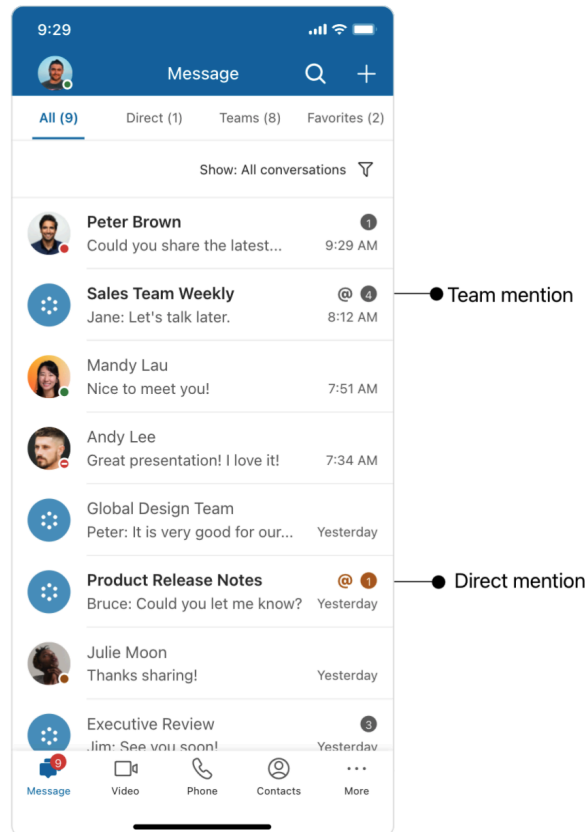
You can refer to your team in any conversations by using the @ or # sign to directly link a team or a person in a team for conversations.

1. Navigate to **Message** via the bottom menu bar.
2. Select any conversation.
3. Type # to trigger team mention, and then tap the team name. You can type in @ to trigger a pop-up to mention specific team members.
 - a. Note: If the Admin has disabled the @ Team mention, you will see a message in the dropdown notifying you.



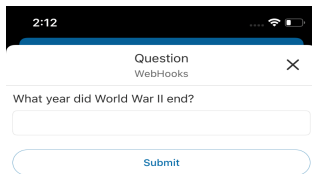
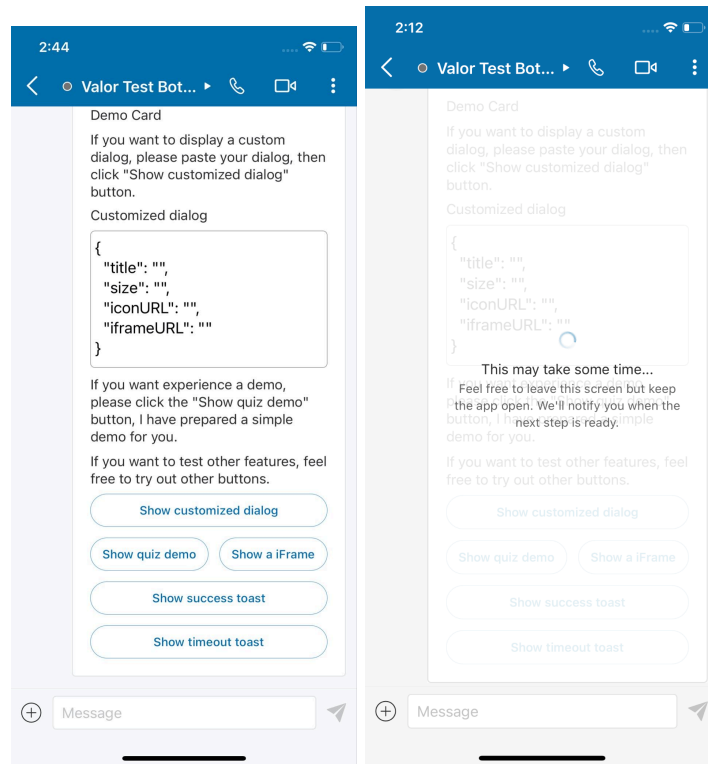
Knowing the difference between Mention types

Mention colors will differ between direct messages and teams. Team mentions will appear in gray, while direct message mentions will be in a dark orange color.



Revise dialogs

Developers can invoke a dialog/modal window and render content. To edit the content, click the card button and customize the content as needed.



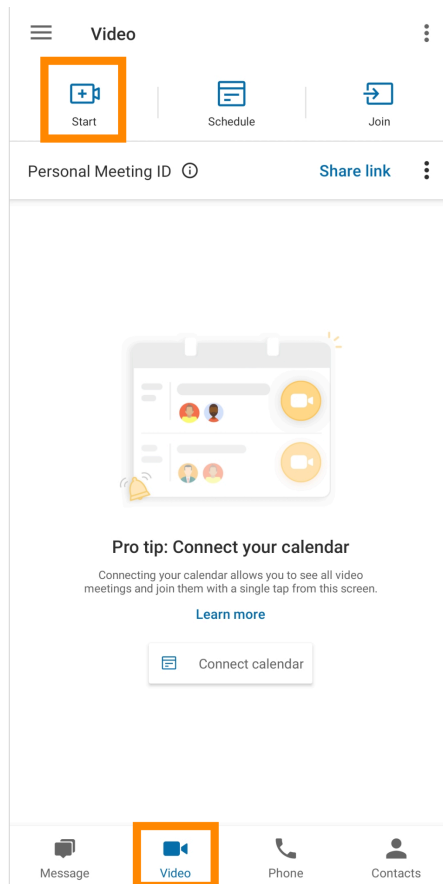
---> This will be the dialog title and app name defined by developers.

Using RingCentral Video

Starting a meeting

To start a meeting in RingCentral mobile app, follow these steps:

1. Navigate to Video via the bottom menu bar.



2. Tap the **Start** button in the upper left corner. This will start the meeting immediately.
3. You can Invite participants during the meeting by:
 - a. Tap **Participants** in the bottom bar.
 - b. Tap the **Add** icon next to **Invite people**.
 - c. You can choose to invite others via RingCentral video call, other apps, or email.

When you [start a meeting](#), you are designated the host. To learn more about host controls, visit [Using RingCentral Video host controls on mobile](#).

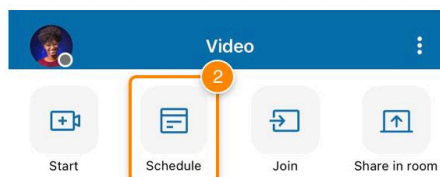
Depending on how you [configured your Video settings](#), you will have slightly different options for selecting the audio sources from which you'd like to start your meeting.

Scheduling a meeting

1. Tap **Video** in the bottom menu bar.



2. Tap **Schedule** at the top.



3. Enter your **Meeting title**.
4. Set the **Date (includes day of the week)**, **Start time**, and **End time**.
5. If you're [scheduling on behalf of someone else](#), select their name in the **Schedule for** dropdown.
6. Tap **Schedule using** to choose how you want to send your invitation. You can use a [connected calendar](#) or Schedule without calendar to share the invitation in an email or text message. Note: You can set your default option for scheduling new meetings under [Connected accounts settings](#).
7. Adjust the remaining [meeting settings](#).
8. Tap **Next** (iOS device) or the arrow button (Android) in the top right corner.
 - a. If you haven't connected a calendar or have chosen to schedule without one, your meeting is now scheduled. You can share the meeting invite on your phone by tapping Share invite.
 - b. If you've connected a calendar with the RingCentral mobile app:
 - i. Add your participants, then tap **Next** to open the default calendar you've selected.
 - ii. Adjust your meeting settings and tap the checkmark icon at the top right to schedule your meeting and send your invitation.

Enabling and scheduling meetings with end-to-end encryption

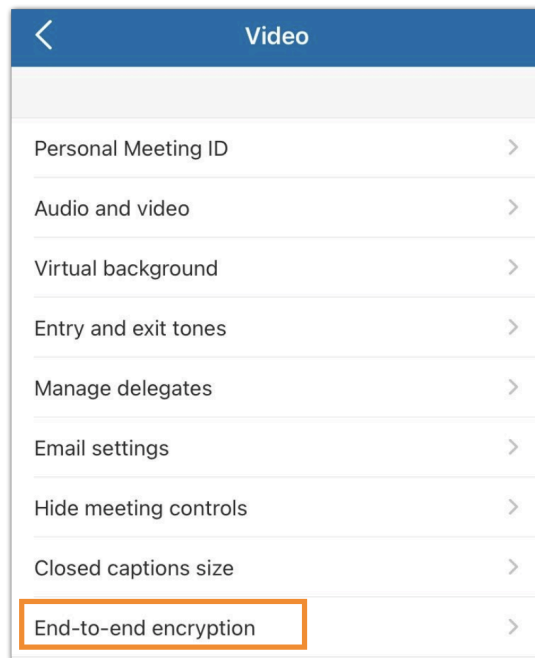
End-to-End Encryption (E2EE) is a feature that protects your video meeting content by making it accessible to participants only. With E2EE enabled, even if the RingCentral cloud is fully compromised, the attacker still can't access your data.

With the End-to-End Encryption feature of the RingCentral mobile app, you can:

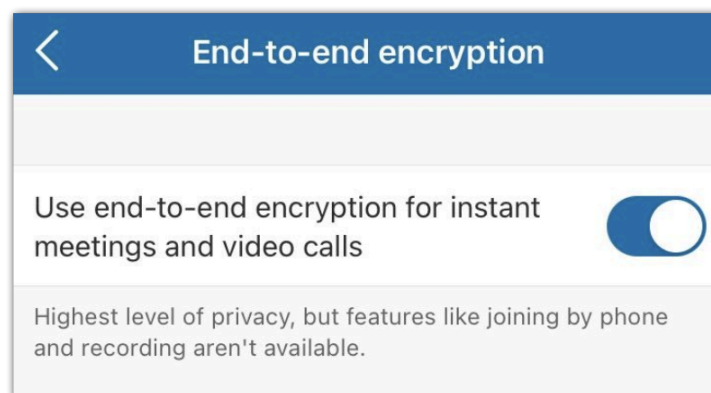
- Ensure that only your participants can access meeting content.
- Manage the confidentiality of audio, video, and chat of the meeting.
- Protect your meeting contents even from service providers.
- Enable and disable the feature at any time while in a meeting (Dynamic E2EE).
- Receive a warning when you reach the max participant limit (50).

Enabling and disabling end-to-end encryption

1. Navigate to **Video** settings in two ways:
 - a. Tap the **Main** menu (your profile photo at top left) > **Video**.
 - b. Tap **Video** at the bottom menu bar > **three-dot Menu** icon > **Video meeting settings**.
2. Tap **End-to-end encryption**.

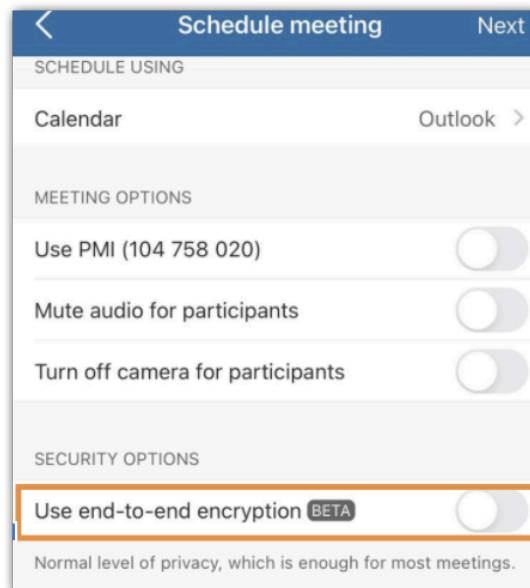


3. Toggle on/off to enable or disable end-to-end encryption.



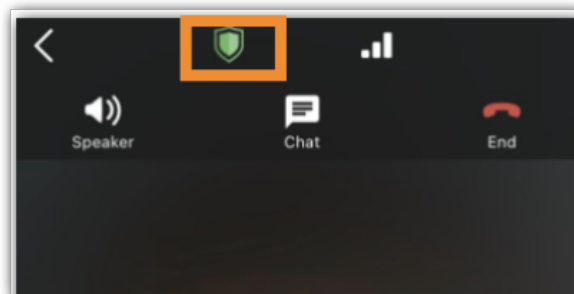
Scheduling meetings with end-to-end encryption

1. Navigate to **Video** at the bottom menu bar.
2. Tap **Schedule**.
3. Toggle on **Use end-to-end encryption**.



4. Tap **Next** for (iOS) or the right-pointing arrow at top right (Android), then add meeting participants.

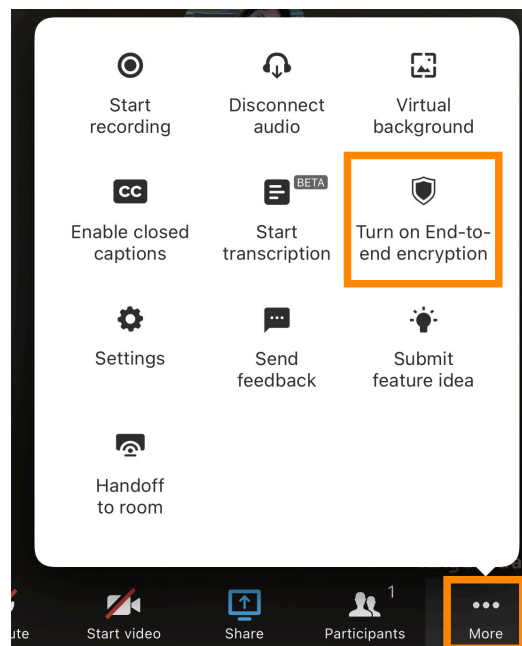
When end-to-end encryption is enabled, you will see a green shield icon at the top of the meeting screen.



Enabling and disabling E2EE while in a meeting (Dynamic E2EE)

With Dynamic E2EE, you can enable and disable end-to-end encryption multiple times during a meeting. This allows you to encrypt certain parts of the meeting and return back to a decrypted meeting at any time.

1. Tap **More** via the bottom menu bar.
2. Tap **Turn on End-to-end encryption** then tap **Turn it on** when the popup window appears.



3. You will know the meeting has end-to-end encryption when the green shield icon appears on the top of the meeting screen.
4. To disable, tap **More** > **Turn off End-to-end encryption** then tap **Turn it off** when the popup window appears.

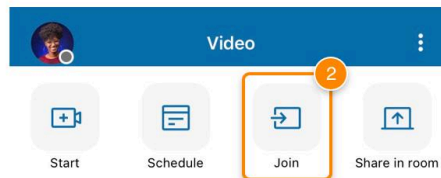
Joining a meeting

Using the Join button

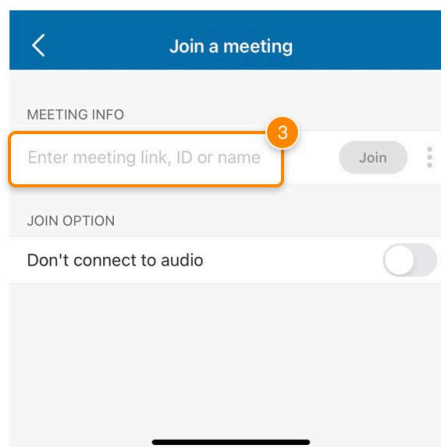
1. Tap **Video** in the bottom menu bar.



2. Tap the **Join** button at the top.



3. Enter the meeting info, or select a meeting from the dropdown.



4. Tap **Join**. Enter a password if required.
5. [Choose how you'd like to connect your audio](#)

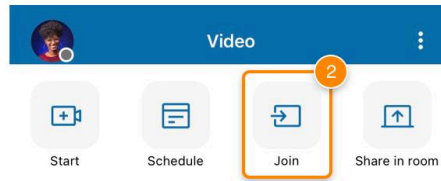
Note: Turn on **Don't connect to audio** if you don't want to connect your audio when joining the meeting. You can connect your audio anytime during the meeting.

Using only audio

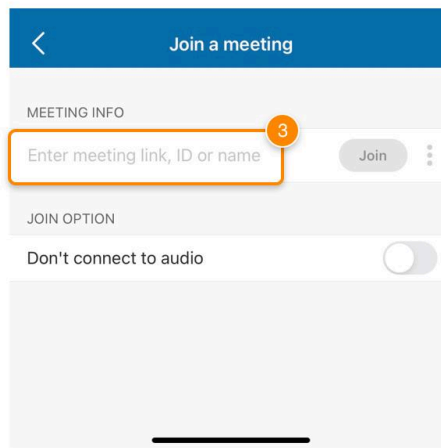
1. Tap **Video** in the bottom menu bar.



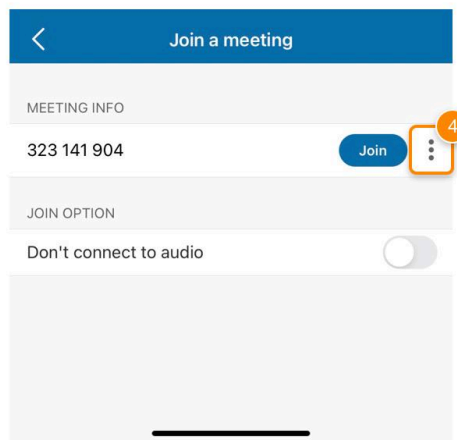
2. Tap the **Join** button at the top.



3. Enter the meeting info, or select a meeting from the dropdown.



4. Tap the **More** icon to the right of the **Join** button.



5. Select an option:
 - a. *Dial in with RingCentral:* The RingCentral mobile app will automatically dial the meeting phone number and enter the access code and participant ID. RingCentral Video meeting invitations display your premium purchased phone numbers along with the default RingCentral Video meeting numbers and dial-in options. For your premium numbers to appear in your meeting invitations, you'll need to add them using the [Admin Portal](#).
 - b. *Dial in with my phone:* Your mobile phone will automatically dial the meeting phone number and enter the access code and participant ID.

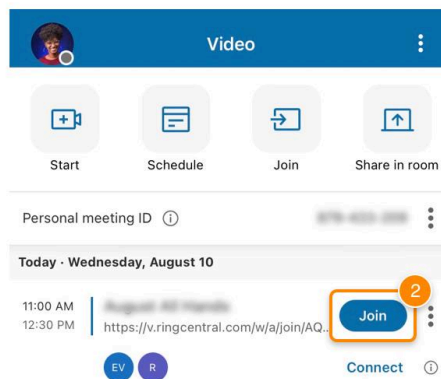
Using the meetings page

If you've [connected your calendar](#), scheduled meetings will appear in the meetings list.

1. Tap **Video** in the bottom menu bar.



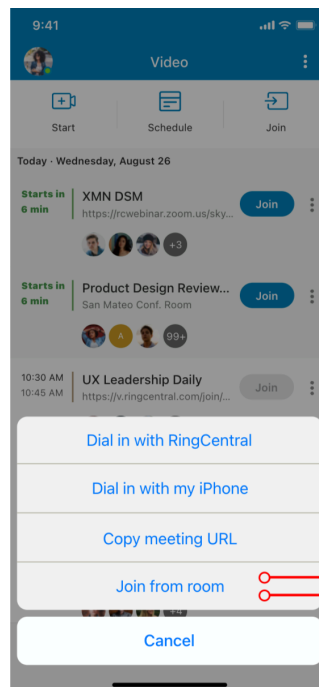
2. Tap **Join** next to the scheduled meeting.



3. [Choose how you'd like to connect your audio](#)

Using personal controller

1. Tap on the **More button** of the meeting with a SIP address in the meeting invite.
2. Tap **Join from room** to join the third party meeting using Rooms.
3. Choose a room and tap **Join**.



Inviting users to RingCentral Video

You can add three types of users in the RingCentral app:

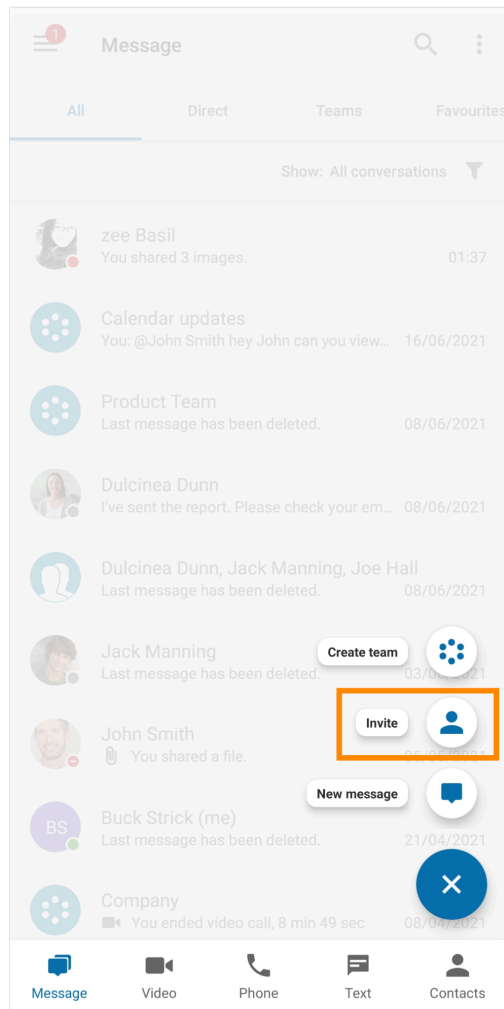
- Administrators (if you're an admin user)
- Co-workers or company contacts
- Guest users or personal contacts

Co-workers added to your RingCentral Video Pro or Pro+ account will see the same set of contacts because of your shared email domain, allowing them to start conversations with one another and join video meetings.

Note: If you have a RingCentral Video Pro+ account and you'd like to add a new user with a Video Pro+ license, an admin will also need to assign that license to the user after the fact.

Inviting a user on RingCentral Video via Messages

1. Tap **Message** via the bottom menu bar.
2. For iOS devices, tap the plus icon at top right, and then tap *Invite*. For Android devices, tap the plus icon at bottom right, and then tap **Invite**.
3. Select from one of the following options: *Type an email address to invite*, *Invite from contacts*, or *Invite via link*



Invite users by email

Type in an email address in the **To** field. You can enter a semicolon- or comma-separated list of email addresses (up to 20), then tap **Invite** on top right (iOS devices) or tap **Next** on top right (Android devices).

Invite new users by text

1. Type a number in the **To** field to populate your list of contacts underneath.
2. Select and tap contact name.
3. Tap **Invite** on top right for iOS devices or tap **Next** for Android devices.

Invite new users by sharing a link

To add a user via invite link, tap **Invite via link**, and then tap Copy to share the link anywhere outside of the app or directly send the link via one of the apps installed on your phone.

Inviting users via Contacts

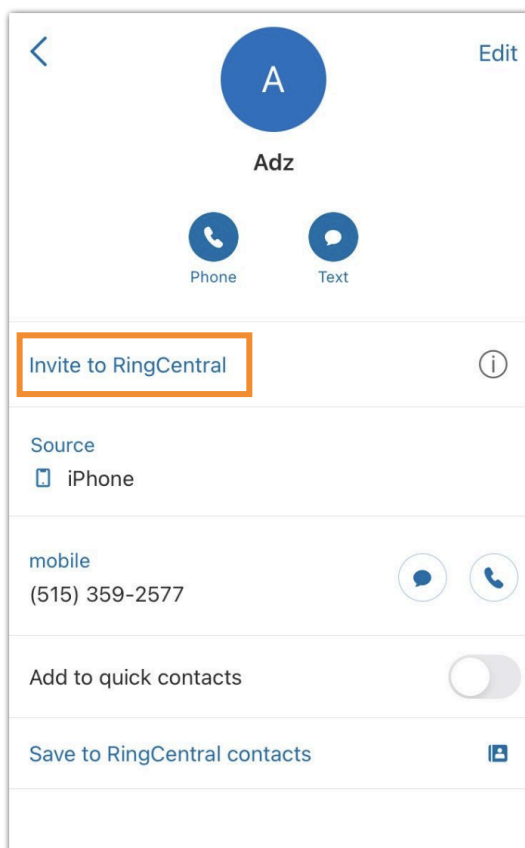
There are two ways to invite a user via the Contacts menu.

First, you can invite a user via the **Add** plus sign icon at top right by following the steps below:

1. Tap **Contacts** via the bottom menu bar.
2. For iOS devices, tap the plus icon at top right, and then tap *Invite*. For Android devices, tap the plus icon on bottom right, and then tap **Invite**.
3. Select from one of the following options: *Type an email address to invite*, *Invite from contacts*, or *Invite via link*.

The second way to invite a user via the Contacts menu is by tapping their contact name.

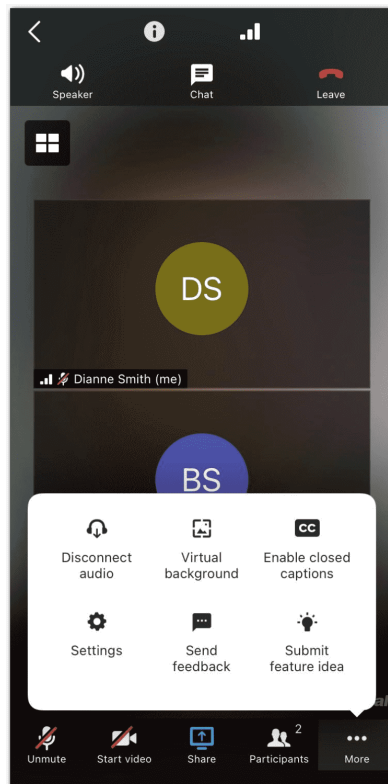
1. Tap **Contacts** via the bottom menu bar.
2. Tap the search icon at top right and type in the name or email address to populate the list of contacts underneath or easily look up names by tapping on one of the following tabs at the top: *Company*, *Guest*, *Personal*, *Teams*, or *Other*.
3. Select and tap contact name, and then tap **Invite to RingCentral Video**.
OR
If you have invited a contact before, tap the **Re-invite** button beside their name.
4. Tap **Invite** or **Re-invite**.



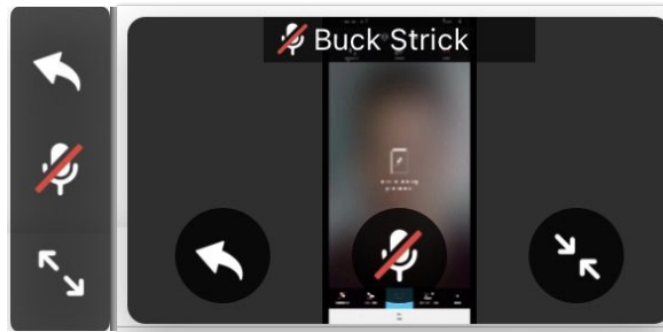
Using RingCentral Video attendee controls

RingCentral Video attendee controls can be found at the top and bottom of your screen during the meeting, so you can multitask at any time.

Note: In Safe Driving Mode, you will have access to only two controls: mute/unmute your microphone and end meeting. To learn more about Safe Driving Mode, click [Entering Safe Driving Mode in a RingCentral Video mobile meeting](#).



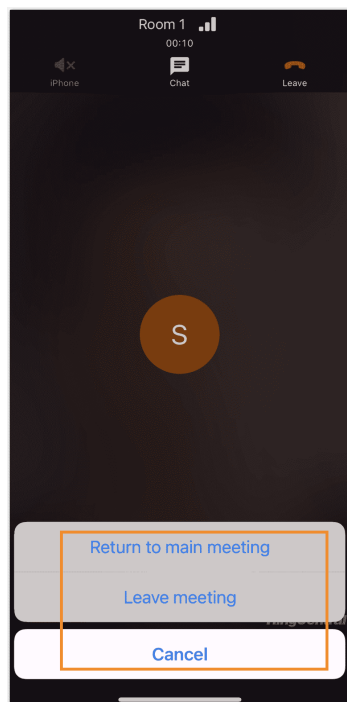
- **Back button:** Tap the left pointing arrow at top left to minimize the meeting screen, and enable multi-task mode.
- **Meeting preview window:** Once you tap the back button at upper left, the smaller meeting preview window will appear on top of the screen you're currently on. You can tap and drag around the meeting screen any time. You have access to the following options via the minimize video window:
 - *Left pointing arrow:* Tap to go back to the meeting screen.
 - *Double tap:* Double tap on the meeting preview window to go back to the main meeting screen.
 - *Microphone icon:* Tap to mute/unmute.
 - *Two outward pointing arrows:* Tap to make the meeting preview window bigger.
 - *Two inward pointing arrows:* Tap to make the meeting preview window smaller.



- **Meeting details:** Tap the circle with an 'i' icon at the top of the screen to view meeting details.
- **Network connection:** Tap the signal icon at the top of the screen to view network connection details.
- **Speaker/Phone:** Switch between your speakerphone and device microphone.
- **Chat:** Send a message privately to a participant or to everyone in the meeting.
- **Raise Hand/Lower Hand:** Tap the raise your hand button during a meeting to get the attention of the host, moderator, or presenter. After raising your hand, you can also tap the same button to lower your hand.
- **End:** Tap to leave the meeting. **Tap Cancel** to continue meeting.

Note: When **breakout rooms** are created, attendees have the following controls:

- **Main meeting:** *Leave meeting or Cancel*
- **Breakout room:** *Return to main meeting, Leave meeting or Cancel*



- **Mute/Unmute:** Mute or unmute your microphone or Join audio (if audio is not connected).
- **Start/Stop video:** Start or stop the video camera.
- **Share:** Share your mobile screen, camera view, and present files with other participants in the meeting.
- **Participants:** View and invite participants. You can also mute/unmute your microphone and start/stop your video camera during the meeting via the Participants window.
 - **Note:** When a new user joins a meeting, they will see a short tutorial, with windows indicating basic controls. For more information, participants can access the Welcome tutorial during the call. They simply have to click **More (three horizontal dots) > Support > Welcome tour**.
- **Chat:** Host and participants can [send a private chat](#) with anyone in the main meeting or a breakout room.
- **More:** Tap the three-dot icon to access the following:
 - *Disconnect audio:* Disconnect audio or Join audio if audio is not connected.
 - *Virtual background:* Tap to enable virtual background where you can select built-in background images.
 - *Enable closed captions:* Enabled closed captions. Closed captions are visually displayed at the bottom of the meeting screen to provide a better, more inclusive meeting experience by presenting real-time meeting discussions.
 - *Settings:* Tap to configure in-meeting settings. To learn more, visit [Configuring in-meeting RingCentral Video settings on mobile](#).
 - *Send feedback:* Tap to report a problem or give feedback.
 - *Submit feature idea:* Tap to suggest feature ideas.

Using the whiteboard during a meeting

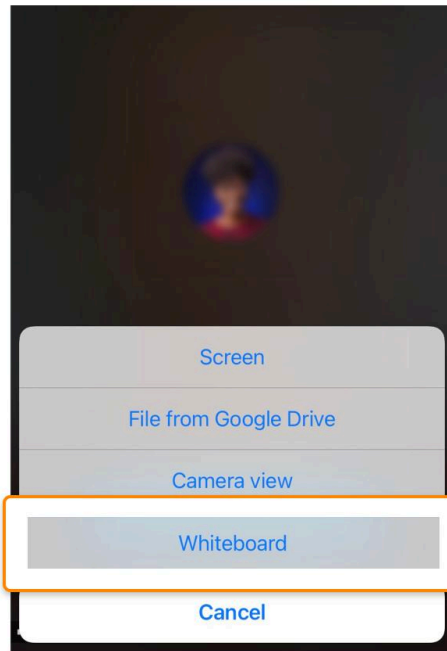
Whiteboard is a virtual collaborative canvas that allows you to express ideas visually. In a RingCentral Video meeting, you can illustrate ideas the way you would on a physical whiteboard for all meeting attendees to see and collaborate.

Any meeting participant can start sharing the whiteboard where everyone can draw, comment, edit objects, and erase them.

Note: Before you use the Whiteboard, make sure your device meets the [system requirements](#).

Enabling whiteboard

While in a meeting, tap Share in the bottom menu and select Whiteboard.



When you share your whiteboard, you can [use the whiteboard tool](#) to collaborate or brainstorm with other participants.

Using your mobile phone as a RingCentral Rooms controller

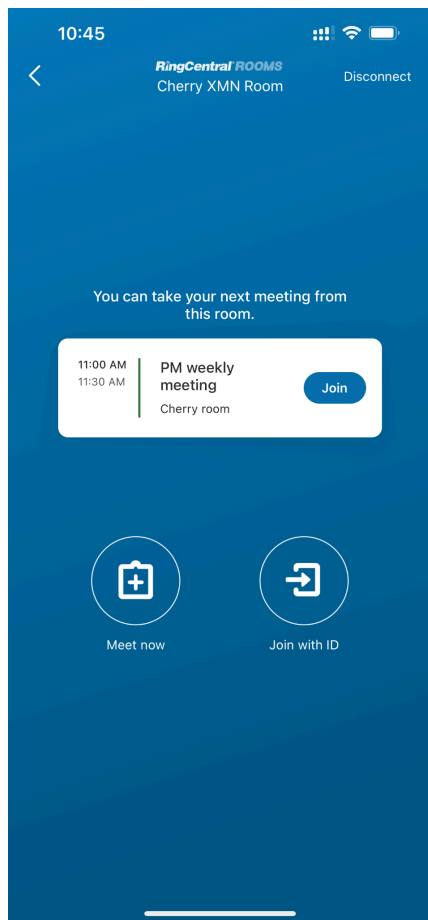
RingCentral Rooms allows you to start, join, or control RingCentral Video meetings in a conference room. You can use an iPad, Poly TCB controller, or your personal device to control various settings:

- Join meetings with voice commands
- Control muting and unmuting
- Turning your video camera on and off
- End the meeting

Joining a Room from your phone

You can use your phone to join any meeting, even one that's not on the Rooms calendar.

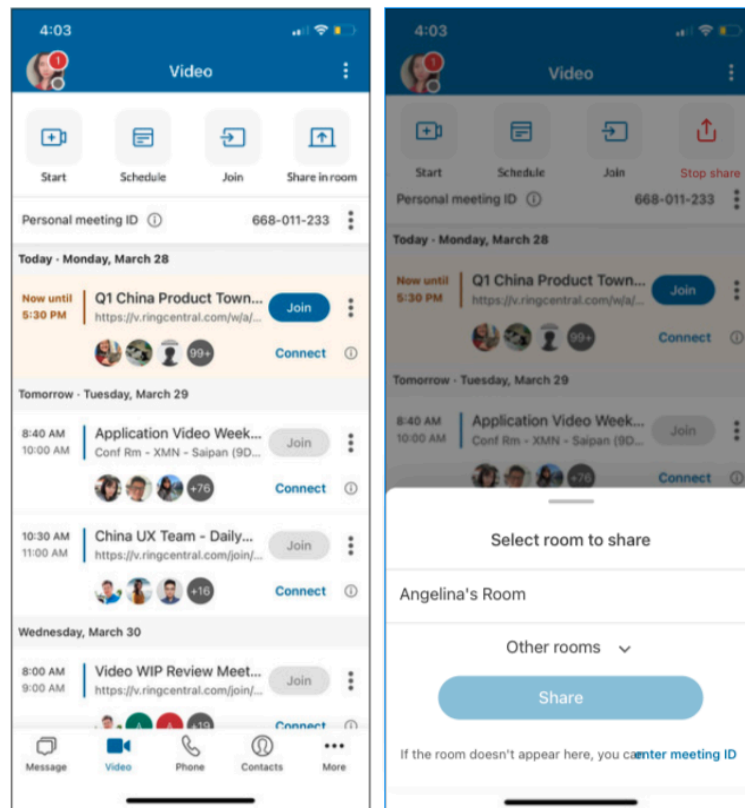
- In the Rooms mobile app, the meeting event shows up in the controller.
- Click Join to connect your phone to the meeting. You do not have to disconnect the controller and join the meeting in a separate window anymore.



[Learn more about using your mobile phone as a controller.](#)

Proximity share in RingCentral Rooms

1. Tap the 'Share in room' button on the video tab screen.
2. Choose the room.
3. Choose what content to be shared.



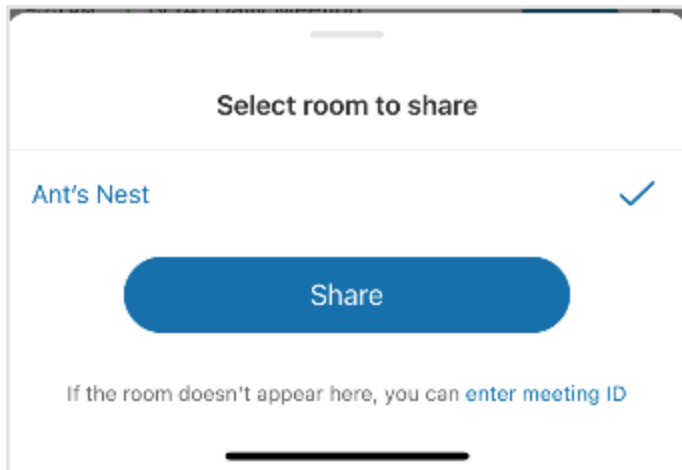
Sharing a file during a meeting in RingCentral Rooms

You can share files from your mobile device during a RingCentral Rooms meeting even without joining.

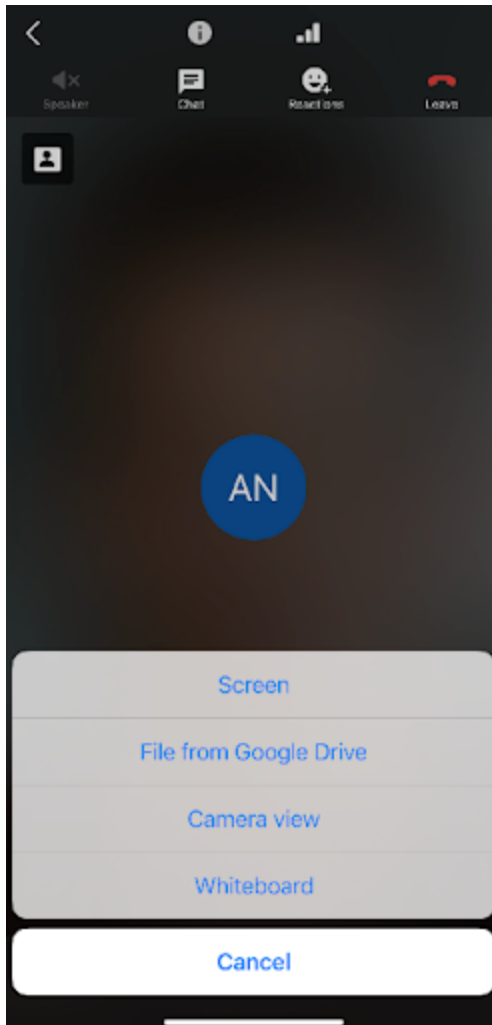
Note: The [Display share in room option](#) setting must be activated for file sharing to work. You can turn it on in your video meeting settings.

1. Sign in to the RingCentral mobile app.
2. Tap **Video** in the bottom menu.
3. Tap **Share** in Room at top right.

4. Select a room in which to share the file. If the room doesn't appear here, enter the meeting ID (if permitted under your [RingCentral Rooms settings](#)).



5. Choose where you want to pick the file from: *Screen*, *File from Google Drive*, *Camera view* or *Whiteboard*. Tap **Cancel** to discontinue file sharing.



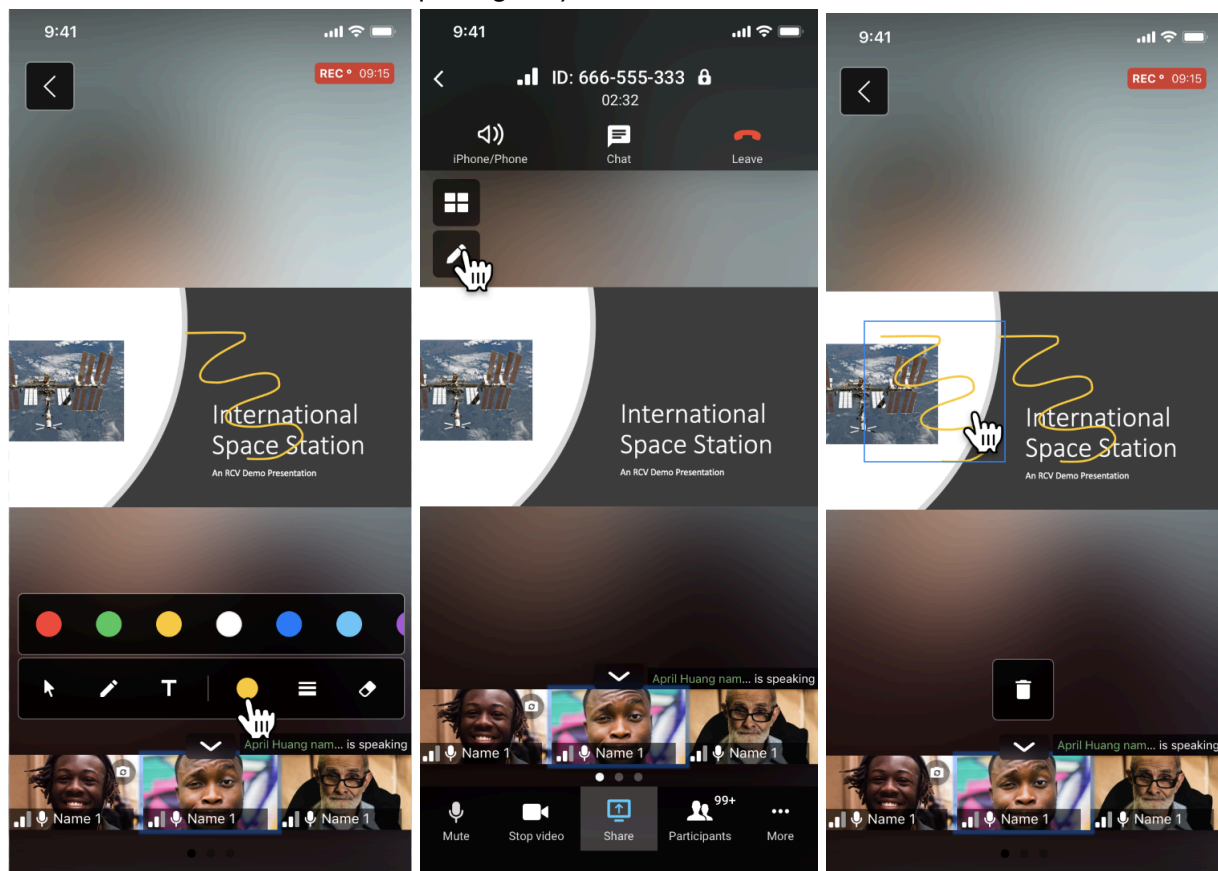
Enabling display share in room option

1. Sign in to the RingCentral mobile app.
2. Tap your profile photo at top left > **Video**.
Or go to **Video** at the bottom menu > three-dot **More** icon at the top right > **Video meeting settings**.
3. Toggle on **Display share in room** option.

Using persistent annotation

You can add persistent annotation on shared content during a video meeting. During a meeting:

- Enter annotation edit mode
- Use tools such as:
 - Pen with different color & thickness
 - Text with different color
 - Erase all annotation
 - Select and delete annotation
 - Save annotation to photo gallery

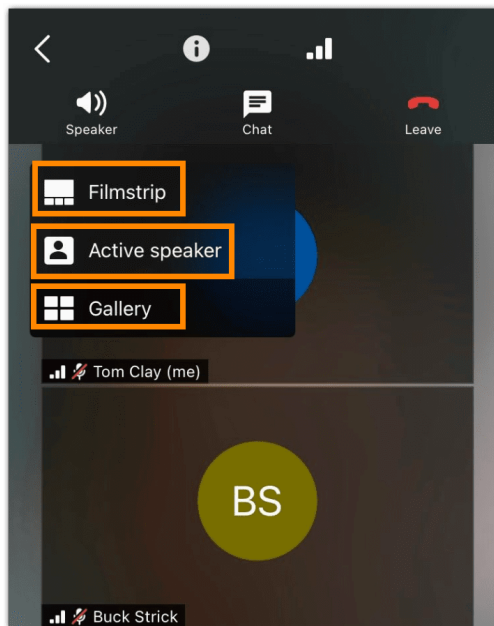


Viewing participants

Viewing participants via the gallery view

You can tap and choose one of the following displays from the layout switcher on the meeting screen:

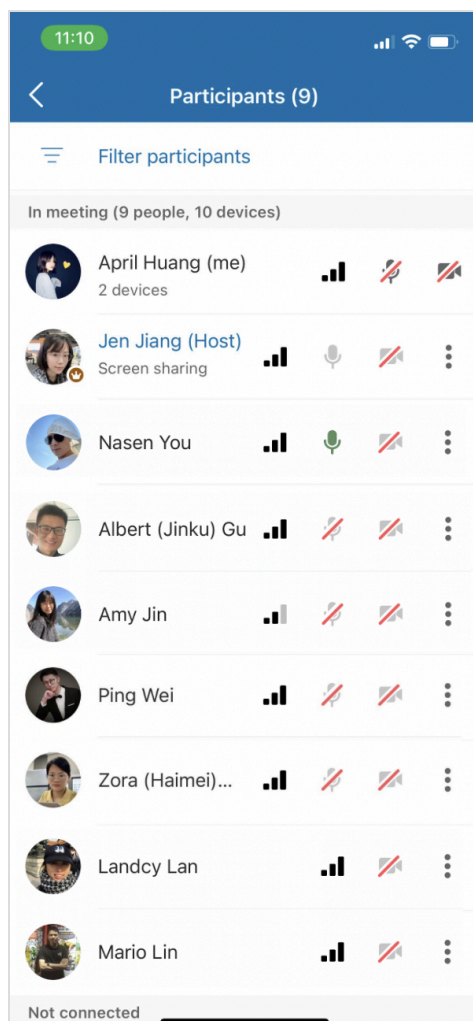
- Filmstrip: View the active speaker at the center, then displays other participants at the bottom.
- Active speaker: View just the active speaker.
- Gallery: View all the participants on the screen. It highlights the participant speaking. This is the default view upon joining a meeting. The main screen in RingCentral Video displays:
 - iOS phone: 4 participants
 - Android phone: 4 participants
 - Tablet (iOS and Android): 9 participants in landscape and 8 in portrait mode



Participants grouping

The mobile app sorts participants such that it's easier to identify noisy users more easily. When you open the participant list, it is resorted according to the following priorities:

- User self
- The host
- The moderators
- Unmuted participants
- Muted participants
- Not join audio participants



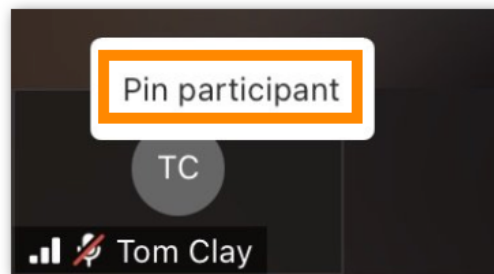
Pinning participant's video window

You can pin any participant in a meeting so their video window is constantly displayed in your meeting screen. With the pin participants feature, you can:

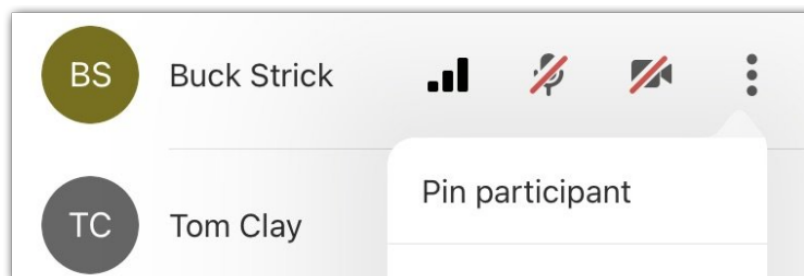
- view the pinned participants in filmstrip view (by default). You can tap and switch to gallery view at any time.
- pin a maximum of 3 participants in mobile and 6 in a tablet device.
- remove pinned participants at any time.

There are two ways to pin a participant's video while in a meeting:

- Tap and hold their name on the main meeting screen, and then tap **Pin participant**. OR



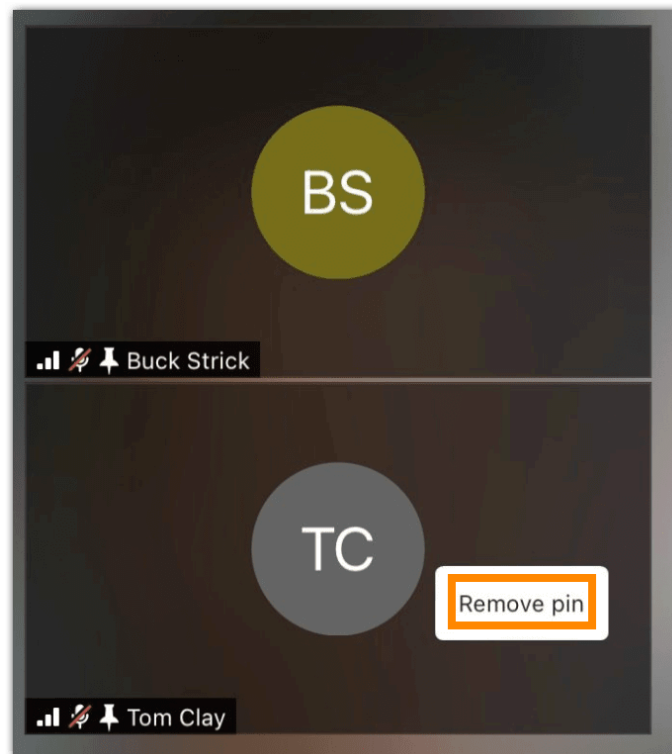
- Tap **Participants** at the bottom menu bar, then tap the three-dot **More** icon at the far right of their name, and then tap **Pin participant**.



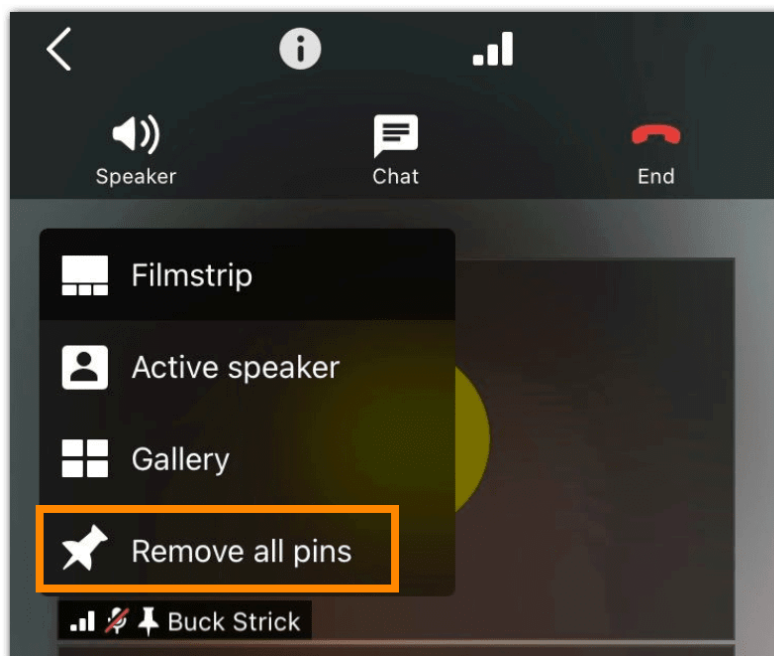
Removing pinned participants

If you would like to remove a pinned participant's video, you can in four ways:

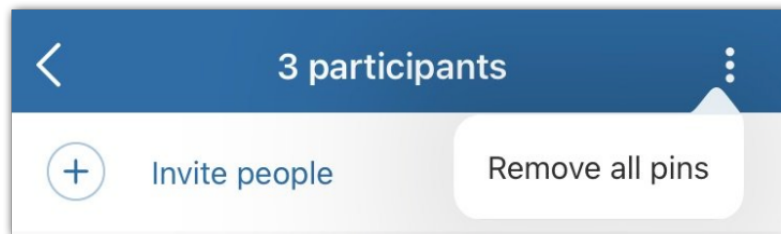
- Tap and hold the pinned participant's name, and then tap **Remove pin**.



- Tap the layout switcher on the meeting screen, and then tap **Remove all pins**. This will remove all pinned participants' video windows.

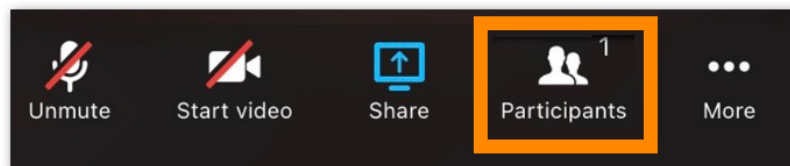


- Tap **Participants** at the bottom menu bar, then tap the three-dot **More** icon at the far right of the participant's name, and then tap Remove pin.
- Tap **Participants** at the bottom menu bar, and then tap the three-dot **More** icon at top right to remove all pinned participants' video windows.



Participants view

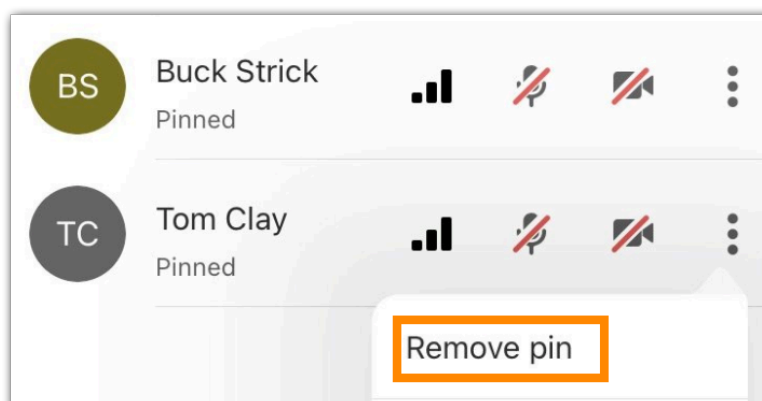
Tap Participants at the bottom menu bar to access the following:



- the total number of meeting attendees
- the list of meeting participant names
- pin and remove participants' video window
- attendees that have been removed or disconnected from the meeting

As a meeting attendee, you can access the following in-meeting controls via the Participants menu:

- Remove all pins: Tap the three-dot **More** icon at the top right to remove all pinned participants' video window.
- Invite people: Tap to invite participants.
- Mute/Unmute: Tap the microphone icon to mute or unmute your microphone.
- Start/Stop video: Tap the video icon to turn your video camera on or off.
- More: Tap the three-dot **More** icon at the far right of participant's name to access the following:
 - Pin participant: Tap to pin participant's video window.
 - Remove pin: Tap to remove pin on participant's video window.



Note: If you are the host or moderator of the meeting, you can access other in-meeting controls via Participant's view that are only available to hosts. To learn more, visit [Managing RingCentral Video meeting participants on mobile](#).

Moving filmstrip view to the top and bottom edges on iPad or tablet

During a meeting via RingCentral Video, the filmstrip view displays the active speaker at the center and the other participants at either the top or bottom.

You can move the filmstrip view around on your iPad or tablet however you like. Note: Filmstrip view is only available when there are three or more participants in a RingCentral Video meeting.

Moving filmstrip view via the Settings page

1. Tap your profile picture.
2. Under Settings, tap **Video**.
3. Tap **Filmstrip location**.
4. Select *Top* or *Bottom*.

Moving filmstrip view during a meeting

1. On the RingCentral Video active meeting screen, tap the More three-dot icon at the bottom.
2. Tap **Filmstrip locations**.
3. Select *Top* or *Bottom*.

Using auto follow in the app on the iPad

Auto follow powered by Center Stage is a feature of iPadOS which allows the front-facing ultrawide camera to automatically adjust to keep you in the center of the frame during a RingCentral Video meeting.

During your RingCentral Video meeting, turn your front-facing camera on yourself and click the icon in the bottom right corner of your personal video screen to enable or disable auto follow.

The feature is only available for an iPad that supports Apple Center Stage.

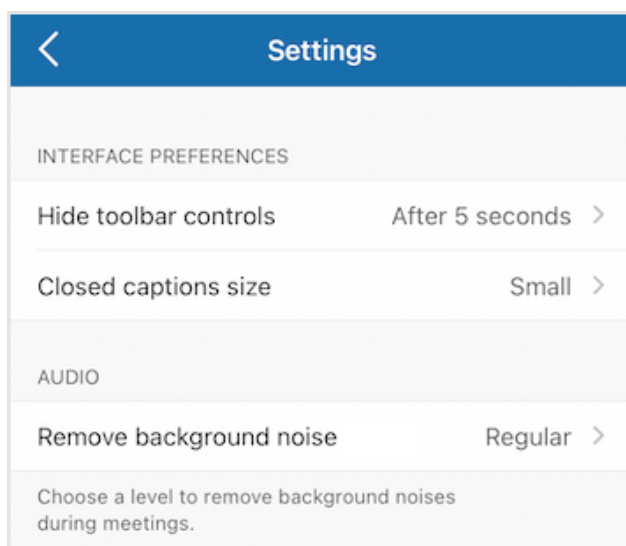
Removing background noise during a RingCentral Video meeting

RingCentral background noise reduction is turned on at the Regular level by default and filters out constant sounds picked up by your microphone such as car noise, wind, or fans.

If you're in a meeting in a location with the potential for sharp sounds, such as a dog barking, or a baby crying, you can select the Advanced option.

Using Remove my background noise

1. In a meeting, tap the **More** button in the bottom menu.
2. Tap **Settings > Remove background noise**.



3. Select an option:
 - a. **Regular:** Removes constant background noise like cars or fans (default setting).
 - b. **Advanced:** Removes sharp sounds such as typing, a car horn, or a dog barking. Advanced is available on these mobile devices.
 - c. **Off:** Turns off background noise reduction.

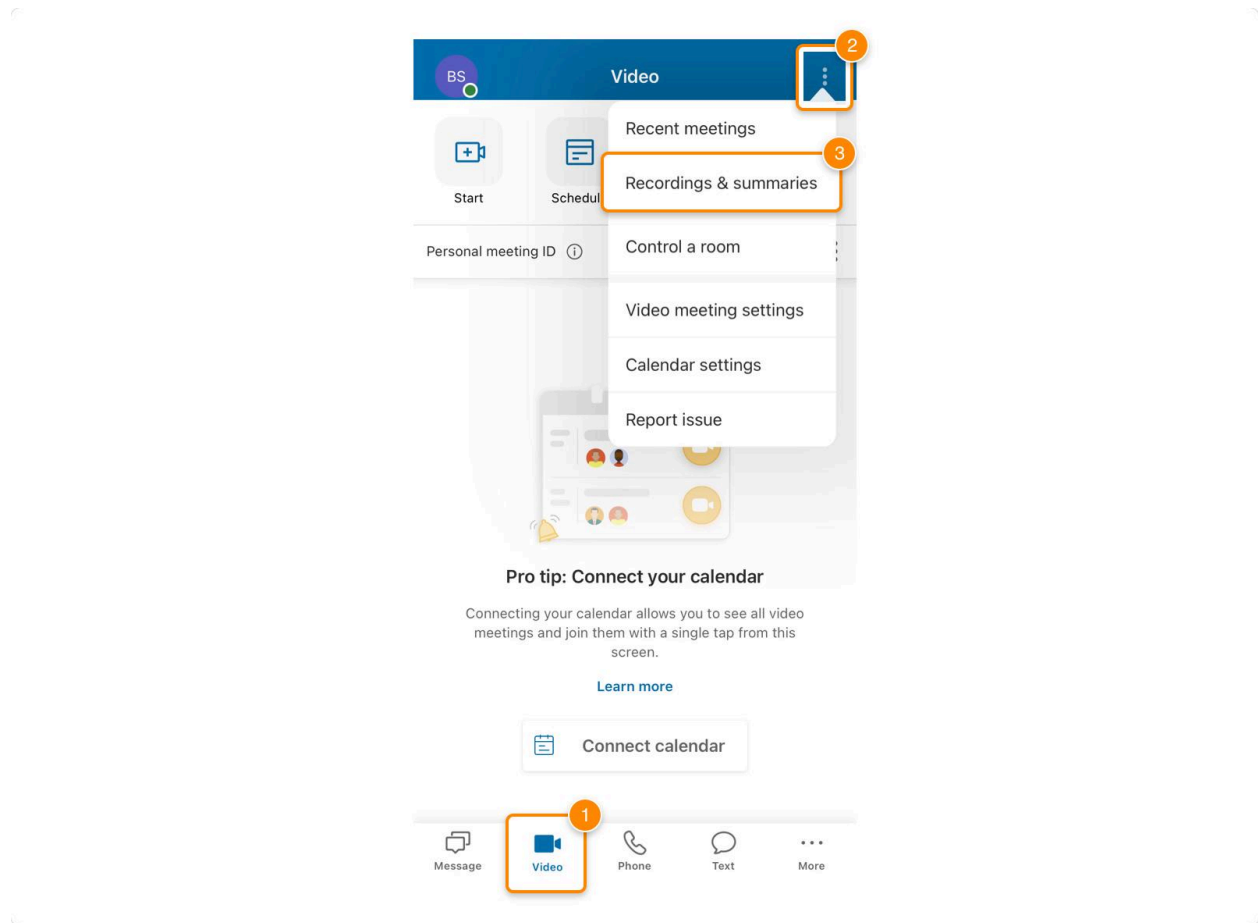
Viewing and managing RingCentral Video meeting recordings

Once you record a RingCentral Video meeting, you can view, download, delete, or share the recording, as well as customize email notification settings. You can also manage a video highlights version of the recording, summaries, keywords, and transcripts—all generated by artificial intelligence (AI) technology.

Viewing and managing video meeting recordings from the recording overview

Finding the overview of a meeting recording

1. In the bottom menu bar, tap **Video**.
2. Tap the three-dot **More** icon at the top right.
3. Select **Recordings & summaries**.

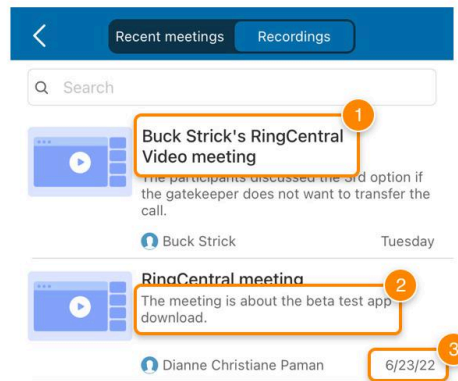


This will take you to a list containing an overview for each video meeting you recorded or that has been shared with you. The most recent recording is at the top.

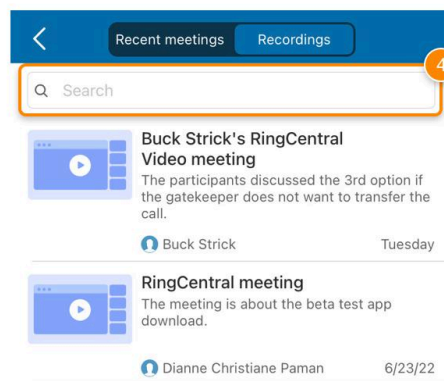
Viewing and managing recordings from the recording overview

1. **View the meeting name:** This is created by the host when scheduling the meeting. Instant meetings or those not given a unique name will appear as **RingCentral Video meeting**.
Note: A meeting's name can't be changed after the meeting starts.
2. **View a short AI-generated summary of the recorded meeting.**

3. **View the date of the recorded meeting.**

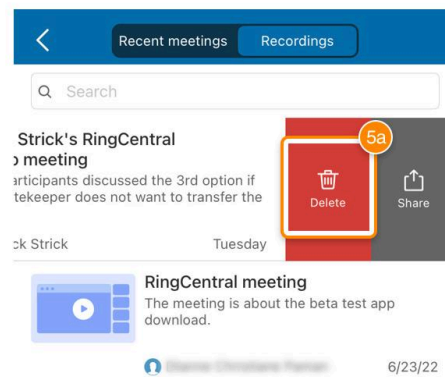
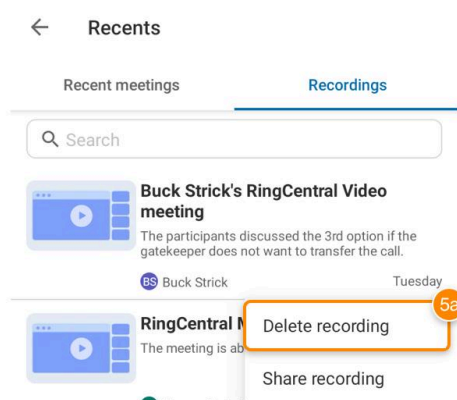


4. **Search for a specific meeting recording:** Tap the search bar at the top and begin entering the name of the meeting or a participant.



5. **Delete the recording:**

- a. On Android, tap and hold the recording, then tap **Delete recording**. On iOS, swipe left on the recording overview, then tap the **Delete** icon.



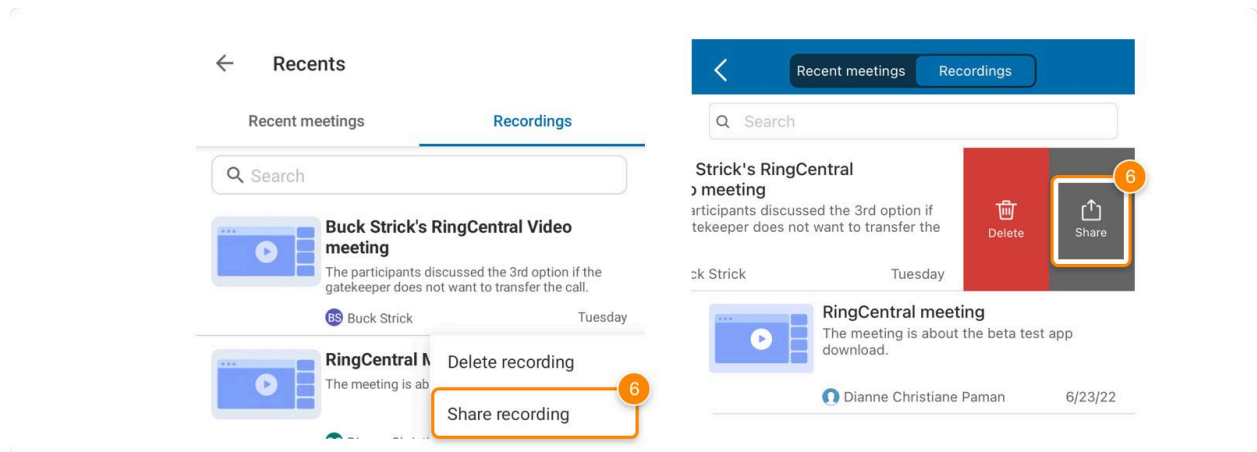
- b. Tap **Delete** in the popup window to confirm.

Note: Meeting recordings are stored for up to one year, depending on your service plan, then automatically deleted. [Learn more about RingCentral's data retention policies.](#)

6. **Share the recording with coworkers:**

- On Android, tap and hold the recording, then tap **Share recording**.
- On iOS, swipe left on the recording overview, then tap the **Share** icon.

Note: This will only appear for recordings of meetings you host or instant meetings you initiate.

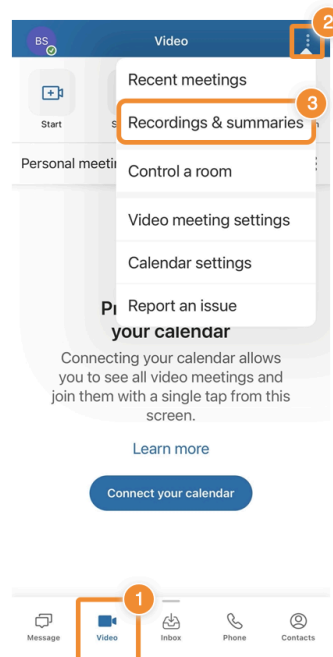


- **Select coworkers:**
 - **To share with meeting participants,** do either of the following:
 - Tap the button to the left of a person's name to share with individual participants.
 - Tap **Select all** to share with all participants.
 - **To share with coworkers who weren't in the meeting:**
 - a. Tap **Add company contacts**.
 - b. Begin entering a coworker's name or email in the search bar. Tap the name when it appears.
 - c. Repeat to add additional coworkers.
 - d. On Android, tap **Next** at the top right. On iOS, tap **Add** at the top right.
- On Android, tap the **checkmark** icon at the top right. On iOS, tap **Done** at the top right. This will share the recording with all selected coworkers.
Note: If the checkmark icon or Done can't be tapped, it means you've already shared the recording with the selected coworker(s).
- The recording is automatically added to the coworker's list of recordings, accessible by tapping **Video** in the bottom menu bar, then the three-dot **More** icon at the top right, then **Recordings & summaries**.

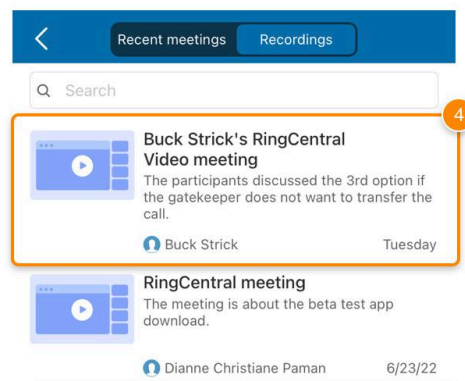
Viewing and managing video meeting recordings from the recording detail page

Finding the detail page for a meeting recording

1. In the bottom menu bar, tap **Video**.
2. Tap the three-dot **More** icon at the top right.
3. Select **Recordings & summaries**.

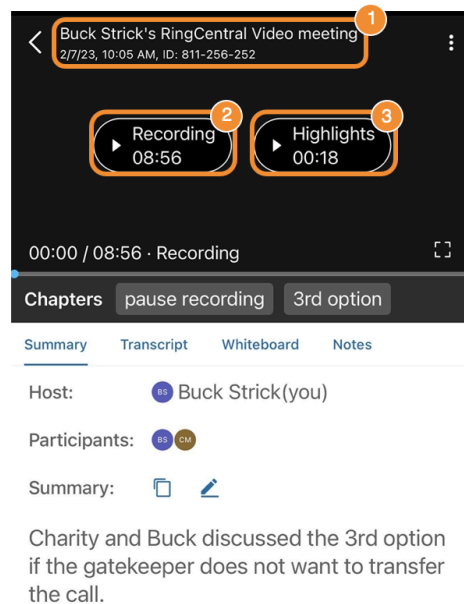


4. Tap anywhere on a meeting's recording overview to open the recording detail page.



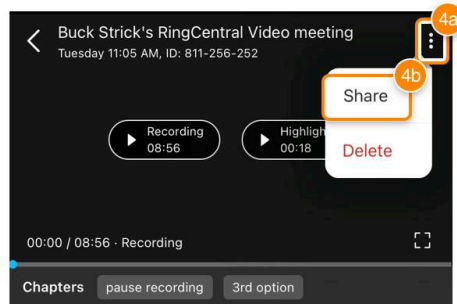
Viewing and managing recordings from the detail page

1. **View the meeting name, date, time, and ID number:** This is created by the host when scheduling the meeting. Instant meetings or those not given a unique name will appear as **RingCentral Video meeting**.
Note: A meeting's name can't be changed after the meeting starts.
2. **Watch the full recording:** Tap the **Recording Play** button.
Note: The length of the full recording is displayed on this button.
3. **Watch the AI-edited video highlights version of your recording:** Tap the **Highlights Play** button.
The length of the highlights version is displayed on this button.

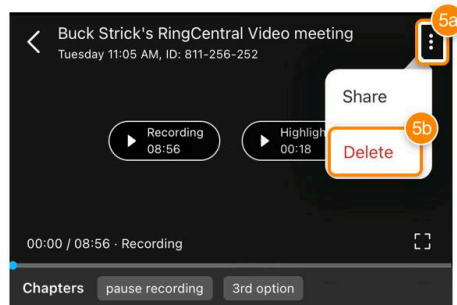


4. **Share the recording with coworkers:**
 - a. Tap the three-dot **More** icon at the top right.
 - b. Tap **Share**.

Note: This will only appear for recordings of meetings you host or instant meetings you initiate.



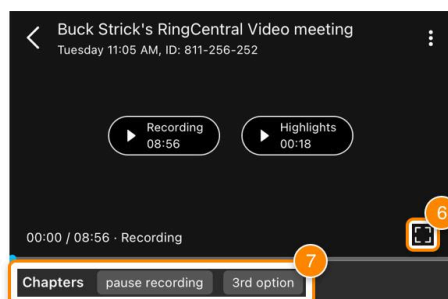
- c. Select coworkers (see **Share the recording with coworkers** above).
- 5. **Delete the recording:**
 - a. Tap the three-dot **More** icon at the top right.
 - b. Tap **Delete**.



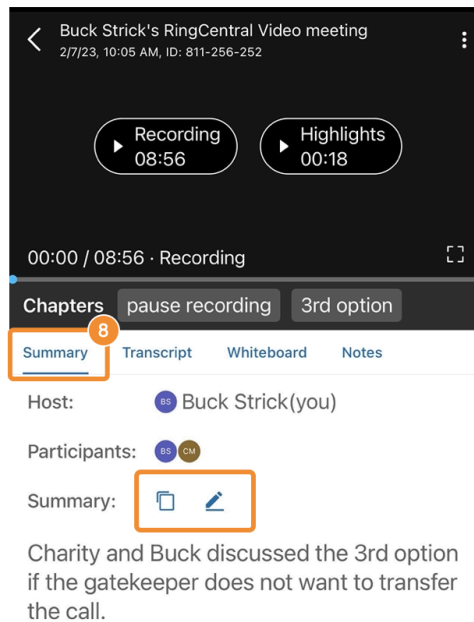
- c. Tap **Delete** in the popup window to confirm.

Note: Meeting recordings are stored for up to one year, depending on your service plan, then deleted. [Learn more about RingCentral's data retention policies.](#)

- 6. **Enter and exit full screen mode:** To enter, tap the **Full screen** icon at the bottom right of the playback area. To exit, tap the **Exit full screen** icon at the bottom right.
- 7. **Jump to AI-generated chapters within the recording** (for recordings longer than five minutes): Tap the desired chapter at the bottom left of the playback area, next to **Chapters**. Scroll left to see additional chapters.

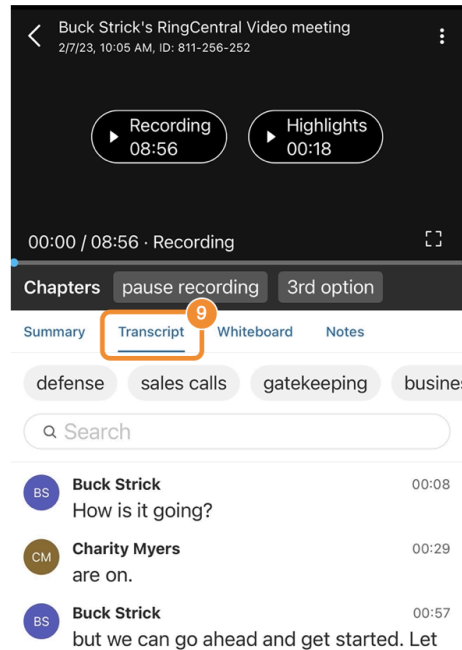


8. **View and manage the AI-generated summary of the recording:** Tap the **Summary** tab below the playback area to do the following:
- **Copy the summary:** Tap the **Copy** icon.
 - **Edit the summary:** Tap the **Edit** icon to open the summary, then tap it to make edits. When you're done, tap **Save** in the top right.

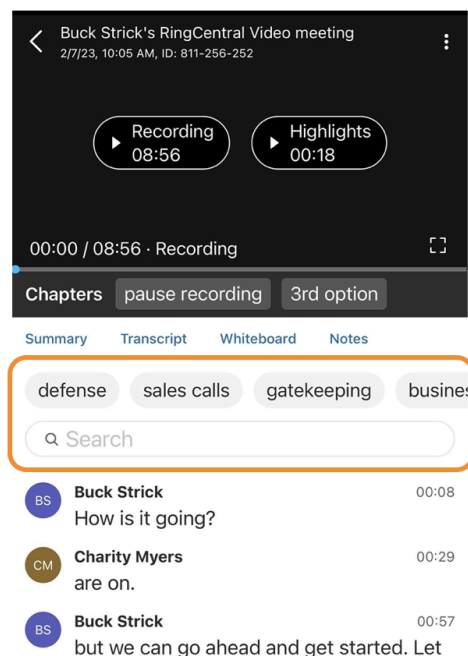


Note:

- Any coworkers whom the recording has been shared with can copy the summary. Only meeting participants can edit it.
 - Edits made to the summary are visible to all coworkers with whom the recording has been shared.
9. **View and manage the AI-generated transcript and keywords:** Tap the **Transcript** tab below the playback area to do the following:

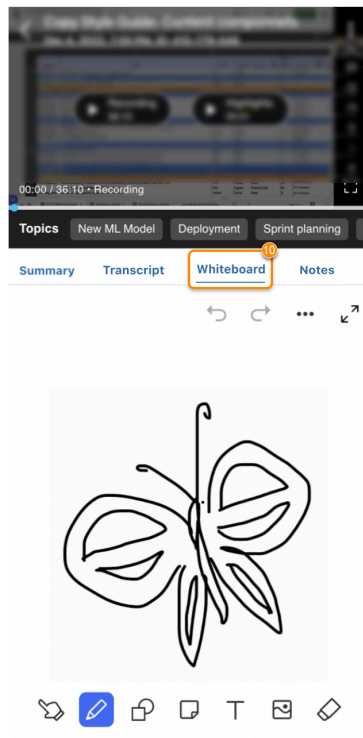


- **Search the transcript:** Tap the search bar at the top, then enter a word or phrase. Tap the arrows that appear below the search bar to move forward or back through the transcript, highlighting each mention.
- **View keywords and locate them within the transcript:** AI-generated keywords from the recording appear above the search bar. Tap a keyword, then use the arrows to move forward or back through the transcript, highlighting each mention.



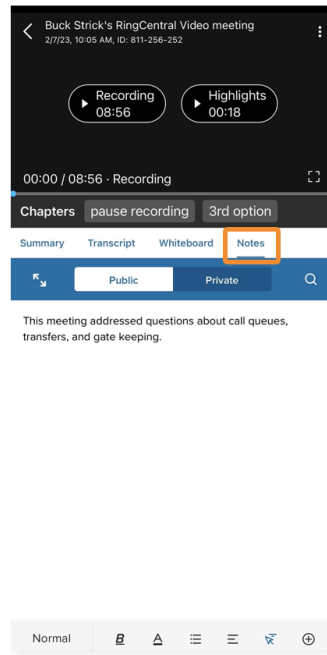
- **Watch the recording along with the transcript:** Tap any location in the transcript to watch the recording from that point.

10. **View and manage the whiteboard from the meeting:** Tap the **Whiteboard** tab below the playback area. Then, use the tools to add text or sticky notes, erase, share the whiteboard, and more.



11. **View and manage the notes from the meeting:** Tap the **Notes** tab below the playback area to do the following:

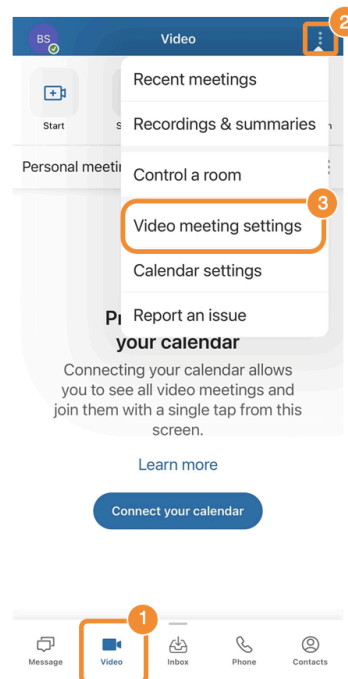
- **Select public or private notes:** Click **Public** to view and manage meeting notes visible to all participants. Click **Private** for your personal meeting notes visible only to you.
- **Enter and exit full screen mode:** To enter, click the **Full screen** icon at the top left of the notes section. To exit, click the **Exit full screen** icon at the top left.
- **Search the notes:** Click the **Search** icon at the top right of the notes area, then enter a word or phrase. The searched words are highlighted.
- **Edit the notes:** Click anywhere within the notes.
- **Use formatting tools:** Use your cursor to select the text to format. Then, tap the icon in the toolbar at the bottom of the screen to apply the tool. You can also select the tool first, then enter the text.



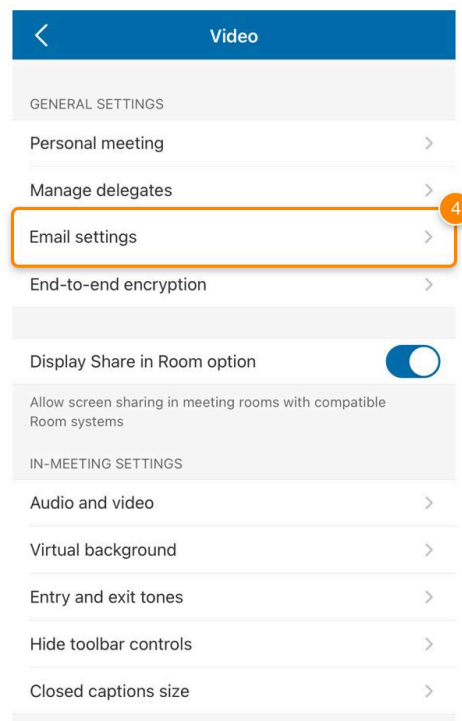
Managing notification settings for meeting recordings

You can choose whether to receive email notifications when a recording is ready to view, when it's been deleted or shared, or when a meeting has ended.

1. In the bottom menu bar, tap **Video**.
2. Tap the three-dot **More** icon at top right.
3. Tap **Video meeting settings**.



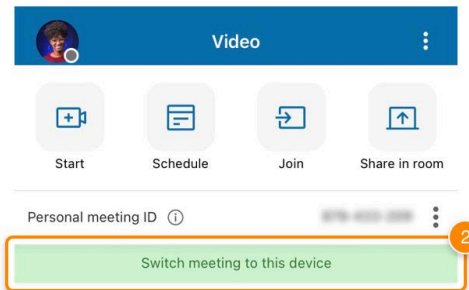
4. Tap Email settings.



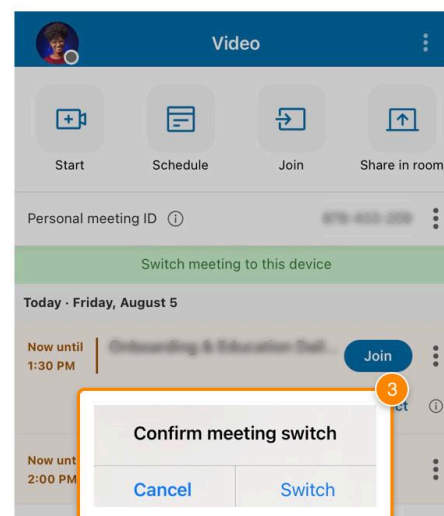
5. Tap to turn on email notifications for any of the following: *Meeting has ended*, *Recording is ready*, *Recording is shared*, *Recording is deleted*.

Switching a RingCentral Video meeting from desktop to mobile

1. While you're in a meeting on your computer, open the RingCentral mobile app on your phone.
2. Tap **Switch meeting to this device** at the top of your screen.



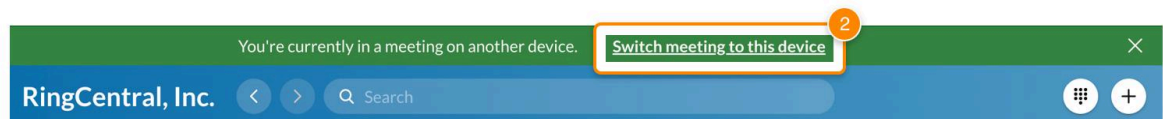
3. Tap Switch.



Note: This will open the meeting on your phone and close it on your computer.

Switching a RingCentral Video meeting from mobile to desktop

1. While you're in a meeting on the mobile app, open the RingCentral desktop app on your computer.
2. Click **Switch meeting to this device** in the green bar at the top of the screen.



3. Check the box for **Keep me connected on my other device** if you want to attend the meeting from both the mobile and desktop apps.

Note: If you choose this option, you'll need to leave the meeting from both apps when you finish.

Confirm meeting switch



Join meeting on this device?

Keep me connected on my other device ☒

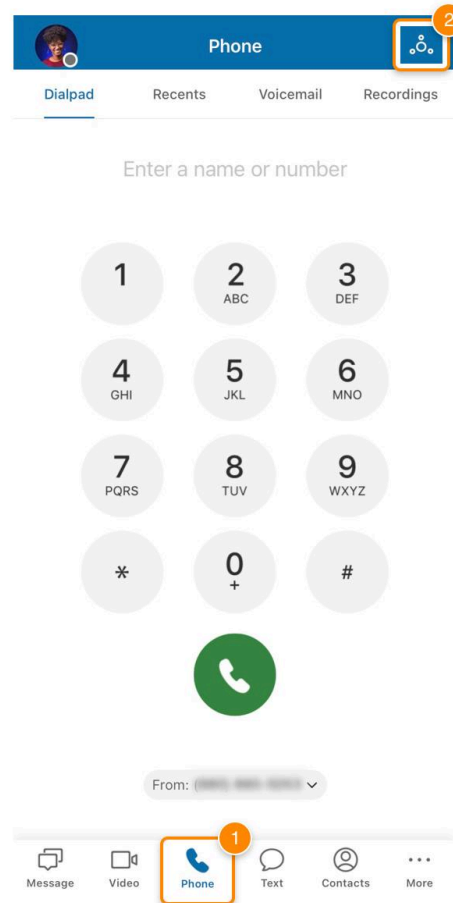
Cancel

Switch

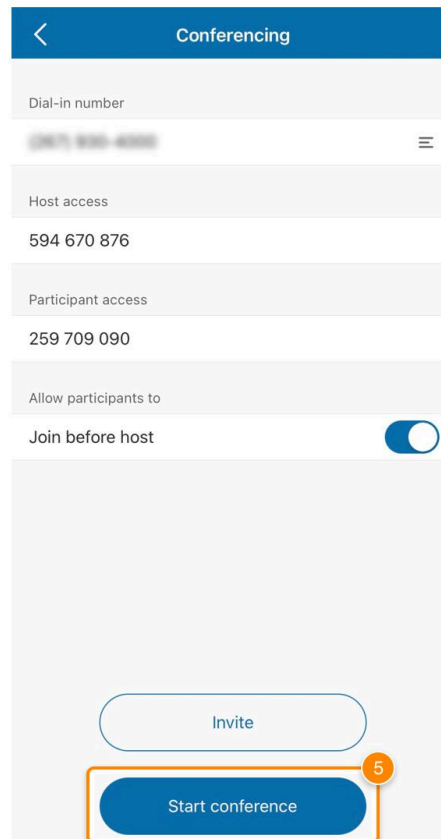
4. Click **Switch**.

Starting a conference call

1. Tap **Phone** in the bottom menu.
2. Tap the icon at the top right to open your conferencing information.



3. Review your details and turn on **Join before host** if you want to allow participants to join the conference call before the host joins.
4. Tap **Invite** and choose how you'd like to invite participants.
 - a. **Invite via message:** Send a direct message to your company or personal contacts. Enter your contacts' names or email addresses, then tap the airplane button to send.
 - b. **Invite via text:** Send a text message to contacts in your mobile device. Search for a contact or enter a number, then tap the airplane button to send the text message. Note: This option is only available to users with direct numbers or [DigitalLines](#).
 - c. **Invite via email:** Open your preferred email app with an email that includes your conference call information filled in automatically. Enter your contacts' email addresses, then tap Send.
5. Tap **Start conference**.



Converting a live call to a conference call

1. While on a call, tap **Add** on your dialpad.
2. Dial the number of the person you'd like to add to the call.
3. Tap **Next** in the top right corner.
4. Once the call connects with the second person, tap **Merge**.

Accessing advanced meeting insights

You can quickly get an overview of what was discussed in a particular meeting without having to read through the entire meeting transcript or watch the complete recording.

- Search recordings via participant name and meeting title
- See short summary (usually one sentence long)
- Find AI-generated keywords and long summary in recording details screen.

Using the Phone menu of the RingCentral app

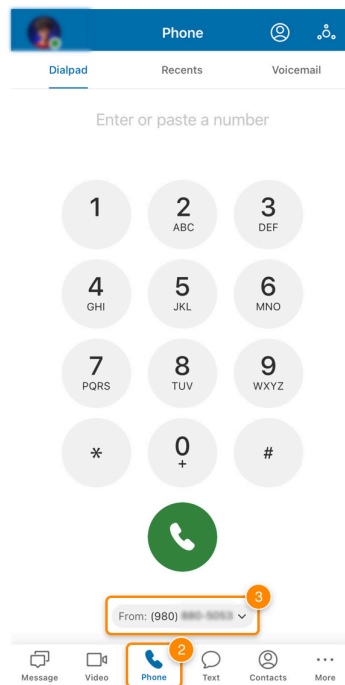
Making a call

To make and receive calls using the RingCentral mobile app:

- Make sure [phone features are turned on in your account](#).
- Determine if your extension has a [DigitalLine](#).
 - If it does, you can make calls directly.
 - If it doesn't, you can use the [RingOut feature for mobile](#) to make calls.
- Depending on the location of the person you're trying to call, you may need to use a specific [dial plan](#).
- Make sure you've [set up your microphone and speakers for calls](#).

Making a call using the dialpad

1. Tap the phone icon in the bottom navigation bar.
2. You can leave the default Caller ID or select a new number in the From dropdown. You can also change your default Caller ID.

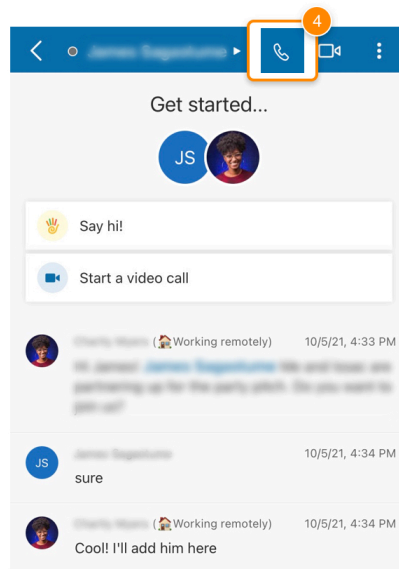


You can use the dialpad to place your call in a few ways:

- Begin typing a name or phone number to bring up a list of options. Find your contact's name on the list, then tap it to make the call.
- Tap the **Recents** tab to see your recent call history, then tap on the name of the contact you'd like to call.
- Tap the number keys to enter a phone number, then tap the green phone button to start the call.

Making a call from your direct messages

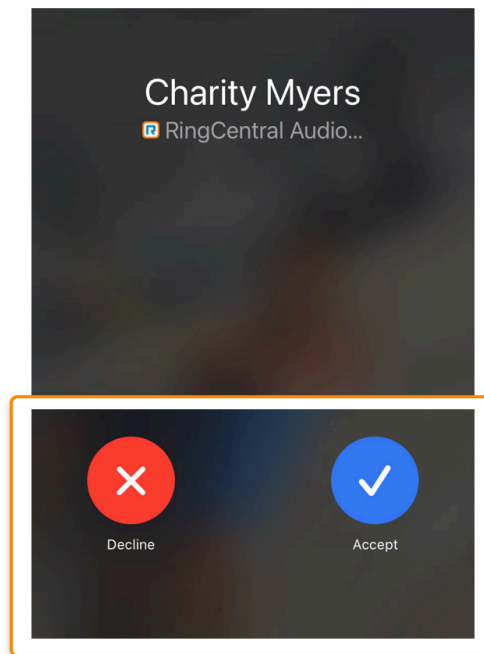
1. Tap the **Message** icon in the bottom navigation bar.
2. Tap the direct message conversation with the person you'd like to call.
3. Tap the phone icon to the right of the contact's name to call that person.



Receiving calls

You can easily take a call using the app whenever someone calls your RingCentral number. When you have an incoming call, a pop-up window will appear from which you can select from the following options:

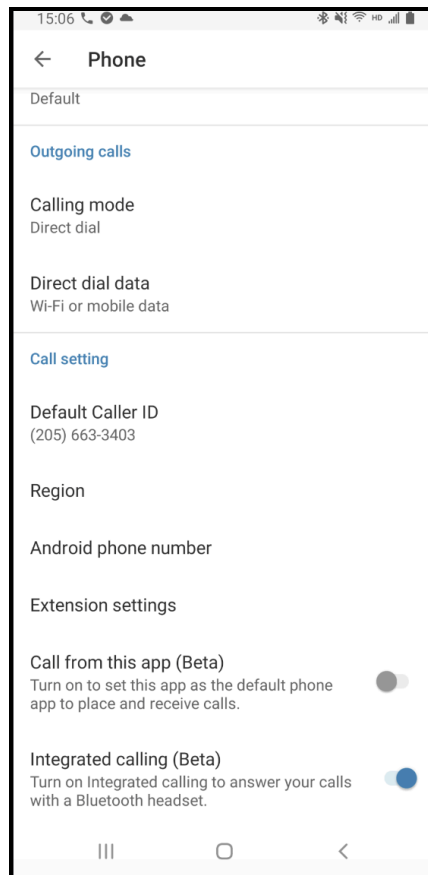
- **Answer:** Tap the green answer button to answer the incoming call.
- **To voicemail:** Tap **Reply with voice message** button if you want to send the caller to your voicemail to leave a message.
- **Reject call:** Tap the red button if you want to reject the call.



Note: Once you're on a live call, the dialpad will show a different [set of options](#). To learn more, visit [Making and receiving calls in the mobile app](#).

Using a Bluetooth device

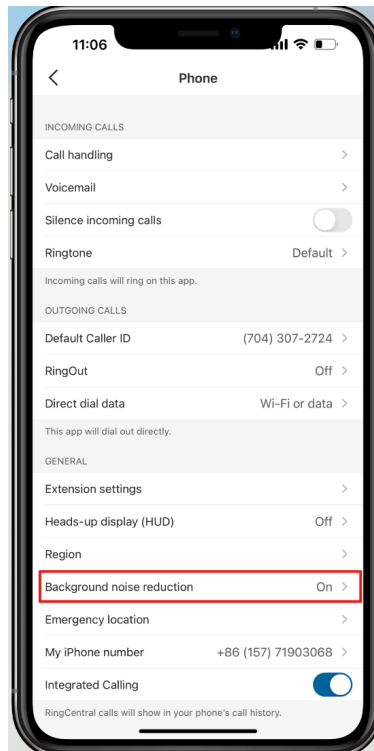
The mobile app supports call control for Bluetooth earphones. You can answer or place a call using the bluetooth device so you can handle calls on the go. Toggle to turn on/off for this integrated calling from Phone settings.



Reducing background noise on a phone call

You can keep phone calls distraction-free by removing the sounds of barking dogs, leaf blowers, and other unwanted noises.

1. Open the mobile app.
2. Click on your profile picture in the top left corner.
3. Select **Phone**.
4. Turn on **Background noise reduction**.



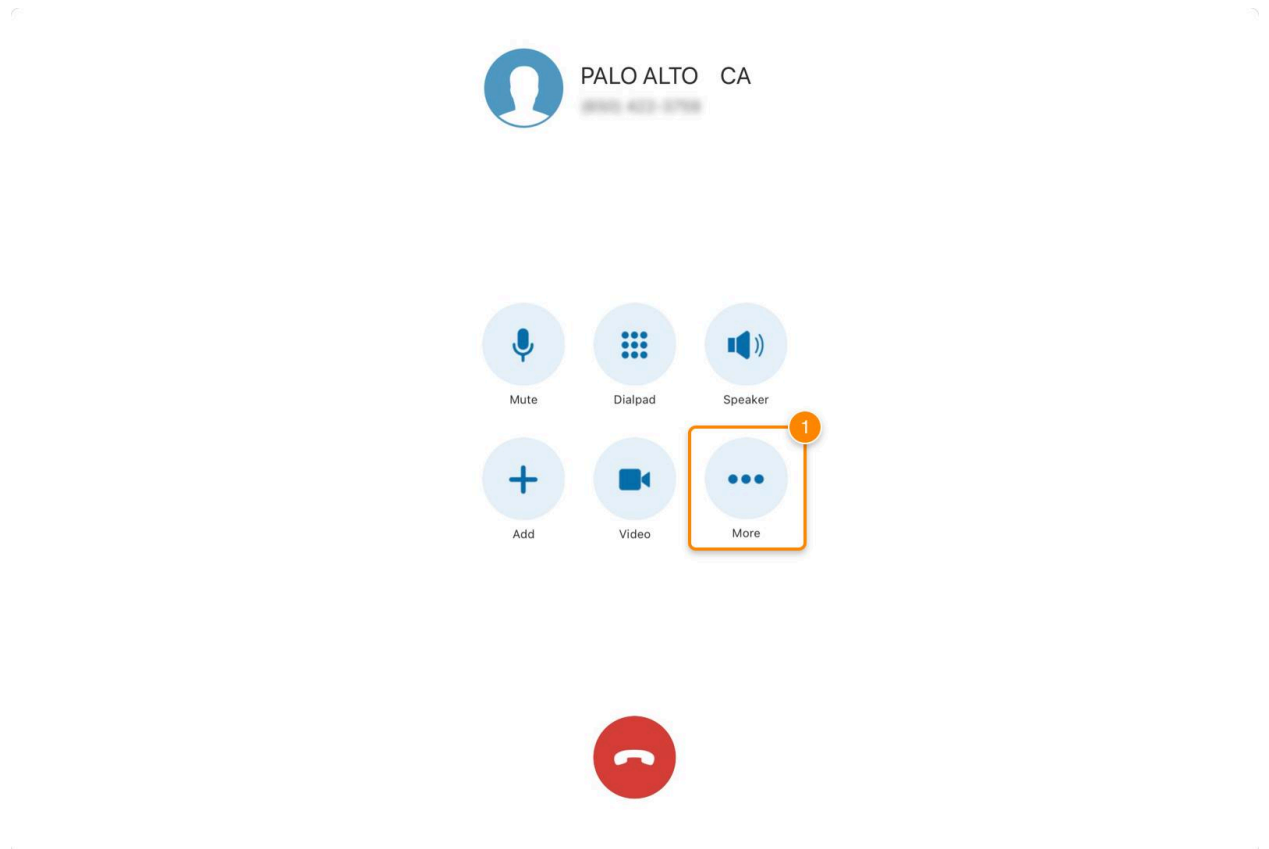
Transferring a call

You can transfer a live call to any number. When transferring a call, you'll have three options:

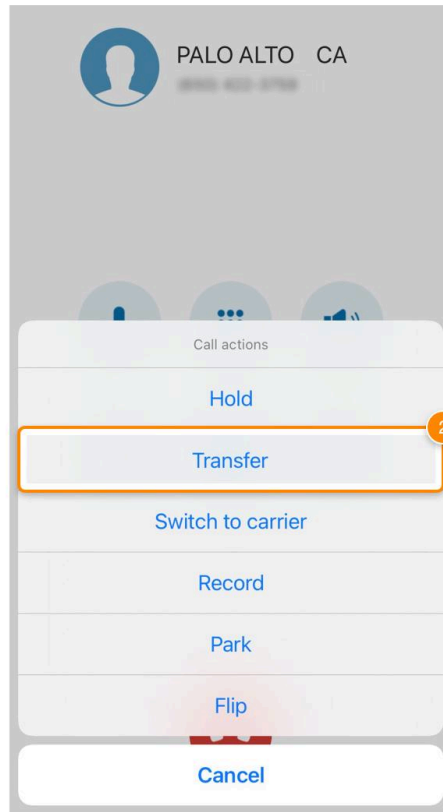
1. Before transferring, you can contact the person who will receive the call. This is known as a warm transfer.
2. You can transfer without speaking to the person receiving the call. This is known as a cold transfer.
3. You can transfer directly to someone's voicemail.

Warm transferring a call

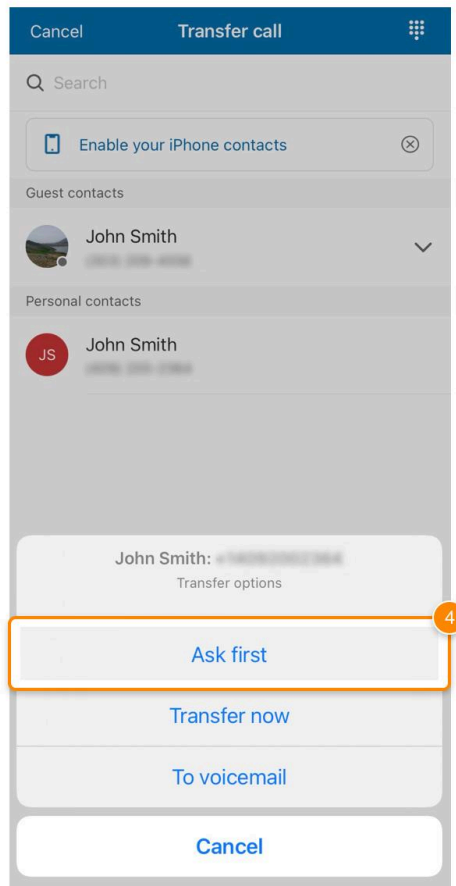
1. While on a live call, tap the **More** button.



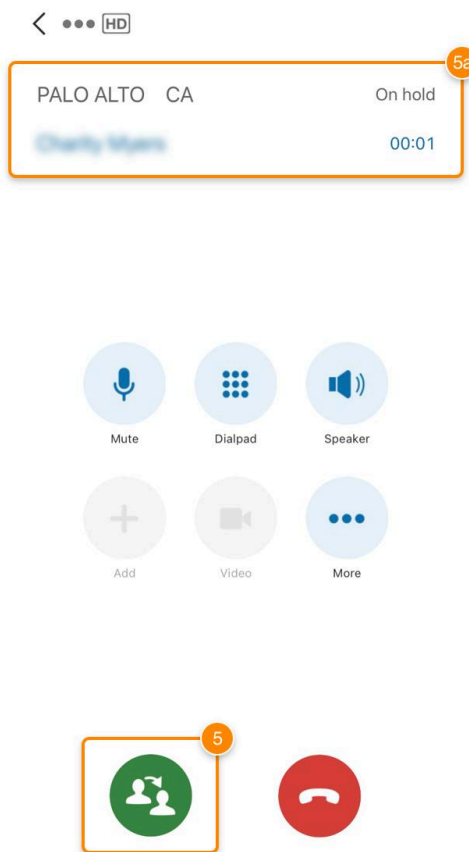
2. Tap **Transfer**.



3. Enter a name or number in the **Search** field, select a contact from the list, or tap the dialpad icon in the top right corner for iOS or the bottom right corner for Android and enter a number.
4. Tap **Ask first**.

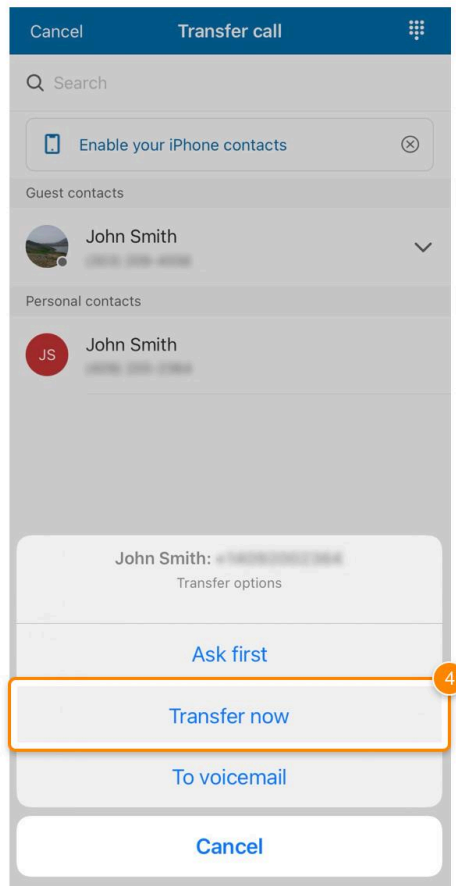


5. Once you've spoken to the person receiving the transfer, tap the **Complete transfer** button at the bottom.
 - a. You can speak to each person involved before completing the transfer. While on a call, tap the label for the person on hold to switch to that call. This will put the other caller on hold until you switch back.



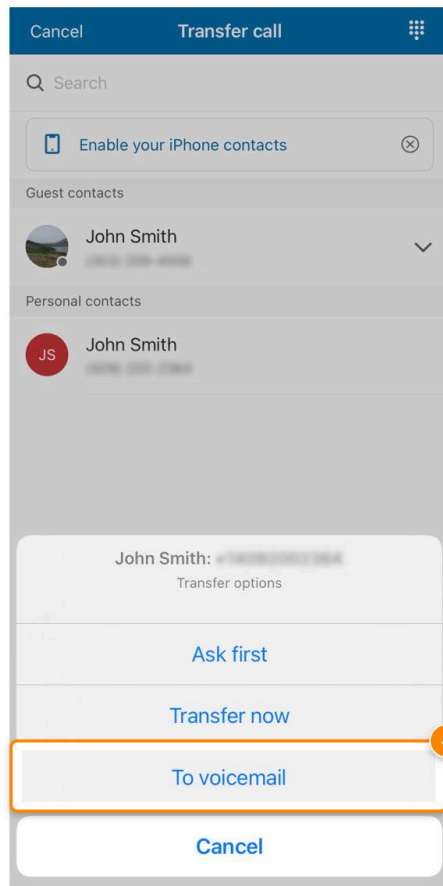
Cold transferring a call

1. While on a live call, tap the **More** button.
2. Tap **Transfer**.
3. Enter a name or number in the **Search** field, select a contact from the list, or tap the dialpad icon in the top right corner for iOS or the bottom right corner for Android and enter a number.
4. Tap **Transfer now**.



Transferring a call to voicemail

1. While on a live call, tap the **More** button.
2. Tap **Transfer**.
3. Enter a name or number in the **Search** field, select a contact from the list, or tap the dialpad icon in the top right corner for iOS or the bottom right for Android and enter a number.
4. Tap **To voicemail** to send the call directly to the selected person's voicemail.



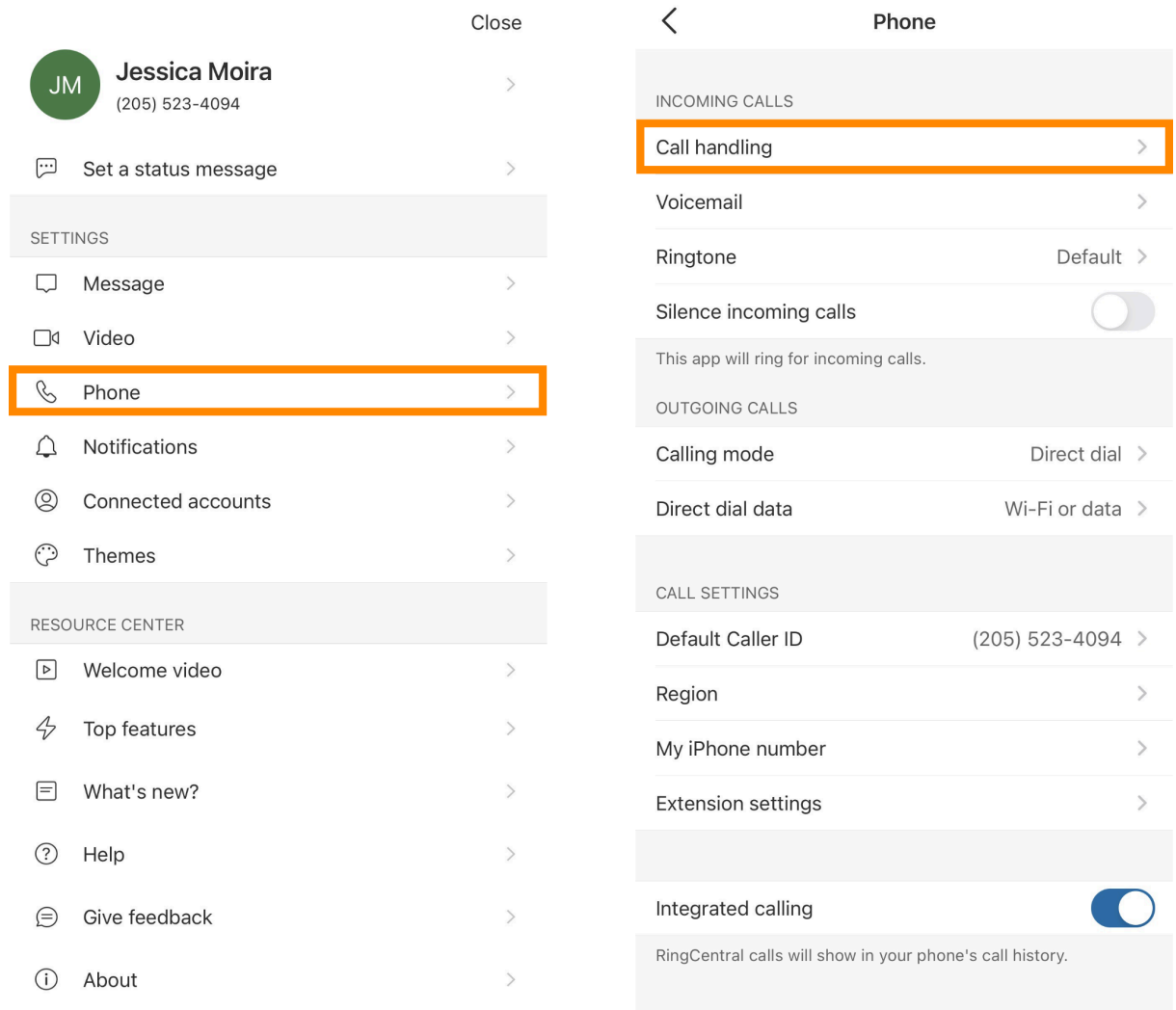
Setting up call handling

You can manage how you want your incoming calls to ring on your RingCentral apps and devices:

- Which devices you want to ring during work and after hours
- Where you want to send missed calls

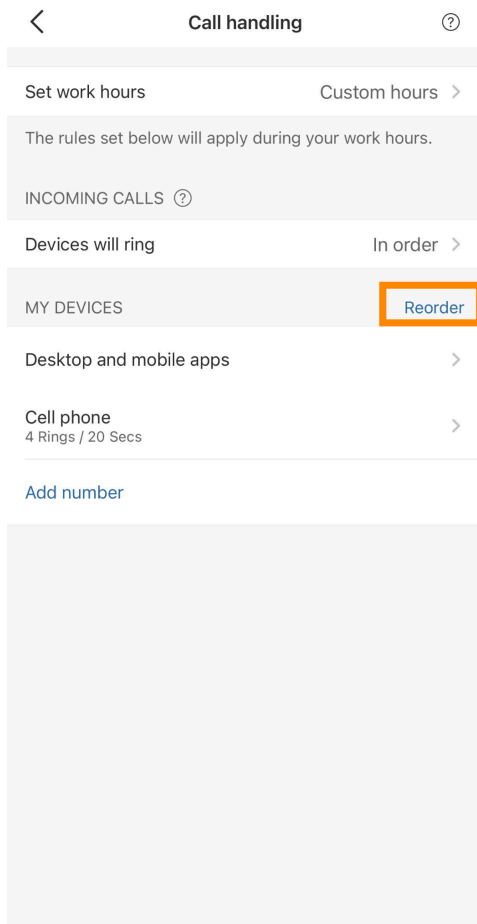
Setting up how incoming calls are handled

1. Open and sign in to the RingCentral mobile app.
2. Tap your profile picture in the top left corner.

3. Tap **Phone** > **Call handling**.

4. Tap **Set work hours** to set your schedule. Use the same schedule 24/7 or tap **Edit** if you want to set how calls are handled based on the day and time.
5. Tap **Devices will ring** and select how you want your devices to ring:
 - a. *In order*: Calls will ring in the order they're listed.
 - b. *All at once*: Calls will ring on all devices in the list at once.
 - c. *Do not ring*: (Only available for **After hours**) Calls won't ring on your devices. Instead, calls will route to the destination you set up under **Missed calls**.
6. Tap **Add number** to add another phone number to the list.

7. If you selected *In order*, tap **Reorder** and drag and drop the devices to place them in the order they should ring. Then tap **Save**.

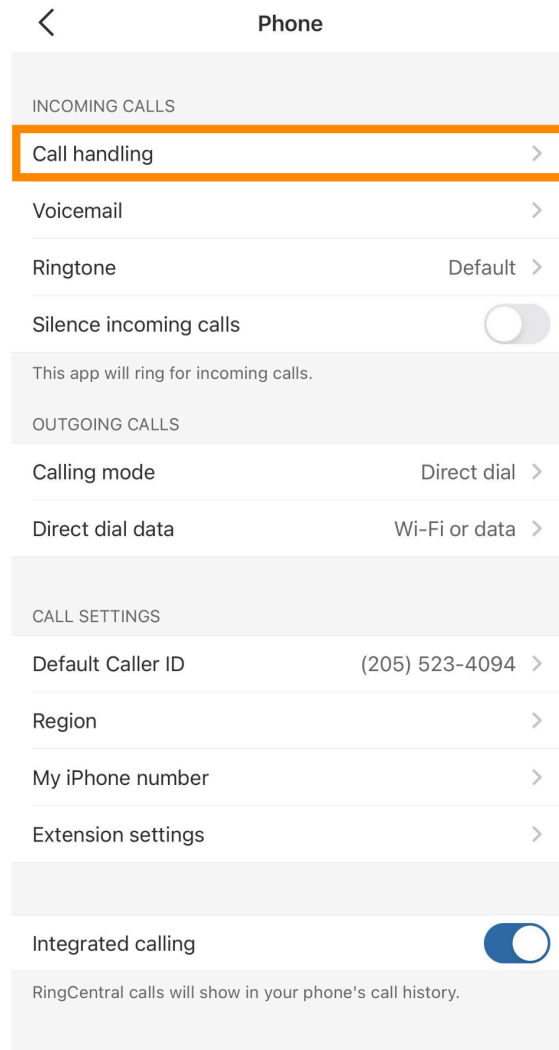
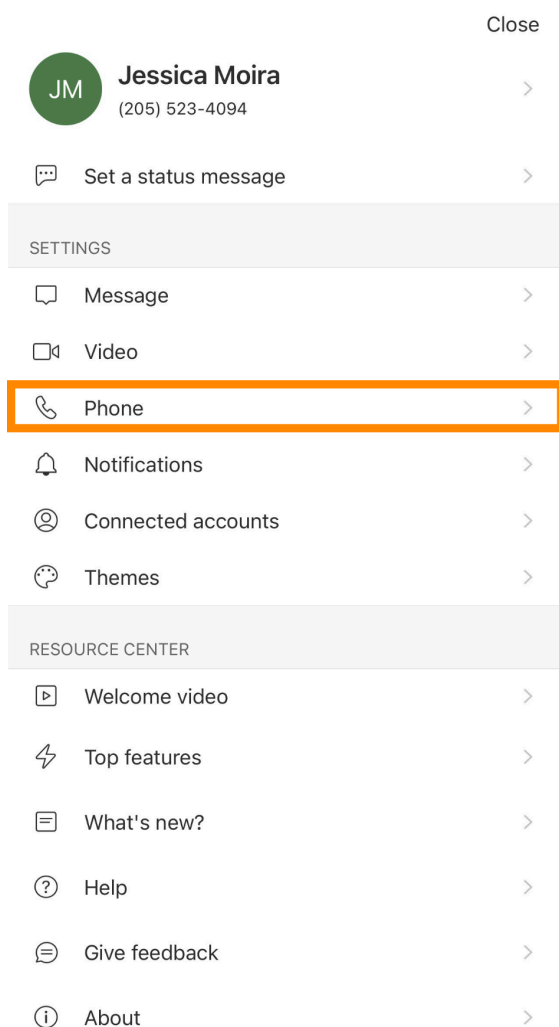


8. Tap the device name and select how long it should ring.
9. Tap the device name and turn it off if you don't want it to ring.

Setting up how missed calls are handled

You can configure where missed calls should be sent.

1. Open and sign in to the RingCentral mobile app.
2. Tap your profile picture in the top left corner.
3. Tap **Phone** > **Call handling**.



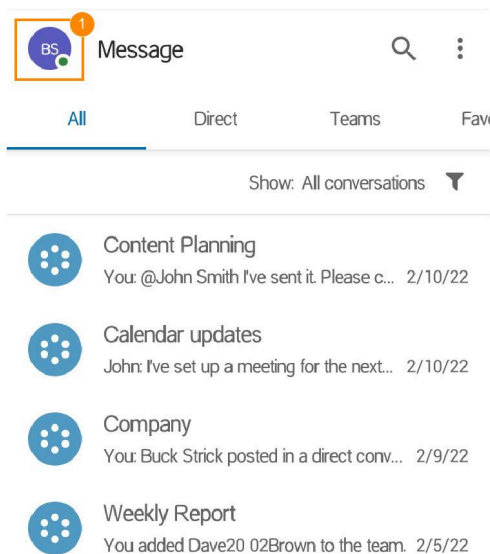
4. Tap **Set work hours** to set your schedule. Use the same schedule 24/7 or tap **Edit** if you want to set how calls are handled based on the day and time.
5. Tap **Unanswered calls** to choose how your missed calls should be handled:
 - a. *Send to voicemail:* Sends unanswered calls to voicemail.
 - b. *Send to announcement:* Sends calls to a recorded voice message and then disconnects them.
 - c. *Forward to extension:* Forwards calls to the number of a coworker, a call queue, an IVR menu, or an announcement-only or message-only extension.
 - d. *Forward to number:* Forwards calls to an external phone number.

Setting up the Forward all calls feature

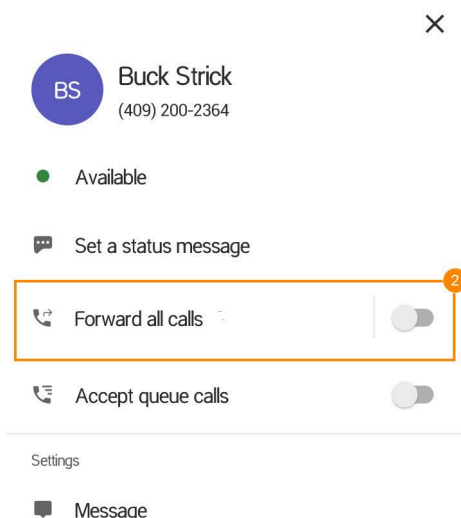
The **Forward all calls** feature allows you to forward all your incoming calls when you're unable to answer. You can forward incoming calls to a voicemail, coworker, external number, call queue, announcement, IVR menu, or other locations. You can also schedule the time period when the incoming calls should be forwarded.

Admins can set the **Forward all calls** feature for users.

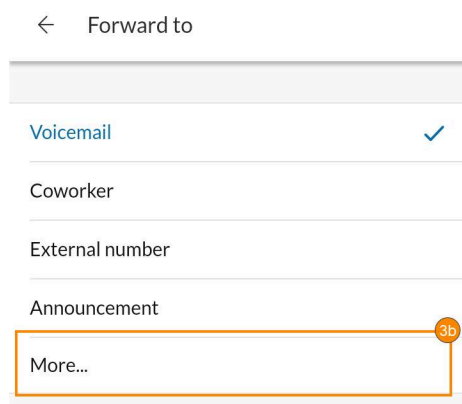
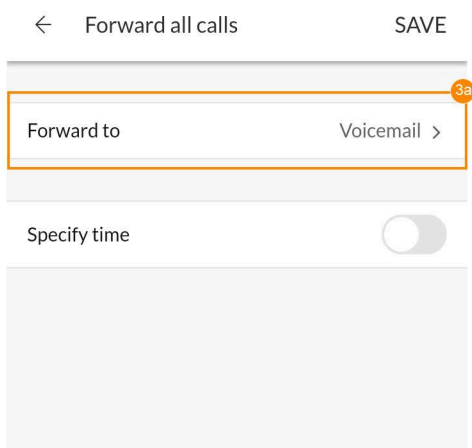
1. Tap your profile photo at the top left of the RingCentral mobile app.



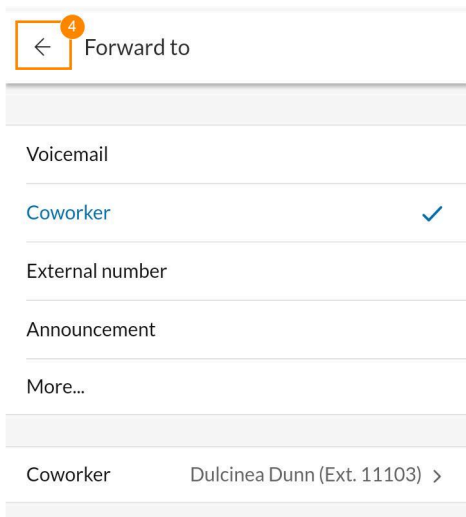
2. Turn on the toggle for Forward all calls.



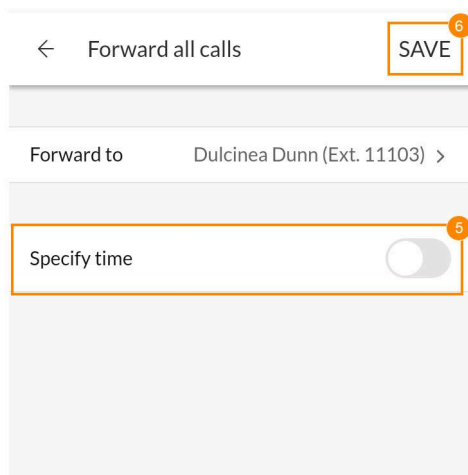
3. Tap the **Forward to** dropdown and select [where you want to forward your calls](#). Tap **More** to see the complete list.



4. Tap the back arrow at the top left.



5. Turn on the toggle for **Specify time** to set start and/or end dates or times (optional). This feature is useful for forwarding calls around your break or vacation schedule.
6. Tap **Save**.



A banner will appear at the top of the RingCentral app to remind you when your calls are forwarded. You can tap the banner, then tap **Edit** to modify your call forwarding settings, or tap **Turn off** to stop forwarding your calls.

Where to forward your calls

- **Voicemail:** Forward calls to your voicemail box. You can play and customize your voicemail greeting. Select whether you want to forward it to your voicemail box or another extension.
- **Coworker:** Forward calls to a coworker. Tap Select, type the coworker's name or extension number in the search box, then click on the desired coworker.
- **External number:** Forward calls to an external number, such as an answering service.
- **Announcement:** Play an announcement. You can play and customize the greeting.
- **Call queue:** Forward calls to a call queue. Type the call queue name or extension number in the search box, then click on the desired call queue.
- **Delegated line:** Forward calls to a delegated line. Type the delegated line name or extension number in the search box, then click on the desired delegated line.
- **Shared line:** Forward calls to a shared line. Type the shared line name or extension number in the search box, then click on the desired shared line.
- **Limited extension:** Forward calls to a limited extension. Type the limited extension name or extension number in the search box, then click on the desired limited extension.
- **IVR menu:** Forward calls to an IVR menu. Type the IVR menu name or extension number in the search box, then click on the IVR menu line.

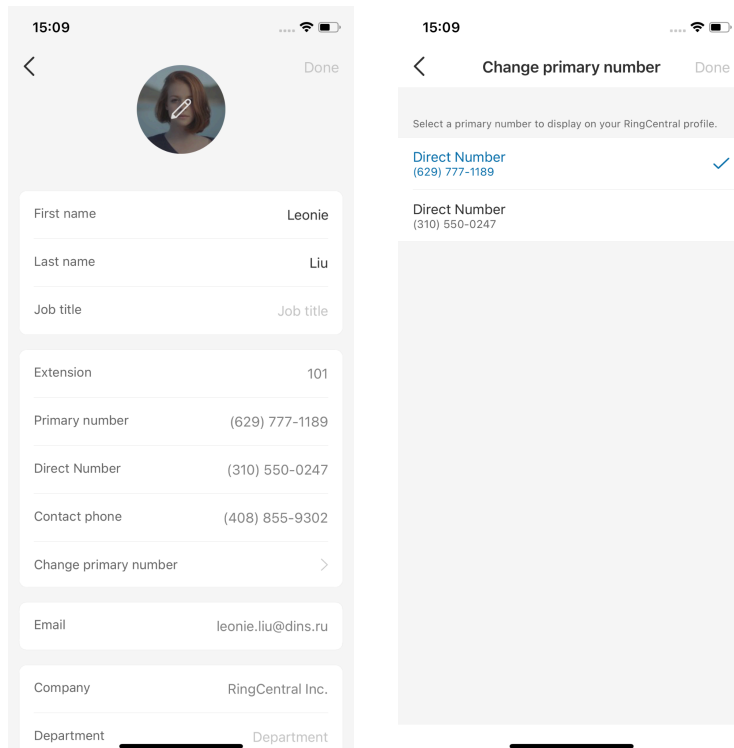
Note:

- To use the **Forward all calls** features, the **User Settings - Call handling** permission is required. If the user doesn't have this required permission, the **Forward all calls** feature won't be available to them. For more information, go to [List of User Permissions](#).
- When **Forward all calls** and Do Not Disturb (DND) are both turned on, calls will be forwarded according to your **Forward all calls** settings

Setting your primary display number

If you have more than one direct number, you can choose a primary number to display on your mobile, web, desktop apps, and Admin Portal to those who call you. You can edit your number from your profile screen.

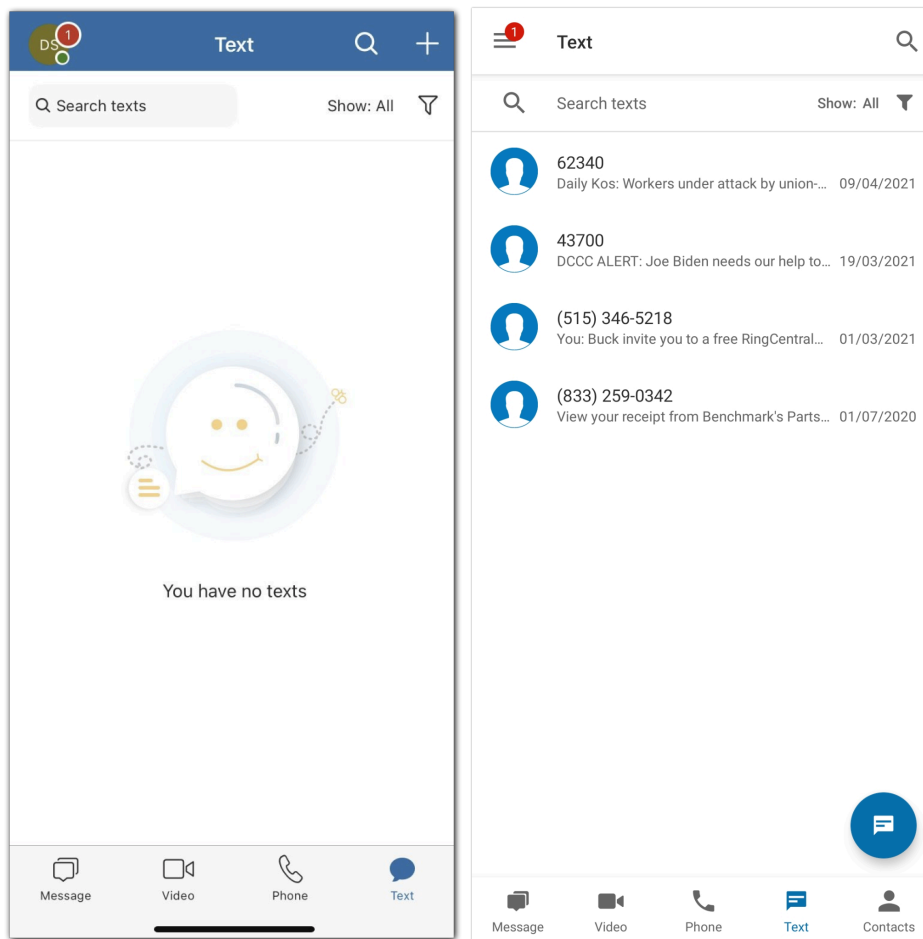
1. Click your profile picture.
2. Click **Change primary number**.
3. Choose a number from the list.
4. Click **Done**.



Sending a text message

To send a text message in the mobile app, follow these steps:

1. Depending on how you customized your bottom menu bar, navigate to **Text** via the bottom menu bar or **Main** menu.
2. Tap the plus icon at top right (iOS) or tap the blue chat icon at bottom right (Android).



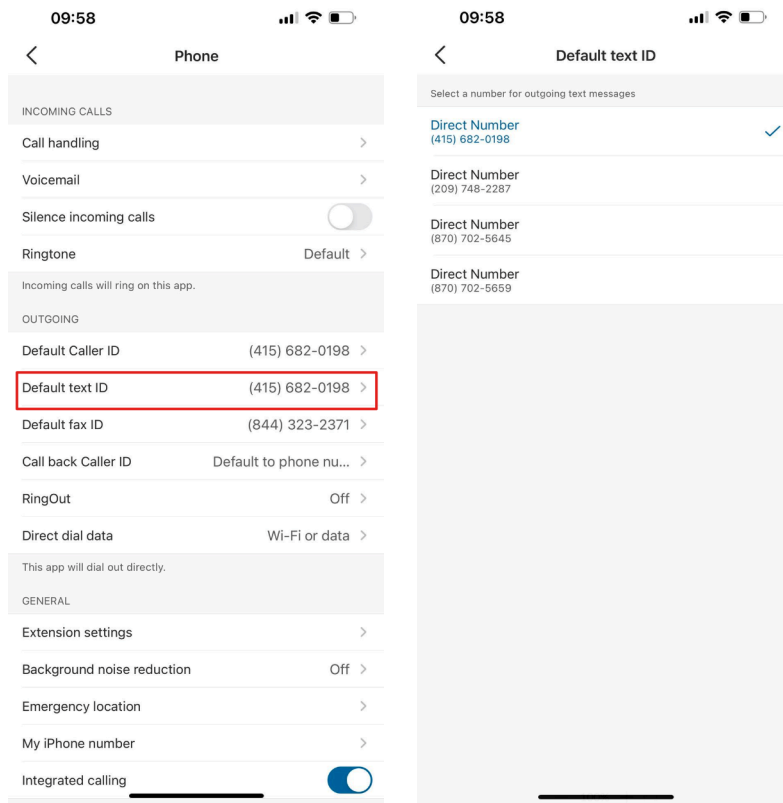
3. Enter a number or type the name of a contact in the **To** field.
4. Compose your text message in the Text message field.
5. Tap the right-pointing arrow icon to send your text message.

If you'd like to learn more about sending a text message in the RingCentral mobile app, visit [Send a Text Message in the RingCentral Mobile App](#).

Setting your default text ID

Your default text ID will be the as your caller ID by default. To change your default text ID:

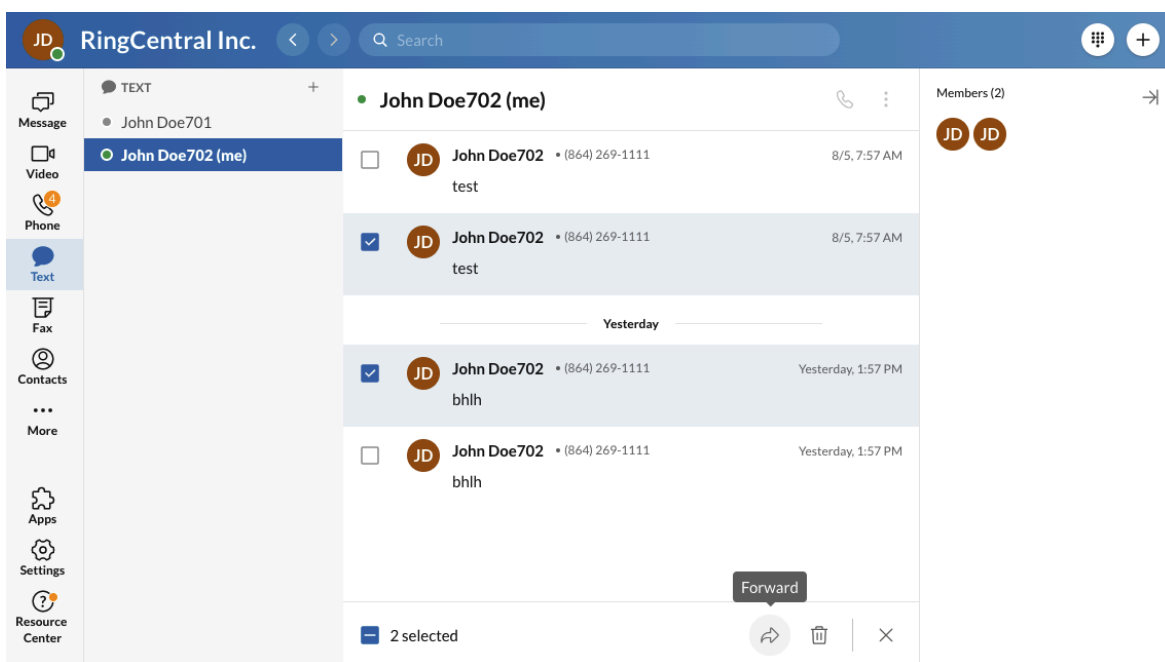
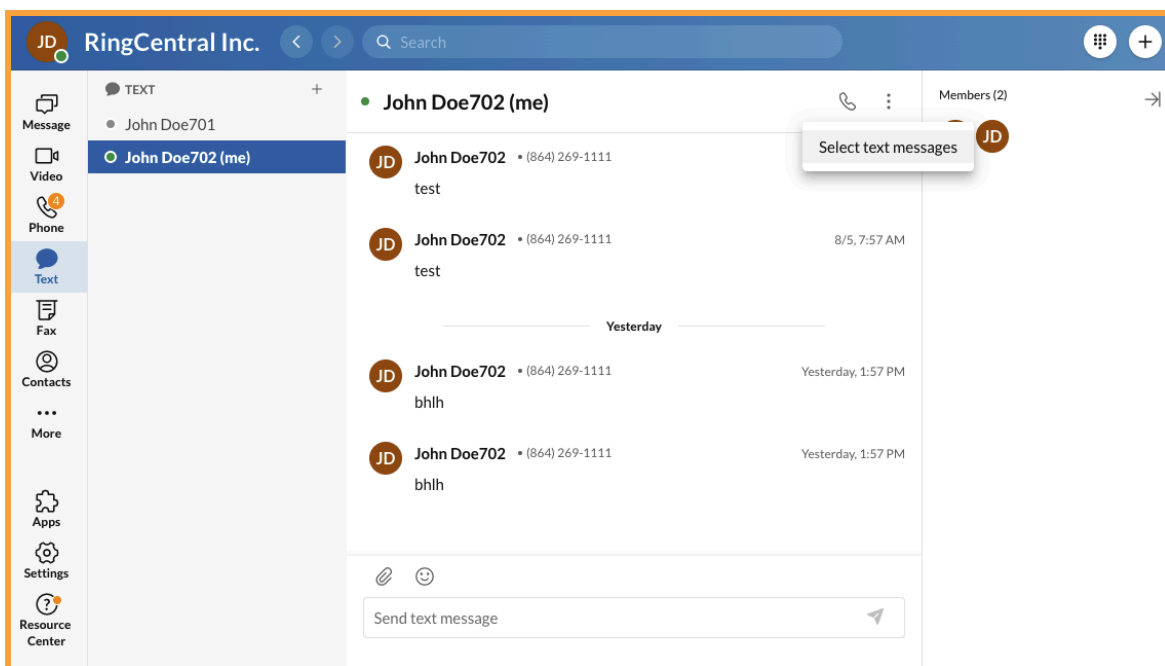
1. Click your profile picture.
2. Click **Phone**.
3. Under **Outgoing**, click **Default text ID**.
4. Choose a phone number from the list.



Bulk forward SMS messages

You can forward text messages, individually or in bulk, to another text conversation. You can perform a bulk forward action by:

- Click the **More (three vertical dots)** at the top of the text window.
- Hover over a text message and click **Forward**.

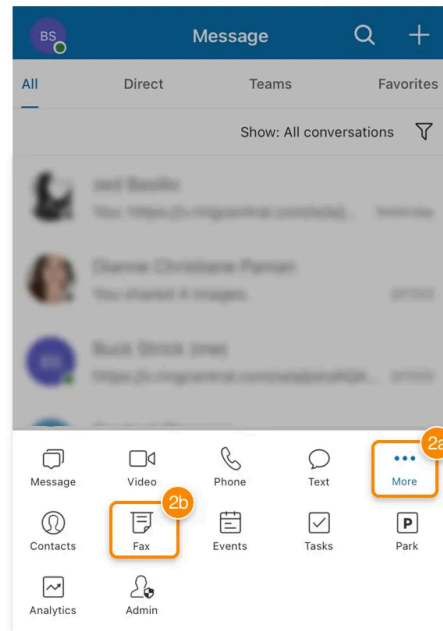


Using the fax tab

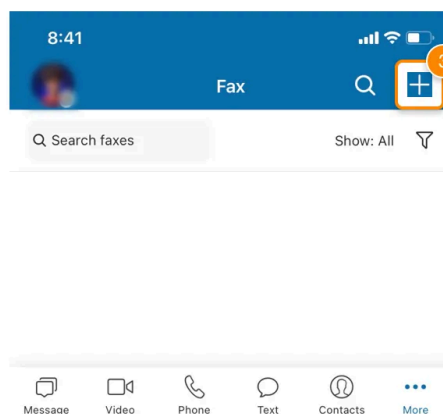
Sending a fax

1. Tap **More > Fax** in the bottom navigation bar.

Note: Depending on how your tabs are customized, you may need to tap **More > Fax**.



2. Tap the plus icon in the upper right corner.



3. Enter the phone numbers or names from your contacts list.

Note: You can add up to 50 recipients. To include more, Fax broadcasting must be turned on. [Learn how](#)

4. Tap the **Cover page** and choose a style. Toggle off if you don't want to include a cover page. If you'd like, add a **Cover page note**. You can send a fax with a custom cover page by toggling on **Use cover page**, and then tapping the plus icon to upload the cover page from your device. You can assign a name, upload a file, or download a template you can configure before uploading. Previously uploaded custom cover fax pages are readily available to be selected, and you have an option to preview, edit or delete it.
5. Tap **Save**.
6. Tap **Add attachment** and select **Attach files** or **Attach photos**.
7. Select the files or photos you want to send.
Note: Make sure the files are smaller than 50 MB combined and that they are one of the [supported file types](#).
8. If you'd like to delete one or more of the attachments or rearrange their order, tap **Edit**.
 - a. To delete, tap the minus icon.
 - b. To rearrange their order, tap and drag the three lines on the far right.
9. To send the fax immediately, tap **Send**.
 - a. To send the fax immediately, tap **Send** in the upper right corner.
 - b. To send a fax at a future time, tap **Send later**, enter a date and time, then tap **Send** in the upper right corner.

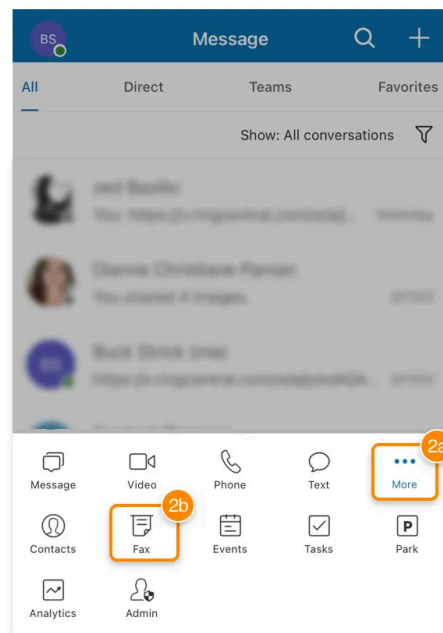
Note: To save as a draft, tap the **Back** icon in the upper left corner and tap **Discard changes** or **Save draft**. If you tap **Save draft**, the fax will be labeled as a **Draft** in your list.

To confirm whether a fax was sent, tap **Fax** in the bottom navigation bar. A fax's status shows as **Sending**, **Sent**, **Failed**, or **Received**.

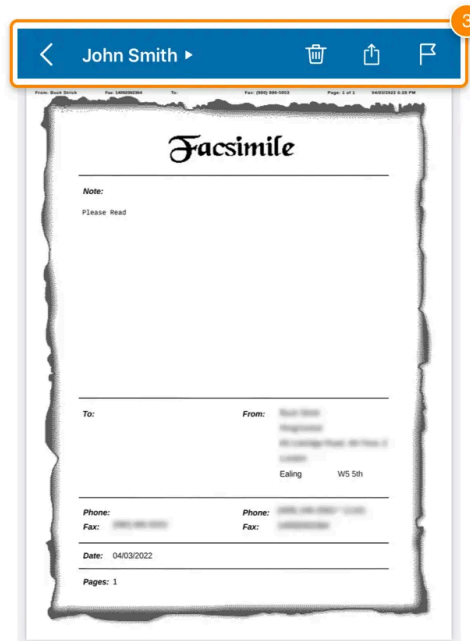
Viewing and managing a fax

With RingCentral, you can send and receive faxes without a fax machine. You can view, download, forward, or delete a fax.

1. Tap **Fax** in the bottom navigation bar.
2. Note: Depending on how your tabs are customized, you may need to click **More > Fax**.



3. Tap an entry to view the fax. You can:
 - a. Tap the fax preview to view it in full screen. Tap again to return to the original size.
 - b. Tap the sender or recipient's name to view their contact info.
 - c. Tap the trash icon to delete the fax.
 - d. Tap the upload icon to save the fax or forward it to another recipient.
 - i. *Open in...:* Save the fax to your mobile device, open it in another app, or share it.
 - ii. *Forward as fax:* Forward the fax to another recipient. This will be sent as a fax to the recipients you specify.
 - e. Tap the flag icon to mark the fax as unread.



A bubble on **Fax** in the bottom menu indicates the number of unread faxes. Unread faxes in the **Received** list are shown as blue text. Faxes will show as **Sending**, **Sent**, **Received**, or **Failed**.

Clearing cached data

You can clear cached data to remove uploaded and downloaded files to reduce the amount of storage the mobile app uses.

1. Open the mobile app.
2. Click your profile picture in the top left corner.
3. Select **Data and storage**.
4. Click **Clear cached data**.

