RINGCENTRAL APP: CONFIGURING IMPORTANT SETTINGS

Before using the RingCentral app, take time to configure some important settings that enhance your user experience, so you can have an easier time collaborating and being more productive.

SET YOUR NOTIFICATIONS AND AUDIO PREFERENCES

Setting your preferred desktop notifications and sound settings helps you stay updated whenever you get new messages or incoming voice and video calls. Access these settings by following these steps:

- a. Click Settings.
- b. Click Notifications and audio.

Then, modify the following settings according to your preference:

- A. New messages Choose if you want desktop notifications for all new messages or only for direct messages and @mentions. You can also turn this setting off, so you don't get any desktop notifications for any new messages.
- B. Incoming calls Allows you to enable or disable desktop notifications for incoming calls.
- C. **Missed calls and new voicemails** Enables or disables desktop notifications for missed calls and new voicemails.
- D. Sounds Lets you choose your preferred notification sounds for direct messages, @mentions, team messages, incoming voice calls, and incoming video calls. Notification sounds make it easy for you to determine the kinds of incoming communication you are getting.

RingCentral COV Q	Search
Customize tabs	Desktop notifications
2 Notifications and audio	New messages Choose your preference for desktop notifications for new messages
Themes	
hone Message	Incoming calls Receive notifications for incoming calls
Video	
Text Sector Phone	Missed calls and new voicemails
Fax E Calendars and contacts	Receive notifications for missed calls and new voicemails
Explored shortcuts Second shortcuts	Bounce app icon Bounce once
Administration	Bounce the app icon in the dock when receiving a notification
Aore	Always show notifications when the app is in the foreground Receive notifications even when the app is in the foreground and in use
	Upcoming meeting reminder When meeting starts Choose when you'd like to be notified before a meeting begins.
	Sounds
	Direct messages Log Drum Choose sound for new direct messages
	Mentions Log Drum Choose sound for when you are mentioned
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SET YOUR NEW MESSAGE BADGE COUNT

Setting your new message badge count according to your preference allows you to choose how the RingCentral app updates your new message badge counter, so you can easily determine when to check the Message section for new messages. We recommend that you set this to "Direct messages and mentions only," so the app only increases the badge count whenever you get a new direct message or you get @mentioned in a conversation.

- 1. Click Settings.
- 2. Click Message.
- 3. Click the **New message badge count** dropdown menu and select your preferred setting.

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	= Customize tabs	Message				
	 Notifications and audio Themes 	Conversation list				
2	Message	Max conversations 4 ▼ Choose the maximum amount of read conversations the app will display in your conversation rail (urready will always disolar)				
Text Fax	Video Video Phone Calendars and contacts	New message badge count Direct messages and mentions on Choose how the app will count new messages in the app badge count All new messages	ly			
© Contacts	 Keyboard shortcuts Administration 	Message thread	1			
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		Guest notifications	<u> </u>			
		Display guest indicators Show visual indicators for guests in conversations				
Apps						
Settings						

CONFIGURE YOUR CALLER ID

Set your preferred Caller ID, so your RingCentral app displays the appropriate phone number when making outgoing calls.

- 1. Click Settings.
- 2. Click **Phone**.
- 3. Click the **Caller ID** dropdown menu and select your preferred Caller ID.

, Ç	= Customize tabs	Phone		
Video Phone	 Notifications and audio Themes Message Vilu 	Incoming calls Call handling Set how incoming calls ring your apps and devices, and how missed calls are handled.	Edit	
2	Video	Voicemail	Edit	
2	Calendars and contacts	Set a greeting and a PIN for your voicemail.		
© Contacts	Keyboard shortcuts	Ringtone Off Select the sound you'll hear when you receive incoming calls. Off	-	
••• More	40 Administration	Outgoing calls		
		Default caller ID Select the number that will be displayed to the people you call. (650) 397-8480	• 3	
		RingOut Man. Use another phone to make a call with your RingCentral number and Caller ID.	age 🔵	
		General		
		Extension settings Customize your profile details, call screening, greetings, hold music, and more.	Edit	
చ		Heads-up display (HUD) Man Monitor contacts, view their presence status, and call or text them.	age 🌑	
Apps E Company settings		Default phone app for calling Use RingCentral (this ap Choose which app you'd like use to make calls.		
Settings		Region Please set the country for your location. This will be used for local dialing and phone number formating It will not affect your outbound Caller ID. United States (1)	Edit	

UPDATE YOUR EMERGENCY ADDRESS

Update your Emergency address to ensure that your correct location displays for calls to emergency services, using the RingCentral app.

- 1. Click Settings.
- 2. Click Phone.
- 3. In the Emergency response location section, click Manage.
- 4. If you are selecting from an existing emergency location:
 - a. Click the dropdown to select from the available Company or Personal emergency response locations.

If you are adding a new location:

- b. Click the + icon to add a new Emergency response location.
- 5. Click Confirm location.

