

# 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.

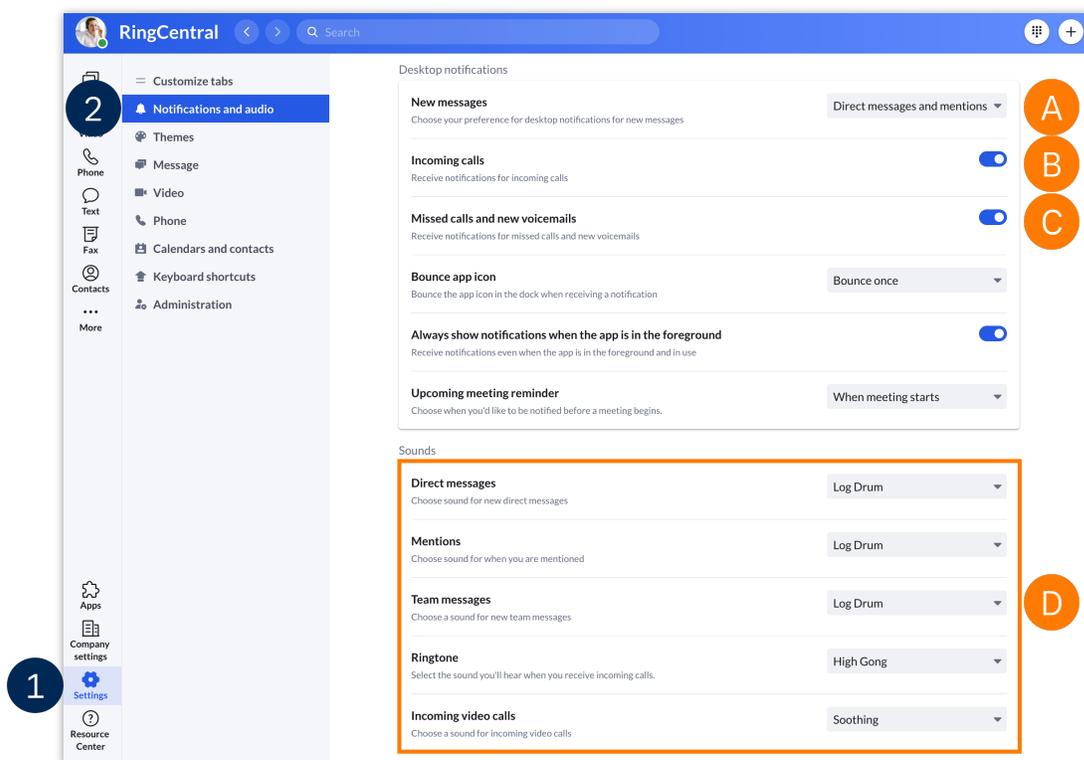
## SET YOUR NOTIFICATIONS AND AUDIO PREFERENCES

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:

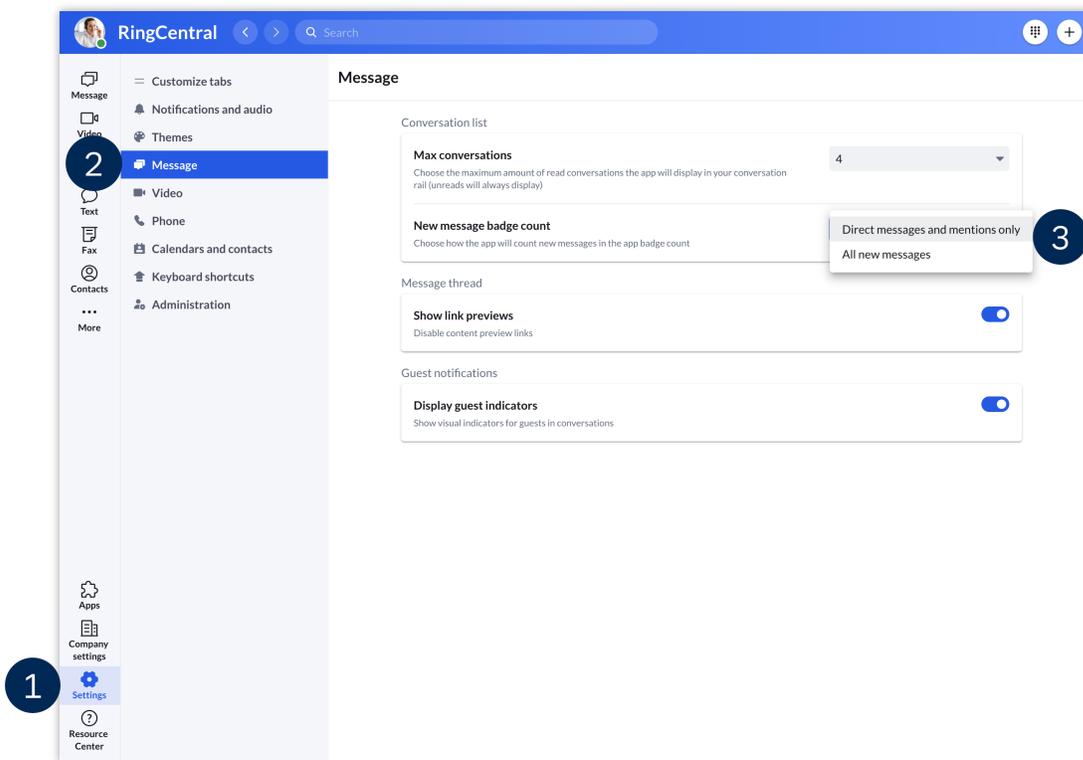
- A. **New messages** – Choose if you want desktop notifications for all new messages or only for direct messages and @mentions. You can also turn this setting off, so you don't get any desktop notifications for any new messages.
- B. **Incoming calls** – Allows you to enable or disable desktop notifications 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.



# 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.

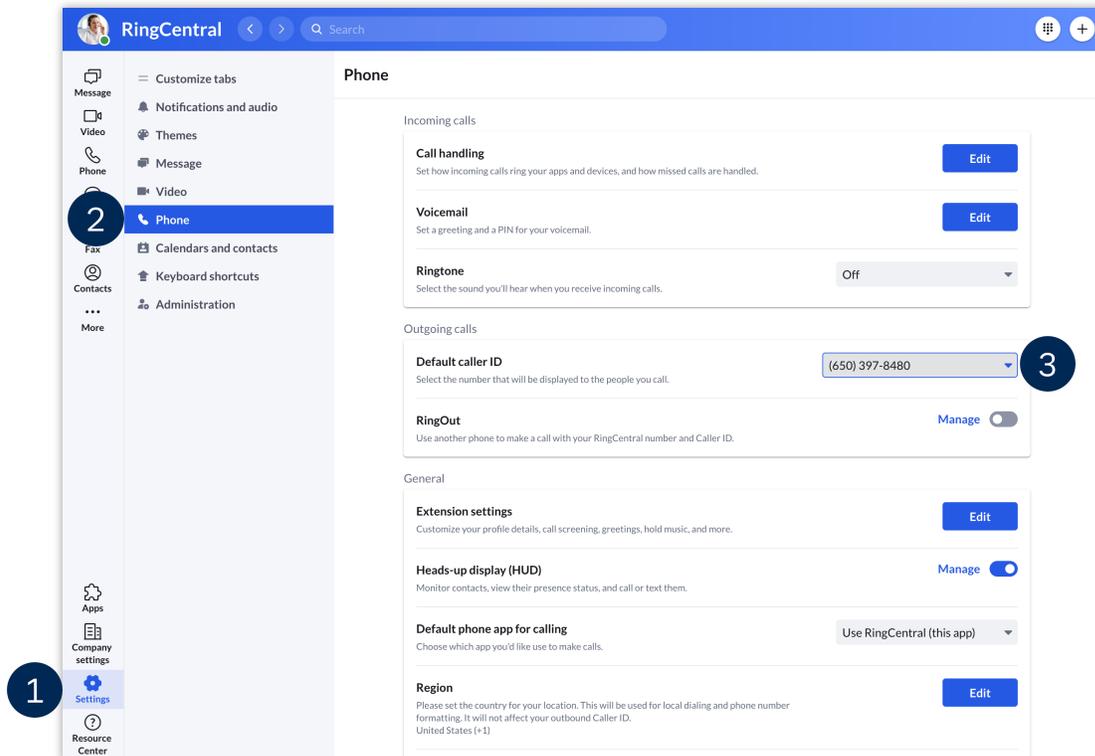
1. Click Settings.
2. Click **Message**.
3. Click the **New message badge count** dropdown menu and select your preferred setting.



# 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.



# 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.

