

# RingCentral App

## Reference Guide

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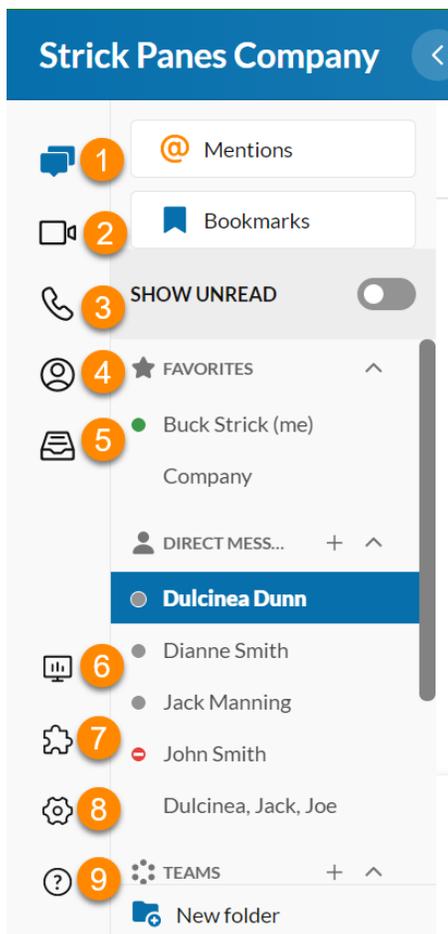
# Introduction

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

The main features of this unified app are:

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

## Interacting with the RingCentral app



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

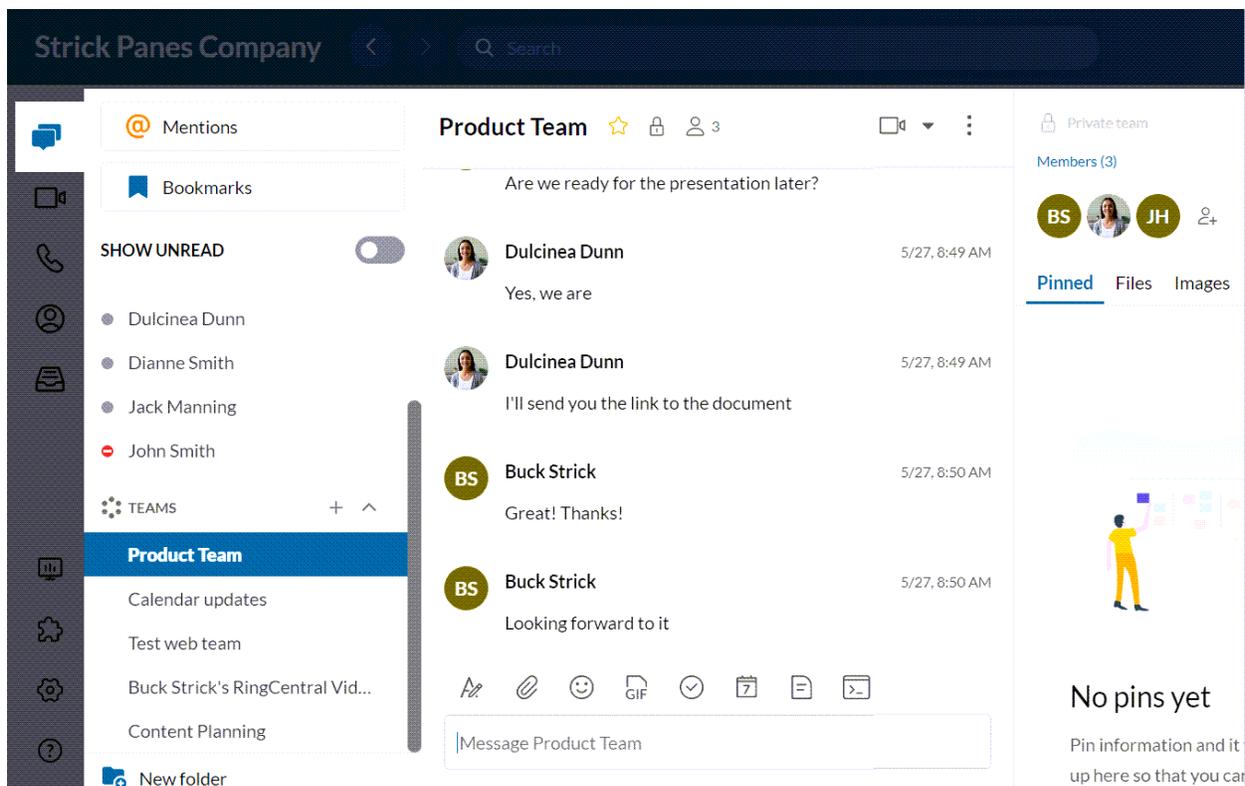
# Message

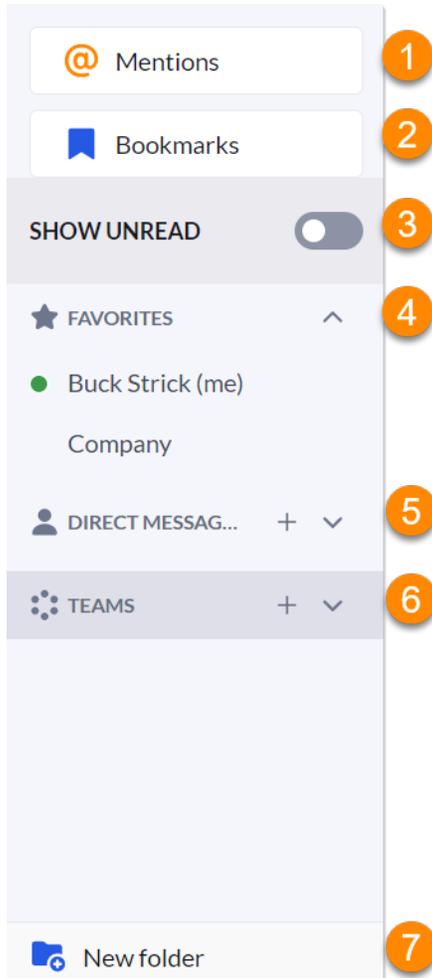
On the Message menu, you can:

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

## Using Message

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





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

The screenshot shows a chat window titled "Calendar updates" with 4 participants. The message from Buck Strick asks Jack Manning about plans on CaRing Day. Jack Manning replies with a list of meeting guidelines. The rich text editor at the bottom is highlighted with an orange box. A context menu is open over the message, showing options like Pin, Bookmark, New task, and Delete post. Numbered callouts 1-11 point to specific features: 1 (Rich text editor), 2 (Attach file), 3 (Emoji), 4 (Share GIF), 5 (New task), 6 (New event), 7 (New note), 8 (New code snippet), 9 (Quote), 10 (Edit post), and 11 (More options).

Calendar updates ☆ 🔒 👤 4

BS Buck Strick  
Jack Manning any plans on CaRing Day?

Jack Manning 🐱 Away from home!  
Buck Strick I'll check the update first 😊

Hey, guys! Here's the [agenda](#) for our next meeting. Please check your **email** for more info.

If it's your turn to lead the team meeting, the format is:

1. Drop a fun/interesting and thought-provoking icebreaker on us.
2. Open the floor for manager or team lead announcements.
3. Ask for open forum for anyone to share information or talk through concerns or roadblocks.
4. Close out the meeting.

B U I 🔗 ☰ ☷ ☹ ☺ 🔗 -

Pin  
Bookmark  
New task  
Delete post

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

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

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

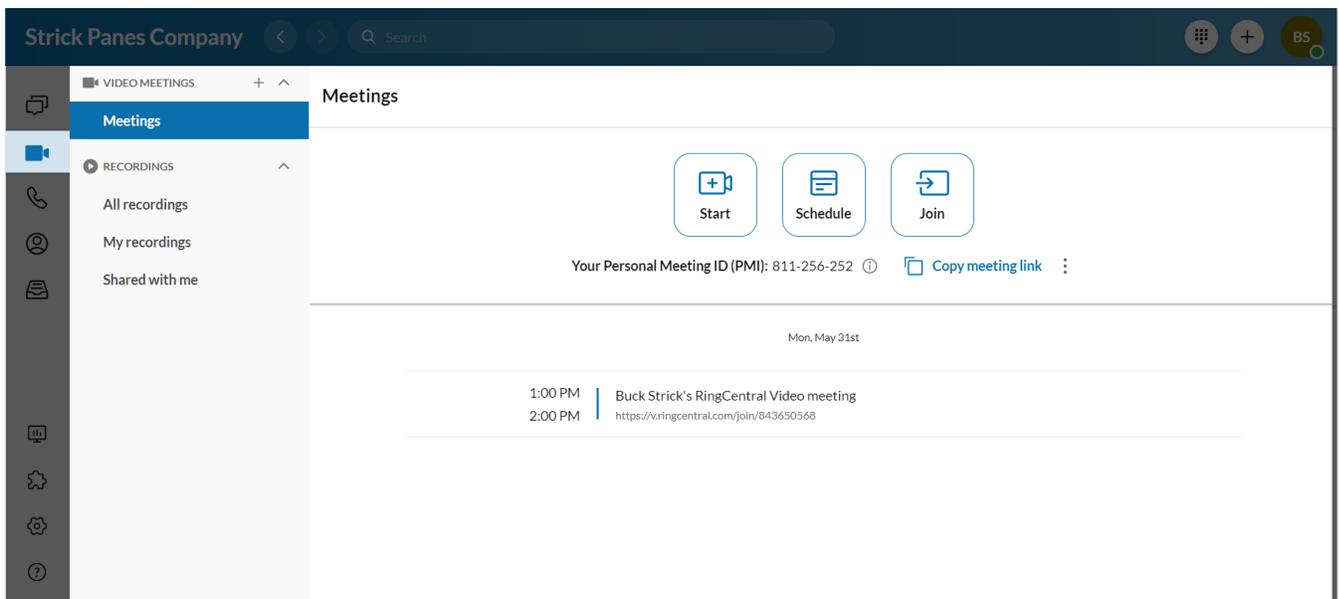
# Video

On the Video menu, you can:

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

## Using Video

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

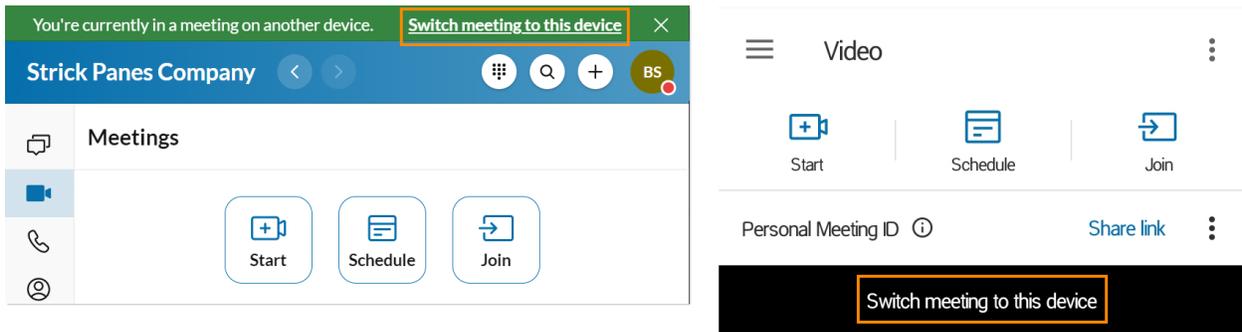




You can do the following in a RingCentral Video meeting:

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

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



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

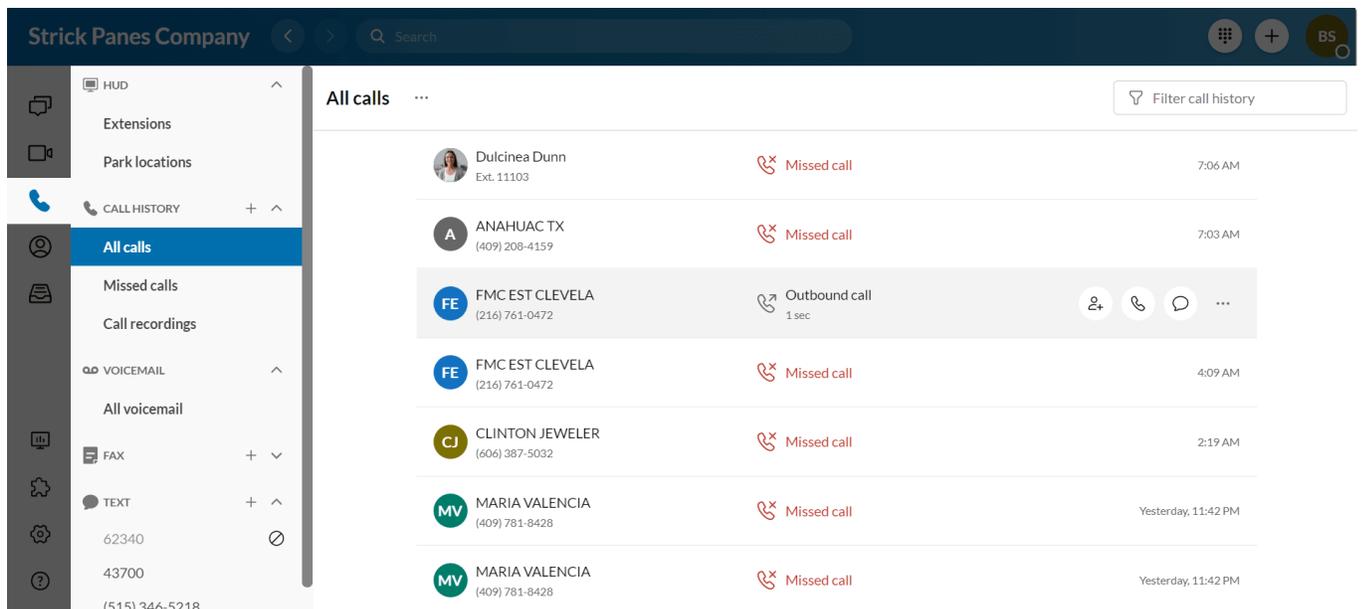
# Phone

On the Phone menu, you can:

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

## Using Phone

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



## Making a call

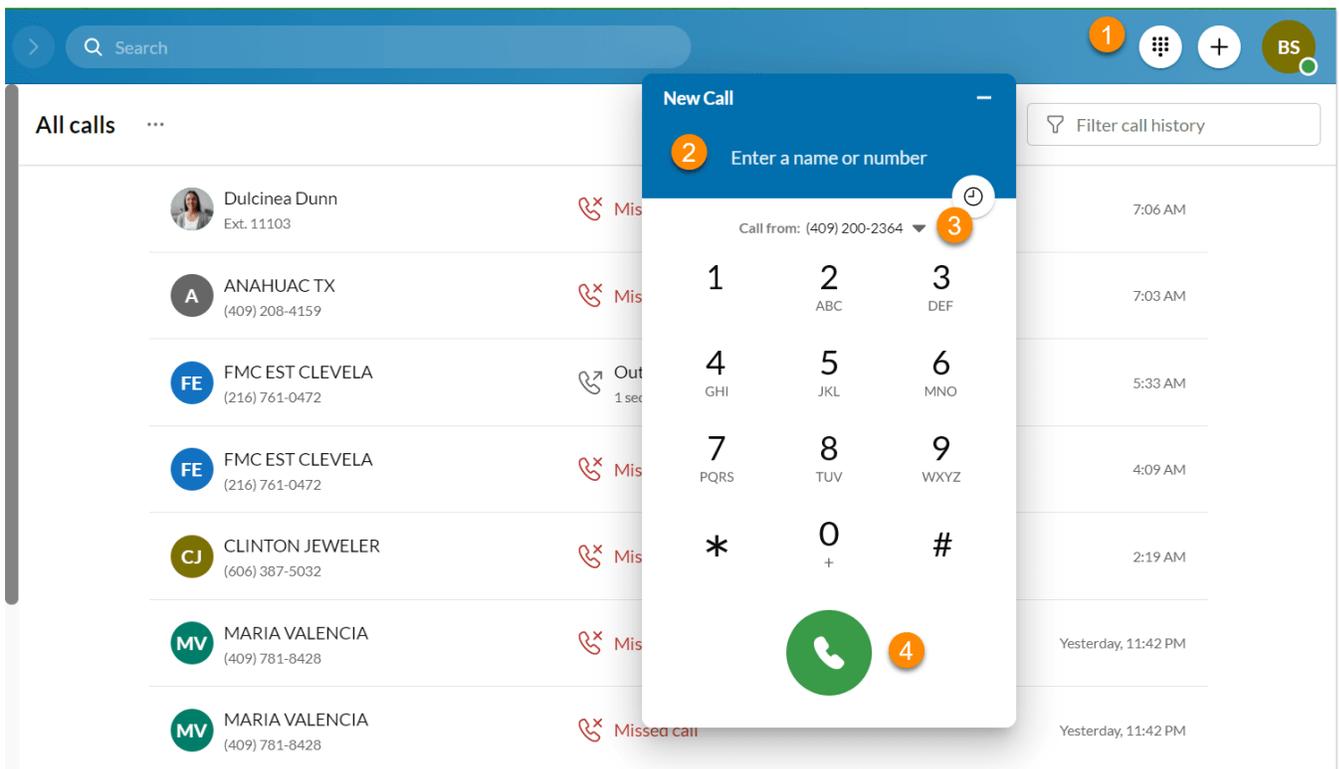
There are several ways you can make a call in the RingCentral app.

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

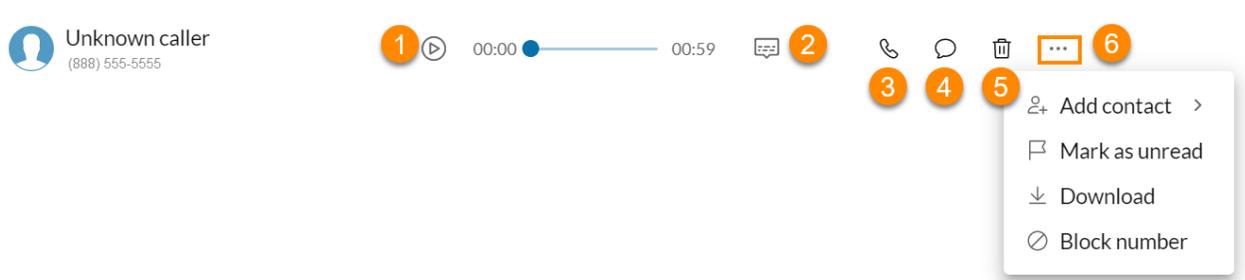
- Placing a call via the **Recent calls** clock icon in the dial pad.

### Making a call using the dial pad

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

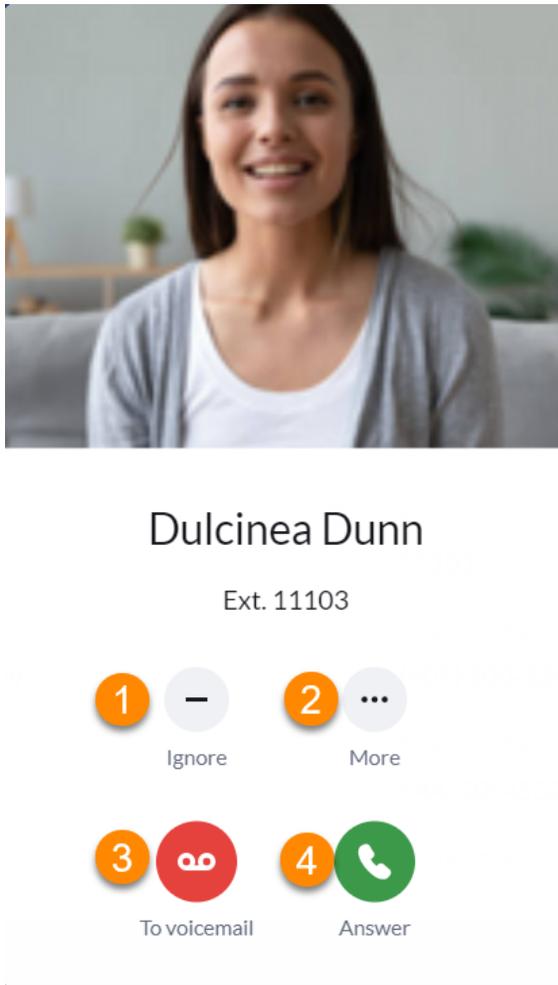


## Voicemail options



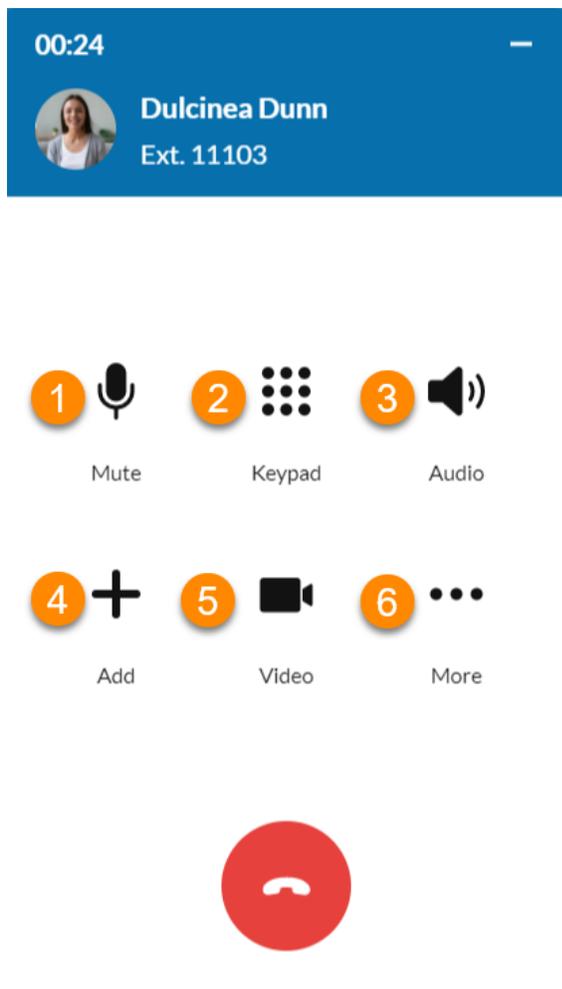
1. **Play:** Listen to the voicemail.
2. **Show transcript:** Show the transcript of the voicemail (if available).
3. **Phone:** Call back the user.
4. **Text:** Send a text message.
5. **Delete:** Delete the voicemail.
6. **More:** Use *Add contact*, *Mark as read/unread*, *Download*, or *Block/Unblock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

## Incoming call controls



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

## Active call controls



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