



# RingCentral for Google

## User Guide

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# Introduction

# About RingCentral for Google Chrome Extension

RingCentral for Google Chrome Extension provides seamless integration between your Google account and your RingCentral services.

It offers these features:

- Use Google Chrome browser integration on any platform (Windows®, Mac®, and Chromebook®).
- Make or receive calls through the RingCentral phone system directly from your Chrome browser.
- Find your Google and RingCentral contacts in an easy to search screen.
- Enable click-to-dial on any phone number (except the graphic items) on any web pages, allowing you to spend more time servicing clients and less time dialing.
- Send or receive text messages and see them as conversations.
- Listen to your voicemails directly from your browser.
- View calls you've made, received or missed.
- Schedule RingCentral Conference and RingCentral Meetings from your Google Calendar. •

## About this Guide

This guide is specially designed for RingCentral for Google Chrome Extension users. This guide shows how to add the application to the browser and how to use the application. It also provides some basic troubleshooting tips.

## Basics

For optimal user experience, ensure that:

- Your Google Chrome is updated to the latest version.
- You have authorized this application to access your Google account.
- You are logged in to Google Calendar and Gmail with the authorized Google account.

# Installation

# Installation

Go to the Google Chrome web store and find RingCentral for Google.

The screenshot shows the Google Chrome Web Store page for the 'RingCentral for Google' extension. At the top, there's a header with the RingCentral logo, the text 'RingCentral for Google', and a '+ ADD TO CHROME' button. Below the header, there's a navigation bar with 'OVERVIEW', 'REVIEWS', and 'RELATED' tabs. The main content area is divided into two columns. The left column contains links to USPS resources: 'USPS - Email Us - USPS.com', 'USPS - Customer Support', 'Help | USPS - USPS.com', 'Missing Mail & Lost Packages | USPS - USPS.com', 'File a Claim | USPS - USPS.com', 'International | USPS', and 'Contact Us | USPS Office of Inspector General'. The right column features a 'People also search for' section with logos for USPS, FedEx, DHL, Amazon, and eBay, followed by a preview of the RingCentral app interface showing a dial pad and a 'To:' field. On the far right, there's a 'Compatible with your device' section and a 'RingCentral for Google' description: 'Seamlessly integrate your RingCentral communications and collaboration solution with Google Cloud to create a powerful business communications hub. The RingCentral for Google Chrome extension makes it easy for your teams to access key RingCentral features without leaving their persistent Google applications, simplifying workflow and increasing productivity.' Below this, there's a 'Features' section listing 'Hangouts: Invite as many as 1,000 audio participants to any Google Hangouts™' and 'Calendar: Schedule and join meetings'. At the bottom right, there's an 'Additional Information' section with links for 'Website' and 'Report Abuse', and details about the version (4.0.0), update date (March 26, 2018), size (2.8MiB), and language (English).

Once you have found the app in the Google web store, click the Plus button to add the app to your Google Chrome browser.

# Verify Installation

Once the app is installed, go to your Gmail account in your Chrome browser; you should see RingCentral for Google Chrome Extension on the right side of your Gmail.

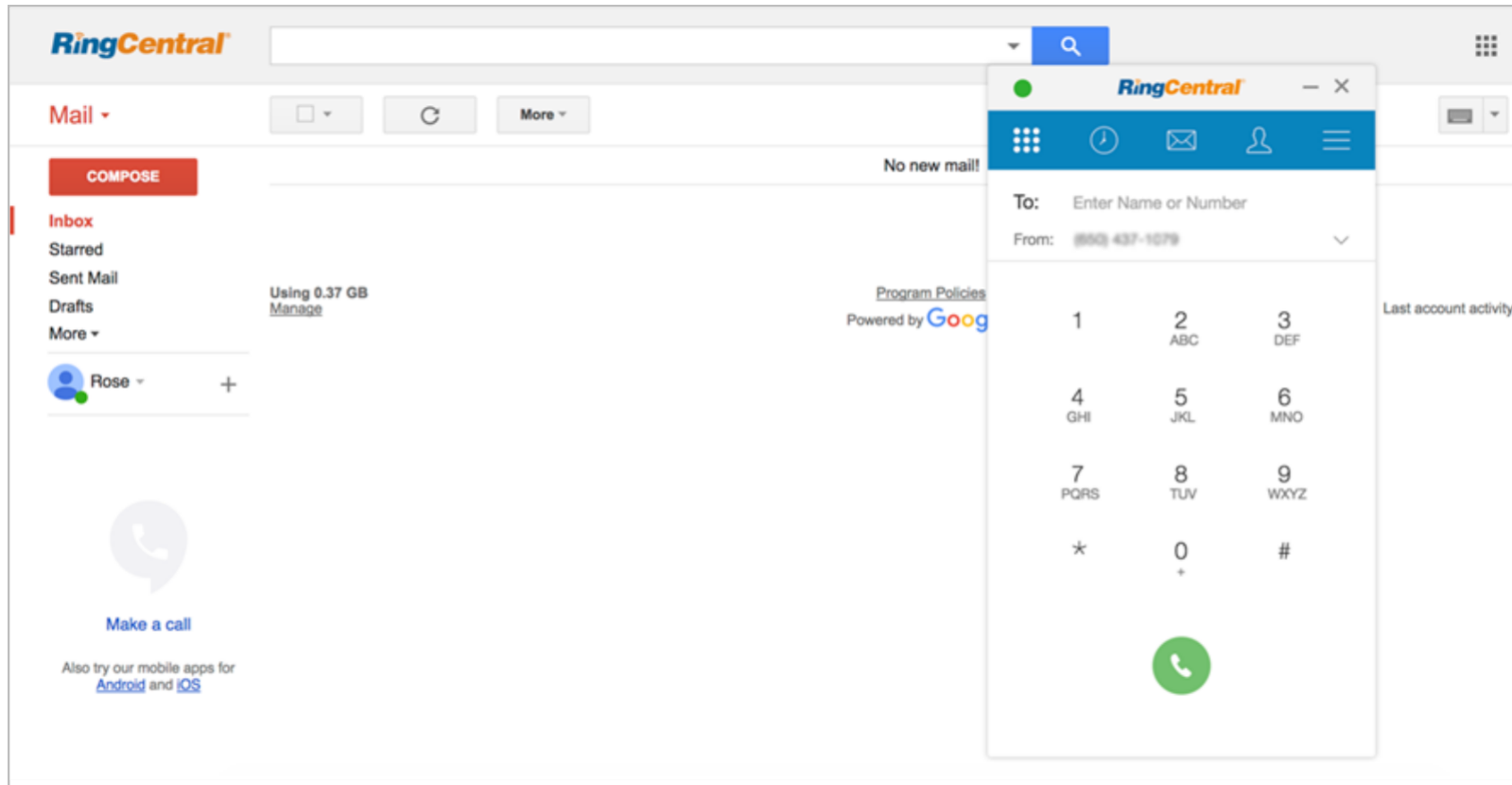


Figure 2



# Login

To log into RingCentral for Google Chrome Extension, click the **Sign In** button to see the different login options you can choose from.

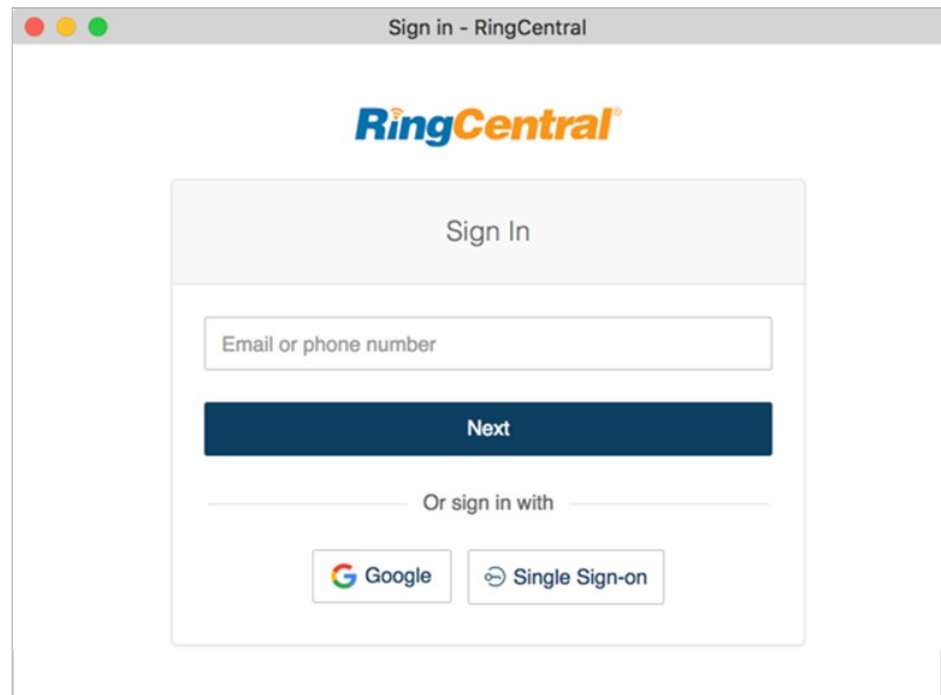


Figure 3

## Minimize and Close Button

When RingCentral for Google Chrome Extension is not in use, you can minimize it to give yourself more reading area on the page you are viewing. Clicking on the minimized app brings the app back. To close the app window, click the Close icon on the upper right corner of the app. If you want to bring the app window back, click the RingCentral icon in the browser tools bar. (Figures 4 and 5)



Figure 4

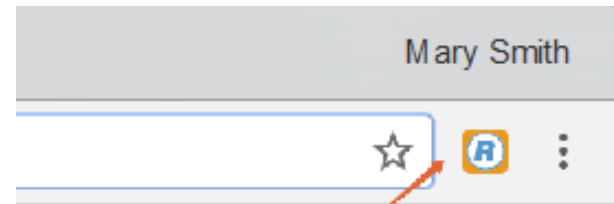


Figure 5

# Options

To see the lists of web pages where the application won't be displayed, right-click the RingCentral icon in the browser tools bar then click Options. The list **Blacklisted by extension** is not editable. You can control the **Blacklist** list by adding or removing some URLs.

You don't have to update the blacklist frequently if you want the app to show on a blacklisted web page — only on some occasions that you want to use it. Click the RingCentral icon in the browser tools bar, and the app will show up in a standalone window.

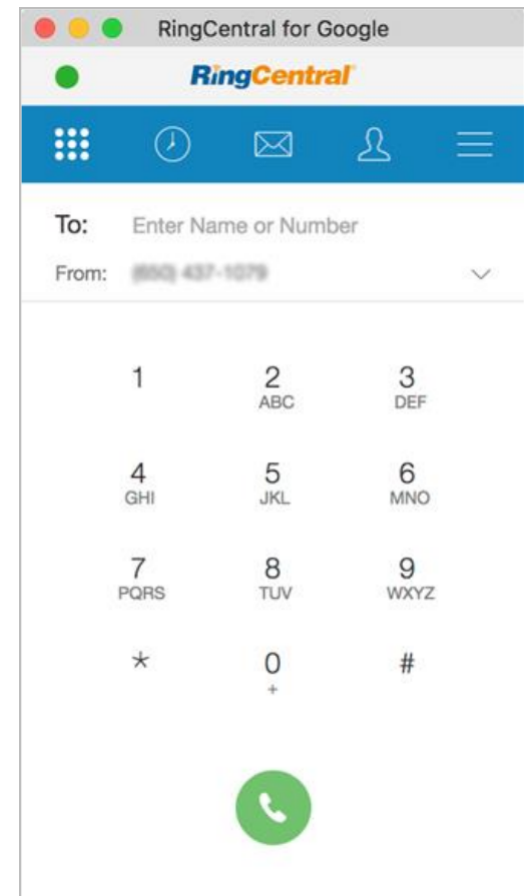


Figure 6

# Settings

You can go to these setting options anytime by clicking the **Settings** menu item from the navigation dropdown.

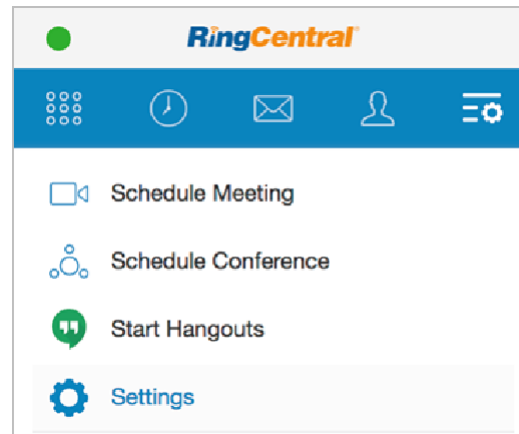


Figure 7

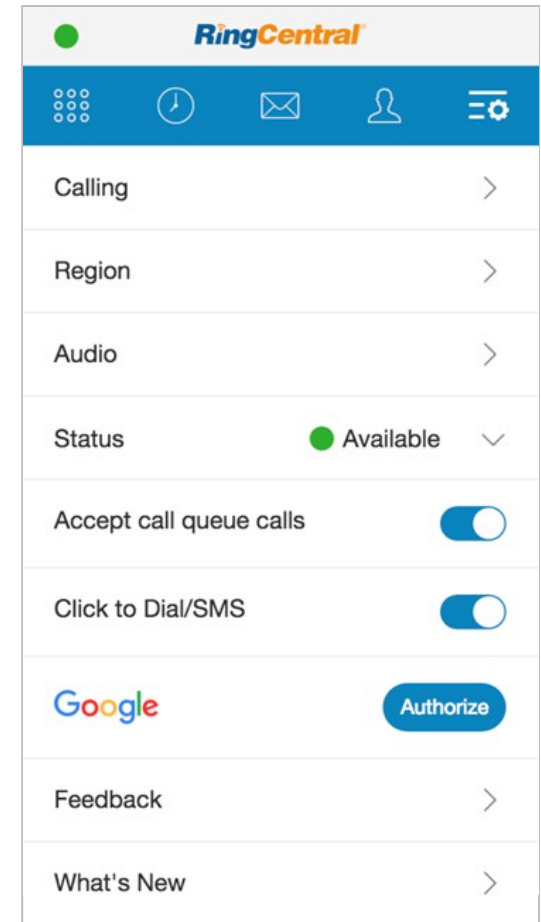


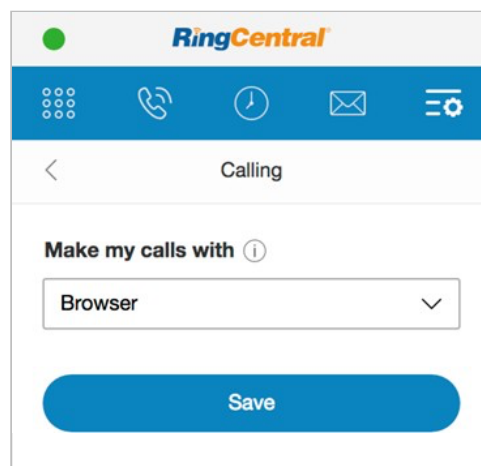
Figure 8

# Calling

You have various options about how to make your calls.

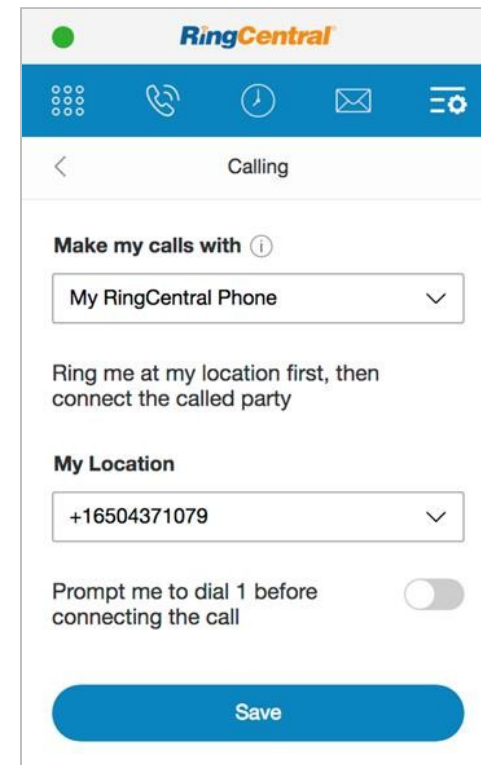
- **Browser:** You can place and receive all your calls using the RingCentral for Google browser web phone if you select this option. You could further configure your **Audio** settings.
- **RingCentral Phone for Desktop:** You can select this option to place and receive your calls with the RingCentral desktop app.
- **My RingCentral Phone / Other Phone / Custom Phone:** If you prefer to re-direct your outbound calls to some other device and make your calls there, please specify the phone number the device is bound with. You will have an option to press "1" before the call is connected to the called party. If you disable the **Prompt me to dial 1 before connecting the call** option then RingCentral will call your number then the dialed number directly.

The **Save** button will be enabled after you change your Calling option. Click the **Save** button to save your edit.



The screenshot shows the RingCentral mobile app interface for the 'Calling' settings. At the top is the RingCentral logo and a navigation bar with icons for a grid, phone, clock, envelope, and settings. Below the navigation bar is a back arrow and the title 'Calling'. The main section is titled 'Make my calls with' with an information icon. A dropdown menu is open, showing 'Browser' as the selected option. At the bottom is a blue 'Save' button.

Figure 9



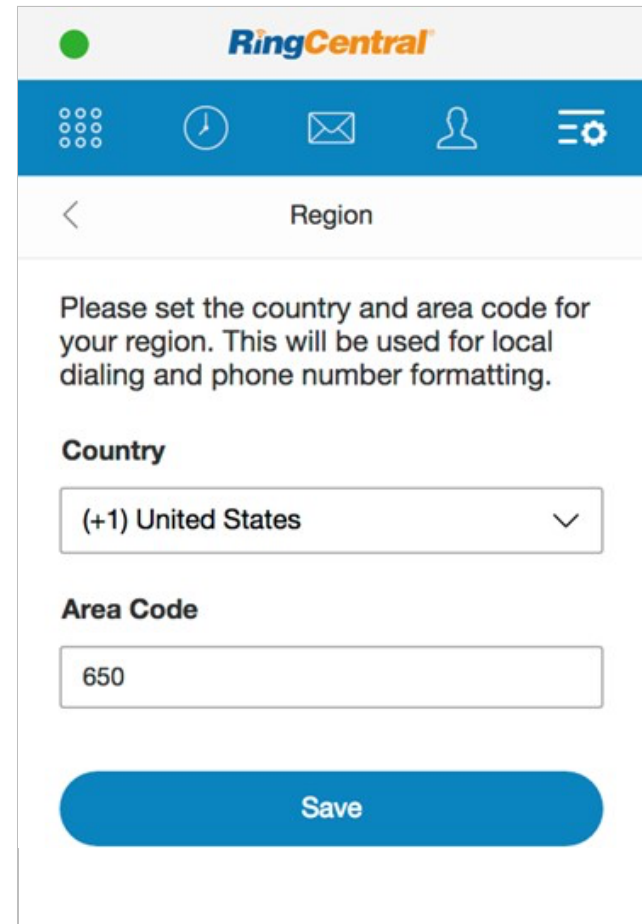
The screenshot shows the RingCentral mobile app interface for the 'Calling' settings. At the top is the RingCentral logo and a navigation bar with icons for a grid, phone, clock, envelope, and settings. Below the navigation bar is a back arrow and the title 'Calling'. The main section is titled 'Make my calls with' with an information icon. A dropdown menu is open, showing 'My RingCentral Phone' as the selected option. Below this is the text 'Ring me at my location first, then connect the called party'. Under the heading 'My Location', there is a dropdown menu showing '+16504371079'. At the bottom, there is a toggle switch for 'Prompt me to dial 1 before connecting the call', which is currently turned off. A blue 'Save' button is at the very bottom.

Figure 10

## Region

The country code you select will facilitate your local dialing. RingCentral for Google Chrome Extension will automatically prefix the selected country code to a local number you dial. If you select US/CA, you can specify an area code and you can dial 7-digit numbers from the app.

After you edit your **Region** settings, click the **Save** button to save your edits.



The screenshot shows the 'Region' settings screen in the RingCentral mobile app. At the top is a blue header with the RingCentral logo and a navigation bar containing icons for a keypad, clock, email, profile, and settings. Below the header, the title 'Region' is centered. A message states: 'Please set the country and area code for your region. This will be used for local dialing and phone number formatting.' There are two input fields: 'Country' with a dropdown menu showing '(+1) United States' and a downward arrow, and 'Area Code' with a text box containing '650'. At the bottom is a large blue 'Save' button.

Figure 11

## Status

Set your status as **Available/Busy/Do not Disturb/Invisible**. If you are a call queue member and you are of Available/Busy/Invisible status you can select whether to **Accept call queue calls**.

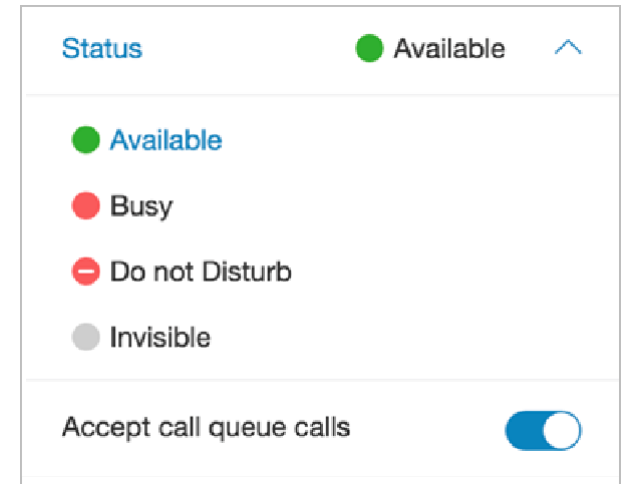


Figure 12

## Click to Dial/SMS

This toggle is turned on by default. You can turn it off and phone numbers on web pages will not be clickable.

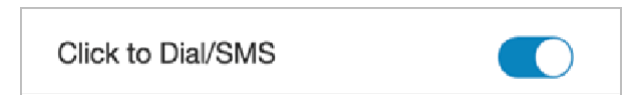


Figure 13

## Authorize

RingCentral for Google Chrome Extension needs to be authorized by you in order to let it access your Google directory and set up Meeting/Conference events in your Google Calendar.

If it is not authorized, RingCentral for Google Chrome Extension will present an **Authorize** button on the **Settings** and **Schedule Meeting** pages.

When you click the Authorize button, Google Confirm Permissions page will be popped up; make sure your appropriate Google email is selected; check the permissions RingCentral for Google Chrome Extension requests to access and click **Allow**. The authorized Google account can be checked on **Settings** page,

You can click **Unauthorize** to remove the authorization.

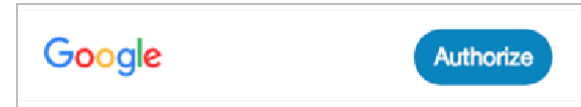


Figure 14

## What's New

**What's New** links to a quick tour about the new features we introduced with the latest released update.

## Feedback

Your opinions matter to us. Click **Feedback** and let us know what you like or dislike about the app.

## EULA & Version

You can check app version# and find link to End User License Agreement on **Settings** page.

## Logout

You can check with which account you have logged in the app. You could log out by clicking **Logout** icon.



# Dialer

You can bring up the dialer by clicking the dialer icon from navigation bar.

In order to make an outbound call you can either use the number buttons on the dial pad, or type a number or a contact name directly in the text box.

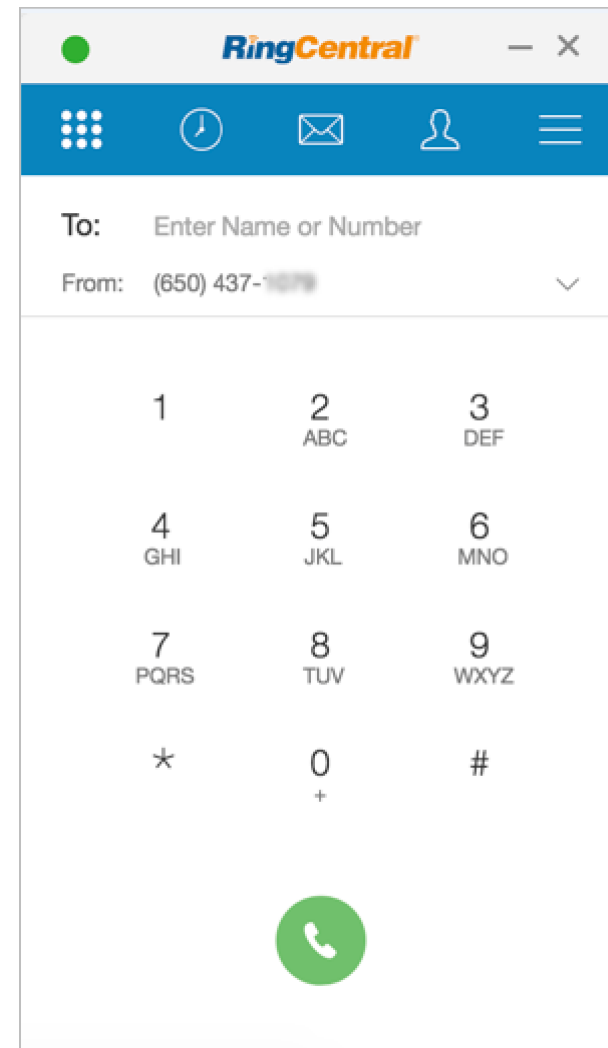


Figure 15

## Click to Dial

You can also use the click to dial feature to make an outbound call.

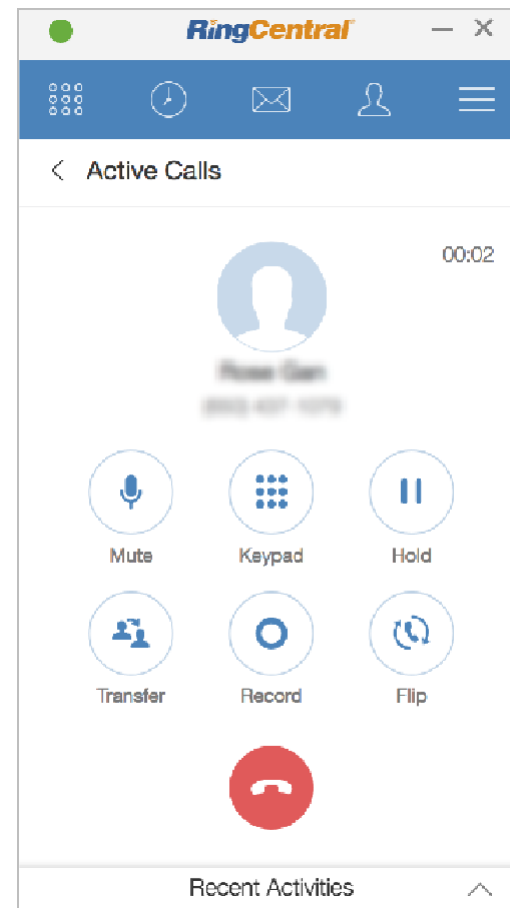
Once you are logged in successfully to RingCentral for Google Chrome Extension and have enabled **Click to Dial/SMS**, all phone numbers on the Chrome web pages (exclude the graphic information) become clickable links which, when clicked, will dial that number using the device as defined in your **Calling** settings.



Figure 16

## Call Control

If you select to make calls with **Browser**, once you place an outbound call or answer an inbound call, RingCentral for Google Chrome Extension presents the call information and the controls you have on the call.




- You can mute a call
- You can hold a call
- You can record a call
- You can open the keypad as needed
- You can transfer a call to someone else
- You can flip the call to another number of yours
- During a call you can check the last 5 Gmail, text, and calls, if available, you had with the person you are talking over the phone call.
- If you have multiple calls ongoing, you can check the list of calls by clicking **Active Calls**.

Figure 17

# Active Call List

RingCentral for Google Chrome Extension allows you to handle multiple calls you make with the **Browser** as you need.

- Answer a ringing call
- Resume a call on hold
- Hangup a call
- Return to the current call control page by clicking the green **Active Call** badge, or by clicking the  icon beside the **Current Call**.

If you have active calls on your other devices, you can see those calls displayed on the call list as well, but you won't have much control on those calls.

For each call on the active call list, you can send text message to the person on the call with you. You can also check the person's contact details.

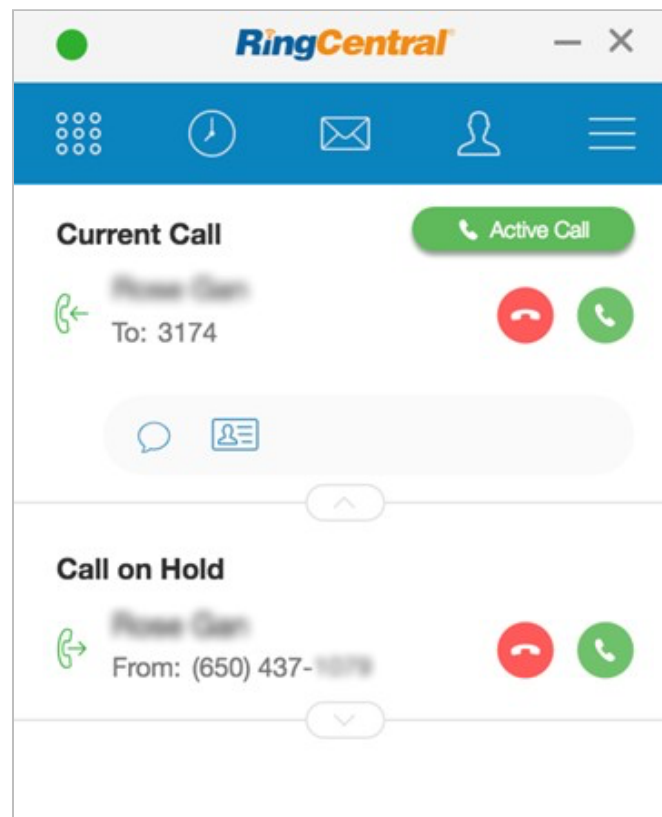


Figure 18

# Incoming Call

If you select to make calls with the **Browser**, when you have an incoming call, an incoming call page will be displayed. On this page you can:

- Answer the call
- Ignore the call
- Send it to voicemail
- Forward the call to some other phone number
- Reply the caller with text message

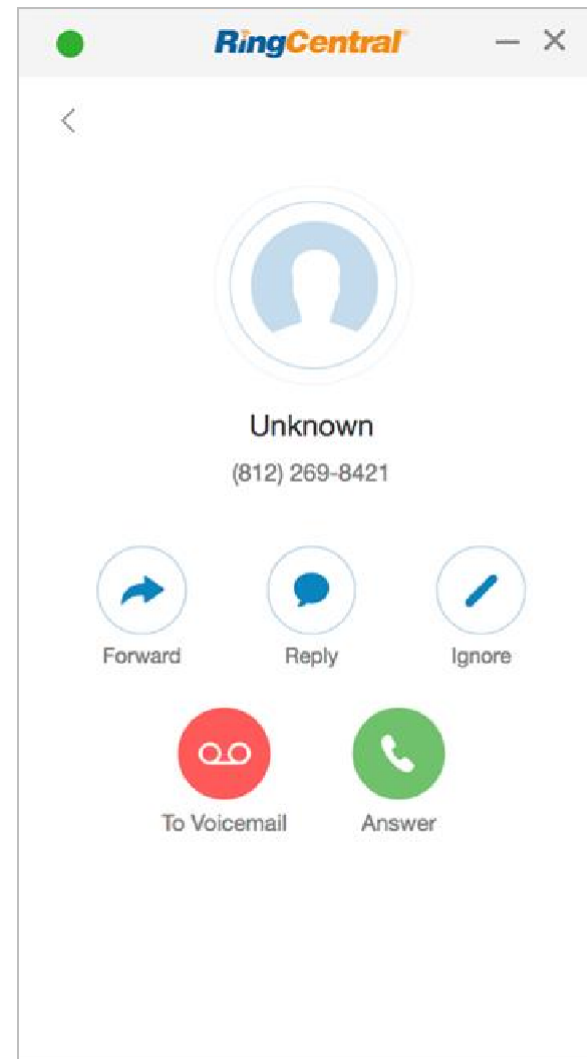


Figure 19

# Messages

You can view all your Voice, Fax and Text messages on the Messages page. This page is designed to display all the messages that you have received for the past week.

Messages are organized tabs. The **All** tab displays all your messages including voice, fax and text combined. You can select a specific tab to view the list of messages of that type. In each tab you can search for a message by entering name or phone number in the search box.

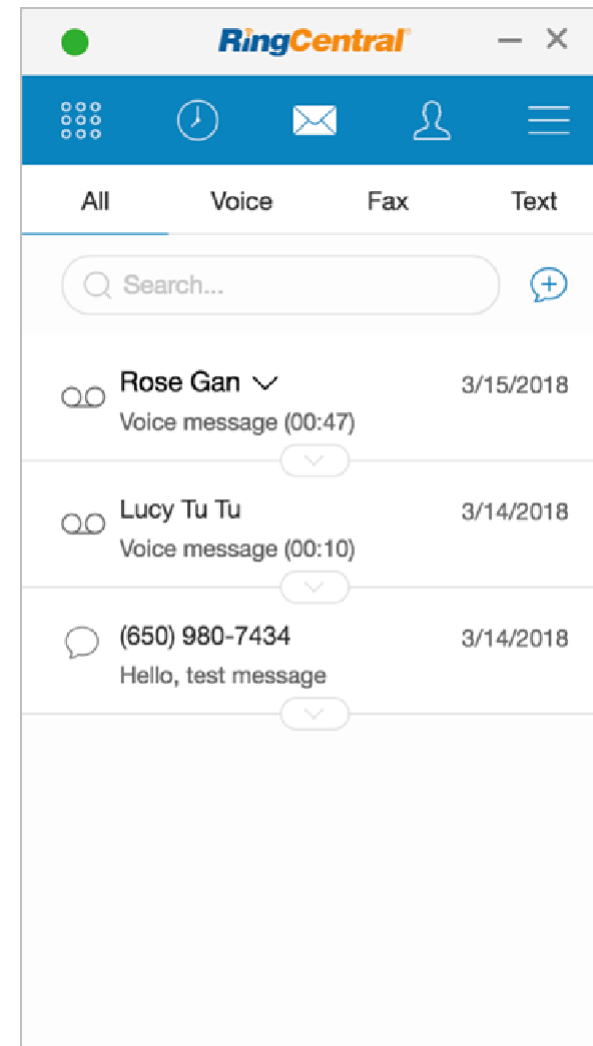


Figure 20

## New Message Indicator

When you receive a new voice, fax or text message, RingCentral for Google Chrome Extension shows a new message indicator with a number. The number indicates the total number of messages that are new messages.

## Voice Message

In order to listen to your voice message click on the expand icon below the voice message. A voice mail audio control will be displayed.

- The play button will allow you to play your voice message through your computer's audio
- Voice message duration is displayed
- You can pause and resume anytime the message is playing
- You can return a call to person left you this message by clicking on the phone icon
- You can send a text message to the person left you this message by clicking on the balloon icon
- If the person is a recognized contact, you can check the person's contact details
- You can flag this message by clicking on the flag icon
- You can delete this message by clicking on the delete icon

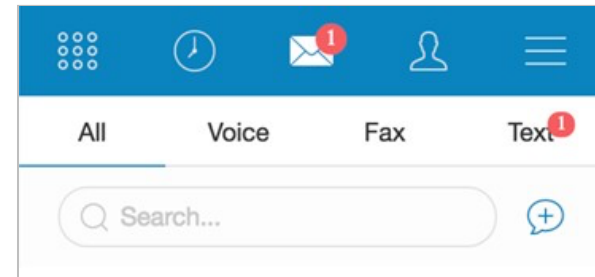


Figure 21

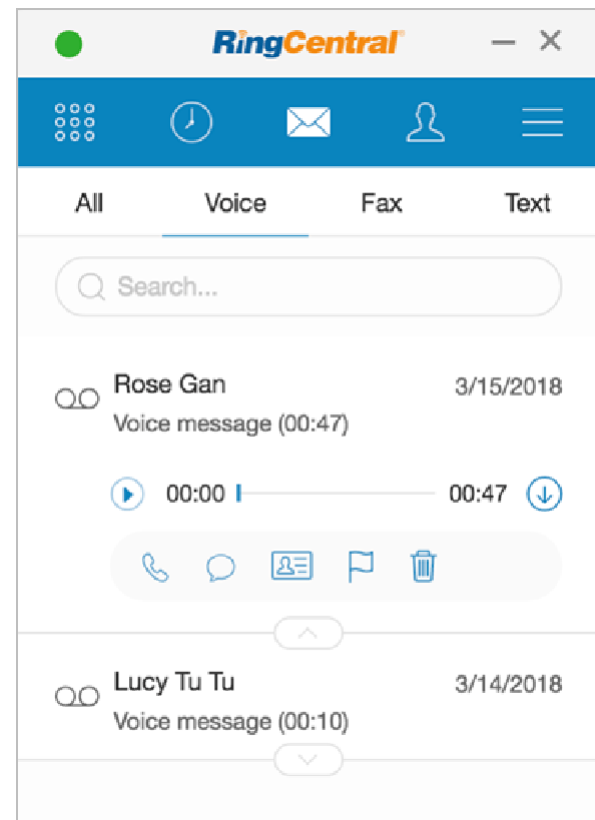


Figure 22

## Fax Message

To view a fax message, click on the expand icon below the fax message. A fax message control will be displayed.

- When you click on the eye icon the fax will open up in your browser
- You can download the fax by clicking the download icon
- If the person who sent or received the fax is a recognized contact, you can click the contact icon to view the person's contact details
- You can flag the message by clicking the flag icon
- You can delete a message by clicking the delete icon

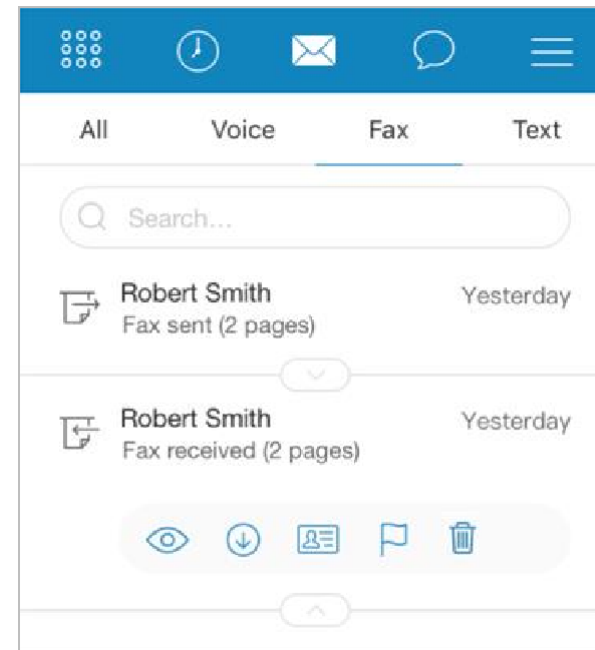


Figure 23

## Compose Text

The **Compose Text** page allows you to send a text message to your Google contacts, your company colleagues, your personal contacts or any other phone number. The app allows you to select more than one contact or phone number in case you want the same message to be sent to multiple recipients.

As you start typing in the To field, RingCentral for Google Chrome Extension will search across your Google Directory, Google contacts, RingCentral Corporate Directory, RingCentral Personal contacts to try to find a match.

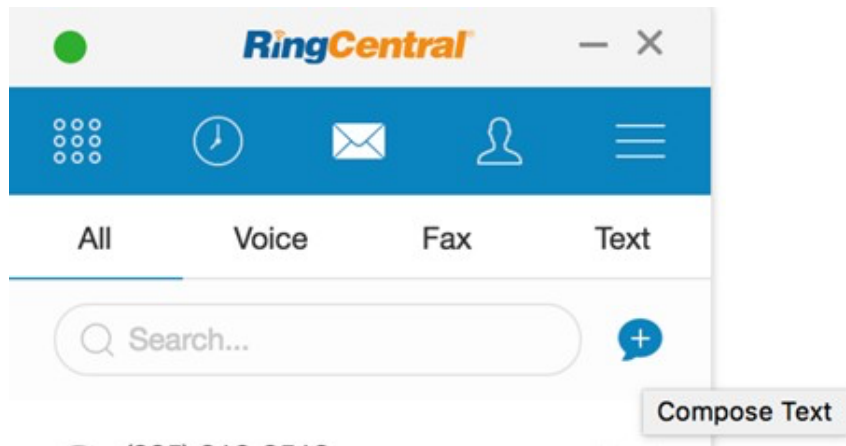


Figure 24

After the message is sent, you will be navigated to the conversation page.

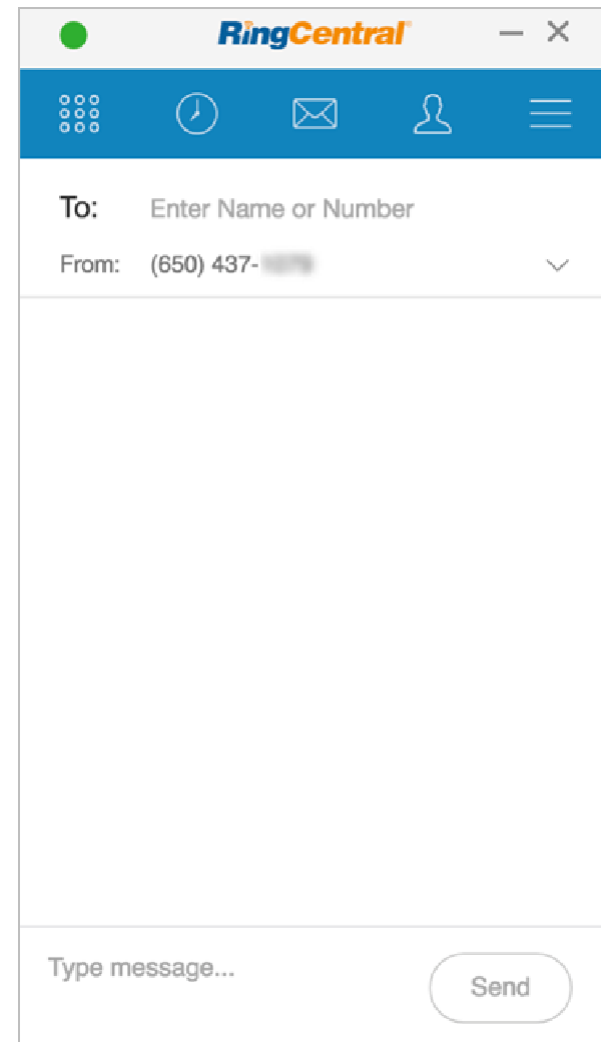


Figure 25



## Message Conversation

Once you are on the conversation page, you will see messages that are part of the conversation. The messages are sorted by the time they arrived or were sent. Newer messages are displayed at the bottom.

You can send a new message as part of this conversation by typing in the text box and by pressing the **Send** button, or by hitting the **Enter** key.

The back arrow button will navigate you back to the message list.

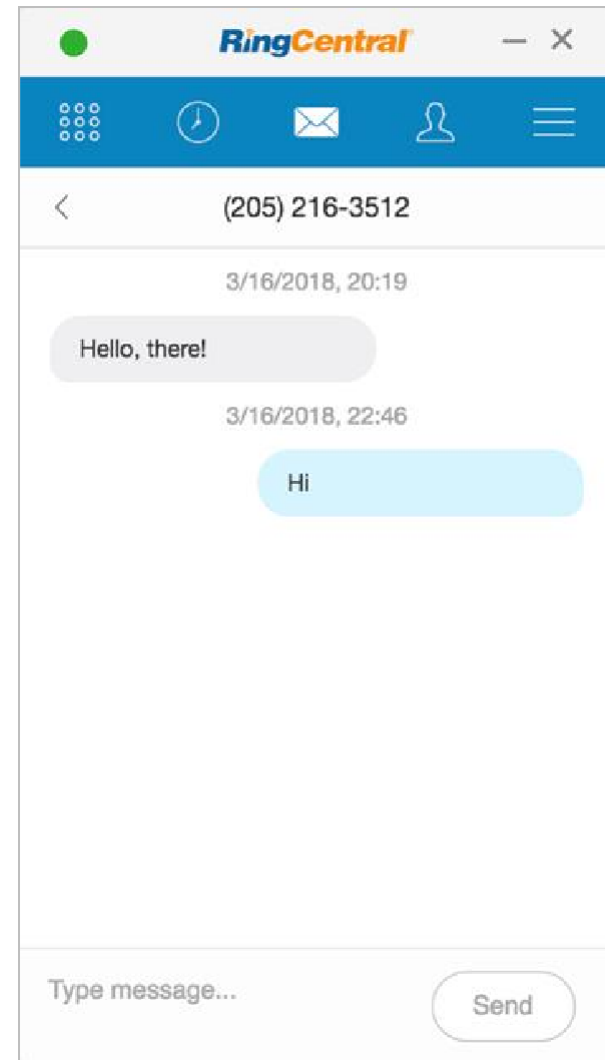


Figure 24

## Text Message

When you see a list of messages, the list displays the most recent message if the message is part of a conversation.

To view your text message conversation, click on the message.

By clicking the expand icon below the message more options will be displayed.

- You can return a call to person left you this message by clicking on the phone icon
- You can check the other party's contact details if the person is a recognized contact

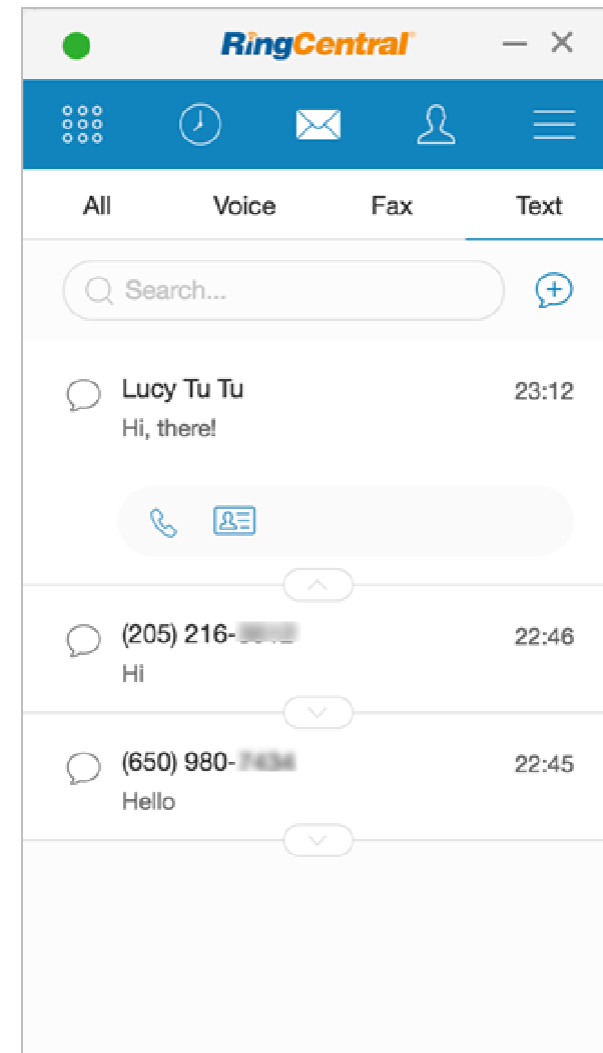


Figure 25

# Contacts

You can navigate to the Contacts page by clicking on the person icon in the navigation bar.

RingCentral for Google Chrome Extension allow you access your Google Directory, Google contacts, RingCentral Company Directory and RingCentral Personal contacts. You can filter you contacts using the filter.

You can search for a contact by name or phone number. As you typing in the search text box, RingCentral for Google Chrome Extension will simultaneously search your Google, Personal and Company Directory contacts.

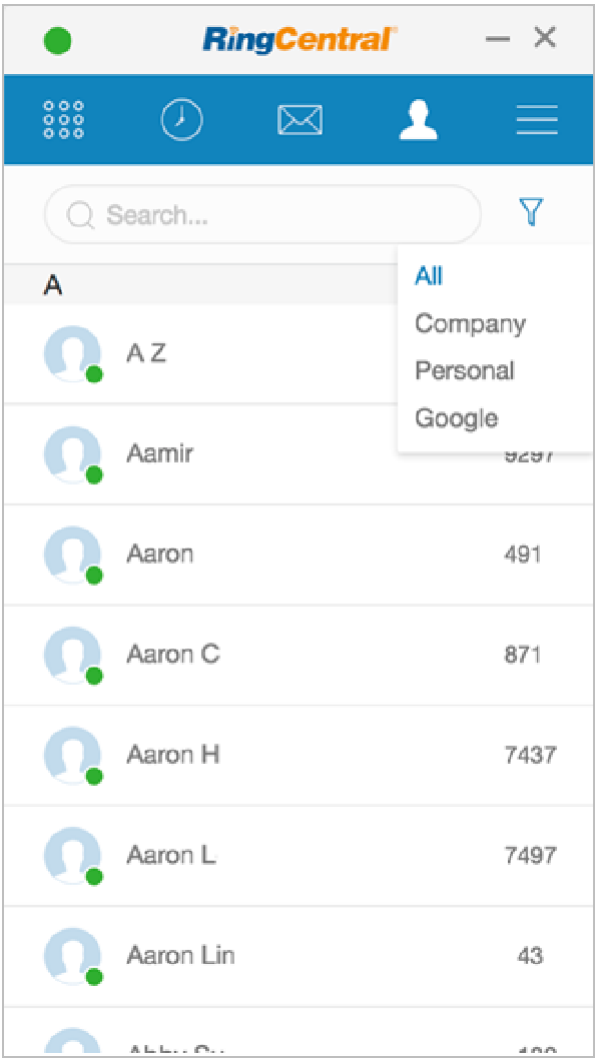


Figure 26

## Contact Details

You can click on a contact from the list to view the contact's details.

- You can see the contact's first name, last name, email and phone number.
- You can call the contact by clicking the phone icon beside a phone number
- You can send a text message to the contact by clicking the balloon icon beside a phone number.
- You can check the last 5 Gmails, 5 text messages and 5 calls with the contact, if available on the Recent Activities panel.
- Clicking the back button will take you back to the **Contacts** page.

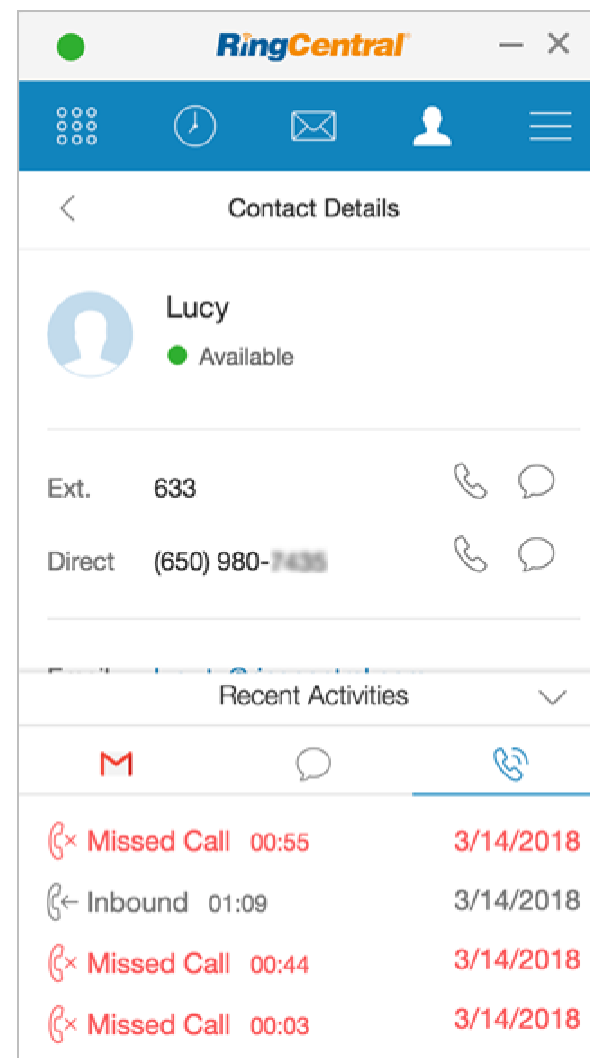


Figure 27

# Call History

Click on the clock icon on the navigation bar navigates you to the call **History** page. The call **History** page shows a list of all your calls in the past week.

The list displays the caller name (if recognized) or phone number, call duration and time of the call. The list of calls is sorted by time when the call was originated, with the newest calls on top.

A phone icon with an arrow indicates the direction of the call. A phone icon with arrow pointing to the right indicating an inbound call and arrow pointing to the left indicates an outgoing call.

A red phone icon with a cross indicates a missed call.

You can click the expand icon below a call to find more options.

- You can call back the person by clicking the phone icon.
- You can send a text message to the person by clicking the balloon icon.
- If the person is recognized as a contact, you can click the contact icon to view the person's contact details.

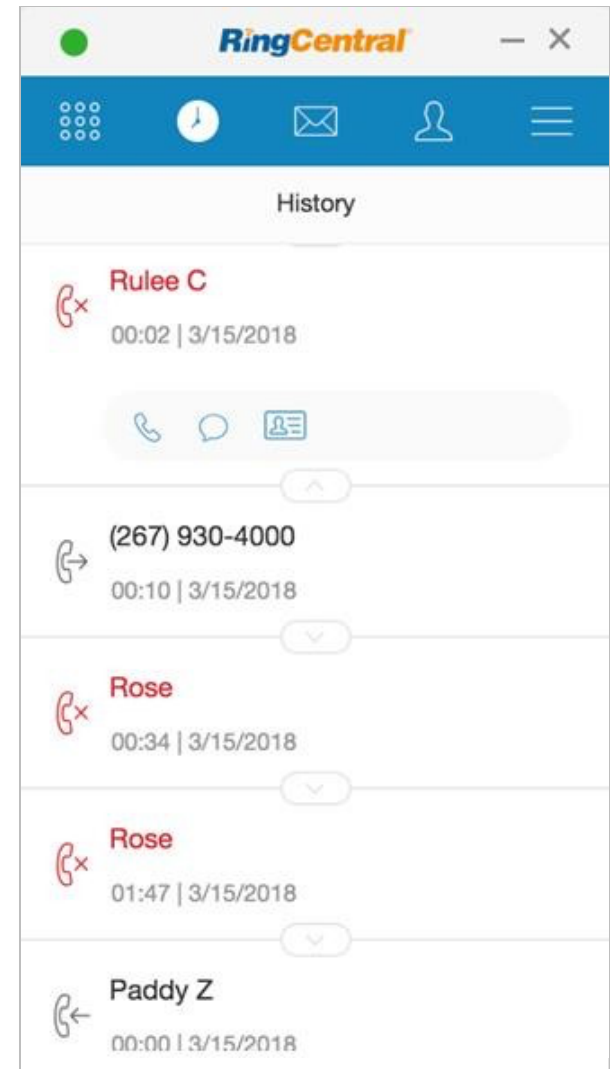


Figure 28

# RingCentral Conference

You can schedule a new RingCentral Conference on the **New Conference** page.

The screen displays the list of dialing numbers, your host code, and the participants code that you distribute to people whom you wish to participate in your conference. You can select the dial-in number of you country.

If you wish to include additional dial-in numbers in your invite, turn on **Additional Dial-in Numbers** toggle and click **Select Numbers**, you will be navigated to the list of countries along with their respective dialing numbers.

You can select the countries by selecting the checkboxes. Clicking the back arrow button brings you back to the **New Conference** page with the selected additional dial-in numbers.

The selected list is remembered, it will be displayed the next time you turn on Additional Dial-in Numbers toggle when setting up a conference, and you can edit it as needed. (Figures 32, 33, and 34, next page)

The screenshot shows the RingCentral 'New Conference' page. At the top is the RingCentral logo and a navigation bar with icons for a grid, clock, email, user, and list. The main content area is titled 'Dial-in Number' and features a dropdown menu set to 'United States, ...' with a value of '+1 267-930-XXXX'. Below this are two rows: 'Host Access' with the value '111-111-111' and 'Participants Access' with the value '111-222-111'. There are two toggle switches: 'Additional Dial-in Numbers' (currently off) and 'Enable join before Host' (currently on). At the bottom, under the heading 'Conference Commands', there are three buttons: 'Invite with Google Calendar', 'Invite with Text', and a prominent blue 'Join as Host' button.

Figure 29

**RingCentral**

**Dial-in Number**

United States, ... +1 267-930-XXXX

Host Access 111-111-111

Participants Access 111-222-111

Additional Dial-in Numbers ☒

Select Numbers >

Enable join before Host ☒

**Conference Commands**

Invite with Google Calendar

Invite with Text

Join as Host

Figure 32

**RingCentral**

Select Numbers

- ☐ Argentina, Buenos ... +54 11 5984-23
- ☐ Australia, Perth +61 8 6245 06
- ☐ Australia, Sydney +61 2 8310 41
- ☐ Austria, Vienna +43 1 26750
- ☐ Bahrain, Manama +973 1619 88
- ☐ Belgium, Brussels +32 2 808 93
- ☐ Benin +229 61 50 98
- ☐ Brazil, Brasilia +55 61 3550-06
- ☐ Bulgaria, Sofia +359 2 491 78
- ☐ Canada, Montreal, QC +1 514-819-16
- ☐ Canada, Winnipeg, ... +1 431-800-16

Figure 33

**RingCentral**

Select Numbers

- ☒ Argentina, Buenos ... +54 11 5984-23
- ☒ Australia, Perth +61 8 6245 06
- ☒ Australia, Sydney +61 2 8310 41

Invite with Google Calendar

Invite with Text

Join as Host

Figure 34

Turn on **Enable join before Host** if you want to allow the participants join the conference before you do. This setting is remembered for future Conference setup until you change it.

Clicking on **Invite with Google Calendar** will create a Google Calendar invite as described in the next section.

Clicking **Invite with text** will open the **Compose Text** page with the invite prepopulated in the text box.

You can also start the Conference right away by clicking **Join as Host**.

## RingCentral Conference – Google Calendar Invite

Once you have created a Google Calendar invite from the RingCentral Conference screen, you'll find that the RingCentral Conference information has been prepopulated in the your Google Calendar invite. Here you can interact with your Google Calendar invite just as you normally would; enter your event name, invite guests, or edit the description. Finally, click the **Save** button and Google Calendar will add the meeting to your Calendar and send an invitation to your guests.

×

New Conference

SAVE

More actions ▾

Mar 17, 2018

12:17am

to

1:17am

Mar 17, 2018

TIME ZONE

☐ All day

Does not repeat ▾

EVENT DETAILS

FIND A TIME

GUESTS

ROOMS


📍

+1267930400

👤

Add conferencing ▾

OR



🔔

ADD NOTIFICATION

📅

rose.gan@ringcentral.com

● ▾


📁

Busy ▾

Default visibility ▾

?


☰





**B**


*I*

U









Please join the RingCentral conference.  
Dial-In Numbers: +1 267-930-400  
Participant Access: 142-829-09  
Need an international dial-in phone number? Please visit <https://rcconf.net/1L06>  
This conference call is brought to you by RingCentral Conferencing.

Add guests

Guests can:

☐ Modify event

☐ Invite others

☐ See guest list

Figure 35



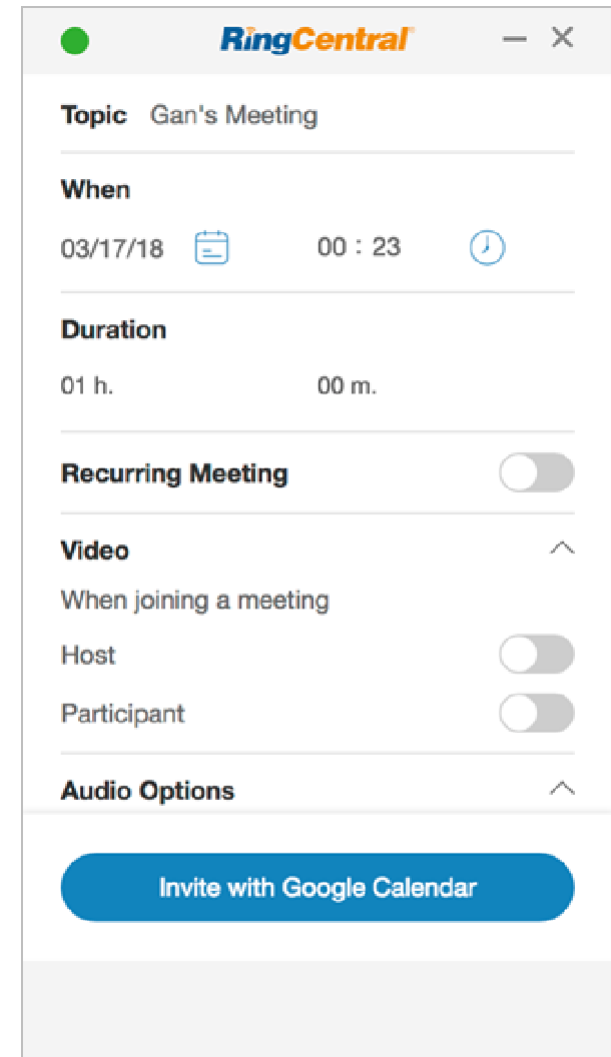
# RingCentral Meetings

You can schedule a RingCentral Meeting with your Google Calendar. RingCentral Meetings allows you to host meeting with audio, video or screen sharing. The Calendar icon on the navigation bar brings up RingCentral meeting schedule page.

The meeting topic is required.

Select the **Recurring Meeting** checkbox if you would like; otherwise select a single date and time.

Select the meeting options and click on **Invite with Google Calendar**.



The image shows a screenshot of the RingCentral web application's meeting scheduling interface. At the top, there is a header bar with the RingCentral logo and window control icons. Below the header, the form is organized into sections separated by horizontal lines. The 'Topic' section contains the text 'Gan's Meeting'. The 'When' section displays the date '03/17/18' with a calendar icon, and the time '00 : 23' with a clock icon. The 'Duration' section shows '01 h.' and '00 m.' with a plus sign between them. The 'Recurring Meeting' section features a toggle switch that is currently turned off. The 'Video' section is expanded, showing options for 'When joining a meeting', 'Host', and 'Participant', each with a toggle switch. The 'Audio Options' section is collapsed. At the bottom of the form is a large blue button labeled 'Invite with Google Calendar'.

**RingCentral**

**Topic** Gan's Meeting

**When**

03/17/18 00 : 23

**Duration**

01 h. 00 m.

**Recurring Meeting** ☐

**Video** ^

When joining a meeting

Host ☐

Participant ☐

**Audio Options** ^

[Invite with Google Calendar](#)

Figure 36

## RingCentral Meetings – Google Calendar Invite

Once you have set up your meeting in RingCentral for Google Chrome Extension, a new Google Calendar invite will be created for your prepopulated with the information you have specified. You will see the RingCentral Meetings information is also prepopulated in your Google Calendar invite. You can modify the event name, add guest email(s) or edit anything that you would like in description. Finally, click the **Save** button and Google Calendar will add the meeting to your Calendar and send an invitation to your guests.

×

Gan's Meeting

SAVE

More actions ▾

Mar 17, 2018

12:23am

to

1:23am

Mar 17, 2018

TIME ZONE

☐

All day

Does not repeat ▾

EVENT DETAILS

FIND A TIME

📍

https://meetings.ringcentral.com/j/14964343

📎

Add conferencing ▾

OR

Add Meeting

🔔

ADD NOTIFICATION

📅

rose.gan@ringcentral.com

● ▾

📁

Busy ▾

Default visibility ▾

?

📄

B

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☷

🔗

✂

Rose Gan is inviting you to a RingCentral meeting.

Join from PC, Mac, iOS or Android: <https://meetings.ringcentral.com/j/14964343>

Or iPhone one-tap:  
(605) 562-3185,,14964343

Or Telephone:  
(605) 562-3185  
Meeting ID: 149 643 43  
International numbers available: <https://meetings.ringcentral.com/teleconference>

GUESTS

ROOMS

Add guests

Guests can:

☐

Modify event

☐

Invite others

☐

See guest list

Figure 37

## RingCentral Meetings – Add a RingCentral Meeting in Google Calendar

An **Add Meeting** button is provided on the popup that is displayed when you click a timeslot in your Calendar, so you can easily setup a RingCentral meeting when needed. You can also see the **Add Meeting** button on the Google Edit Events page. (Figures 38 and 39)

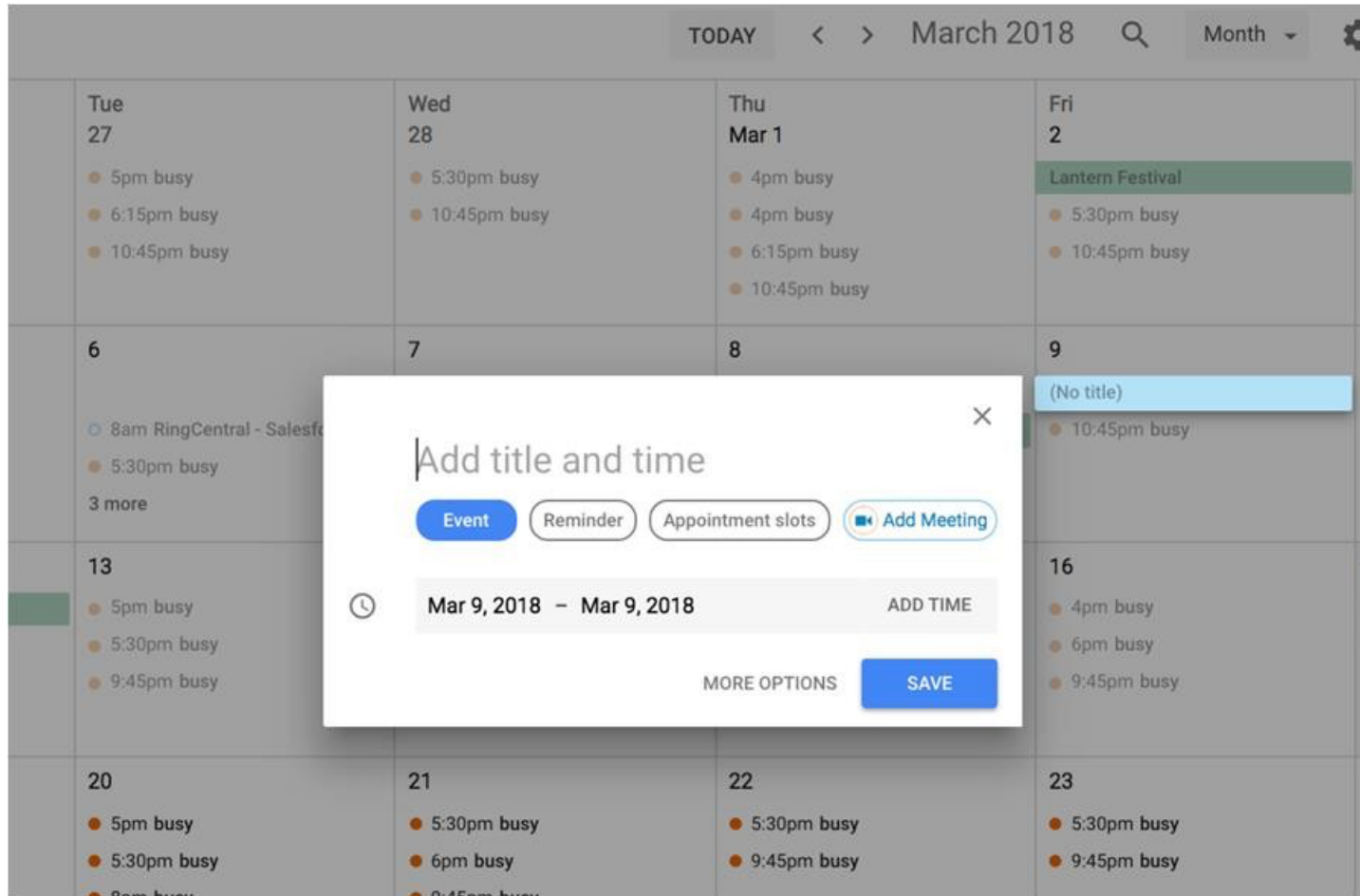


Figure 38

×

Gan's Meeting

SAVE More actions

Mar 17, 2018
12:23am
to
1:23am
Mar 17, 2018
TIME ZONE

☐ All day
Does not repeat

EVENT DETAILS FIND A TIME

https://meetings.ringcentral.com/j/14964343

Add conferencing
OR
Add Meeting

ADD NOTIFICATION

rose.gan@ringcentral.com

Busy

Default visibility

?

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Rose Gan is inviting you to a RingCentral meeting.  
Join from PC, Mac, iOS or Android: <https://meetings.ringcentral.com/j/14964343>  
Or iPhone one-tap:  
(605) 562-3185,,14964343  
Or Telephone:  
(605) 562-3185  
Meeting ID: 149 643 43  
International numbers available: <https://meetings.ringcentral.com/teleconference>

GUESTS ROOMS

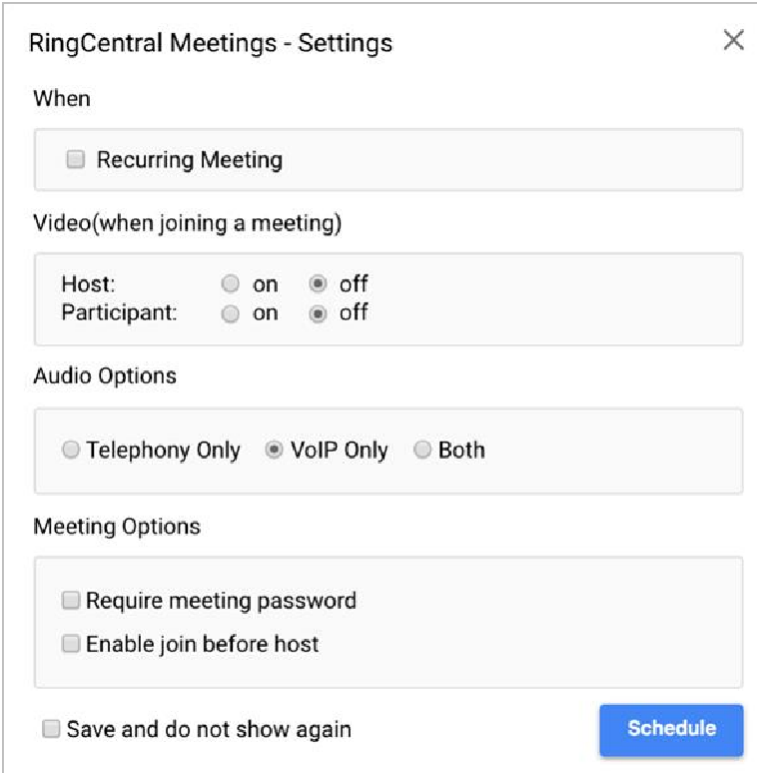
Add guests

Guests can:

☐ Modify event
☐ Invite others
☐ See guest list

Figure 39

Clicking the **Add Meeting** button brings up the Schedule Meeting popup. Select the meeting options and click the **Schedule** button. The RingCentral meeting will be setup and the invite will be prepopulated in the Event Description.

A screenshot of the 'RingCentral Meetings - Settings' popup window. The window has a title bar with a close button (X) in the top right corner. It contains several sections: 'When' with a checkbox for 'Recurring Meeting'; 'Video(when joining a meeting)' with radio buttons for 'Host' and 'Participant', each with 'on' and 'off' options; 'Audio Options' with radio buttons for 'Telephony Only', 'VoIP Only', and 'Both'; 'Meeting Options' with checkboxes for 'Require meeting password' and 'Enable join before host'; and a 'Save and do not show again' checkbox at the bottom left. A blue 'Schedule' button is located at the bottom right.

RingCentral Meetings - Settings

When

☐ Recurring Meeting

Video(when joining a meeting)

Host: ☐ on ☒ off

Participant: ☐ on ☒ off

Audio Options

☐ Telephony Only ☒ VoIP Only ☐ Both

Meeting Options

☐ Require meeting password

☐ Enable join before host

☐ Save and do not show again

Schedule

Figure 40