

RINGCENTRAL APP: MOBILE BASICS

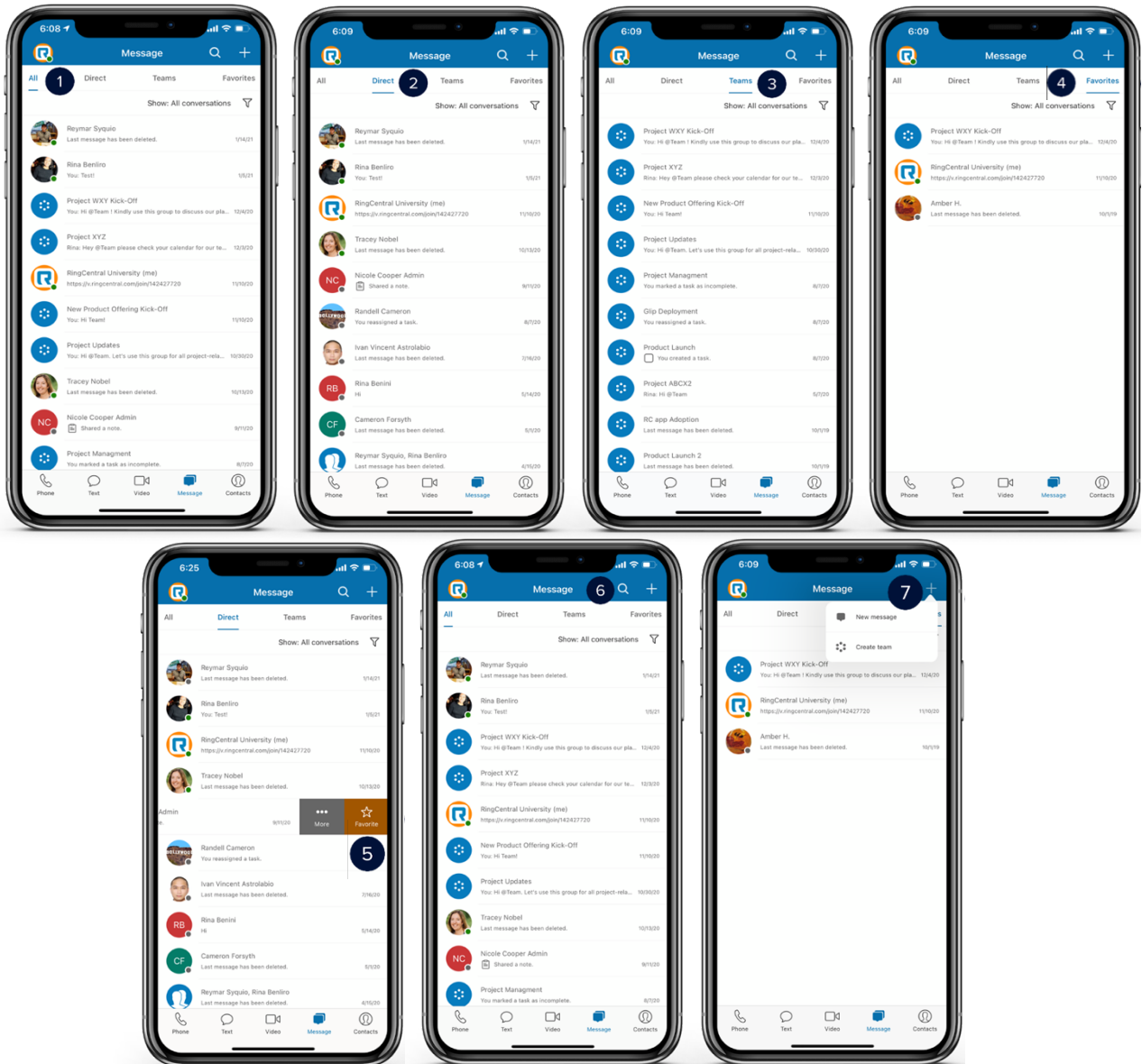
RingCentral app for mobile provides a feature-rich user experience. It keeps you connected anytime, anywhere. It allows you to always be on top of the conversation and be productive even when you are on-the-go.

You can access and configure the following when you open the RingCentral app on your iOS or Android device.

MESSAGE

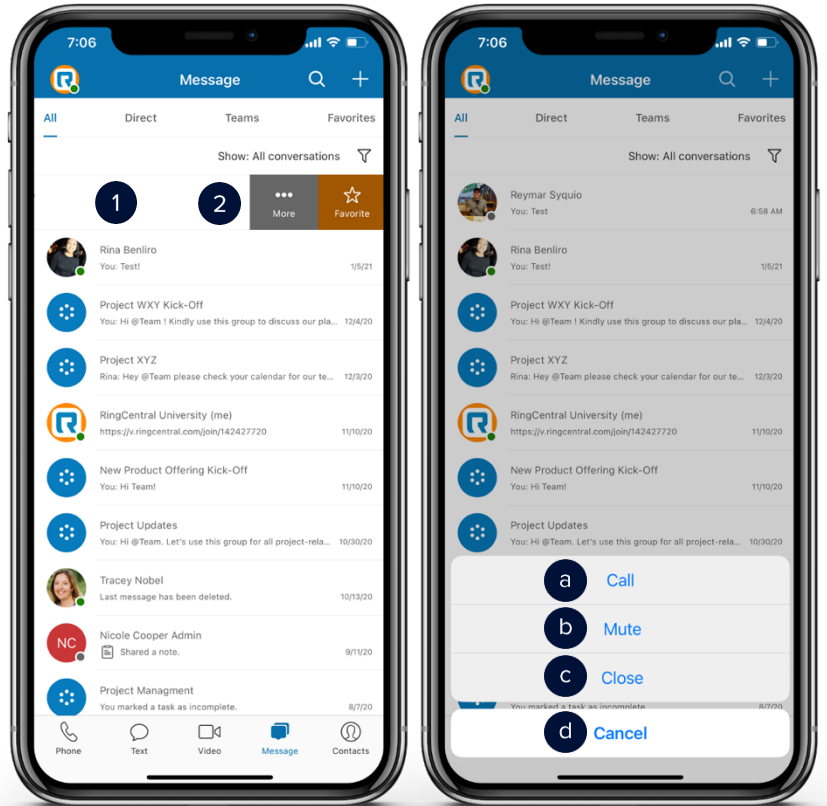
Message shows all messages from individuals or your groups.

1. **All** shows all active conversations.
2. **Direct** filters messages from individuals.
3. **Teams** shows messages sent to your groups.
4. **Favorites** shows messages from individuals or groups you tagged as favorite.
5. To add an individual or a team to your favorites, swipe left on the conversation and tap **Favorite**.
6. Tap the **Search** icon to look up a message or a contact.
7. Tap the **plus (+)** icon to create new messages or teams.

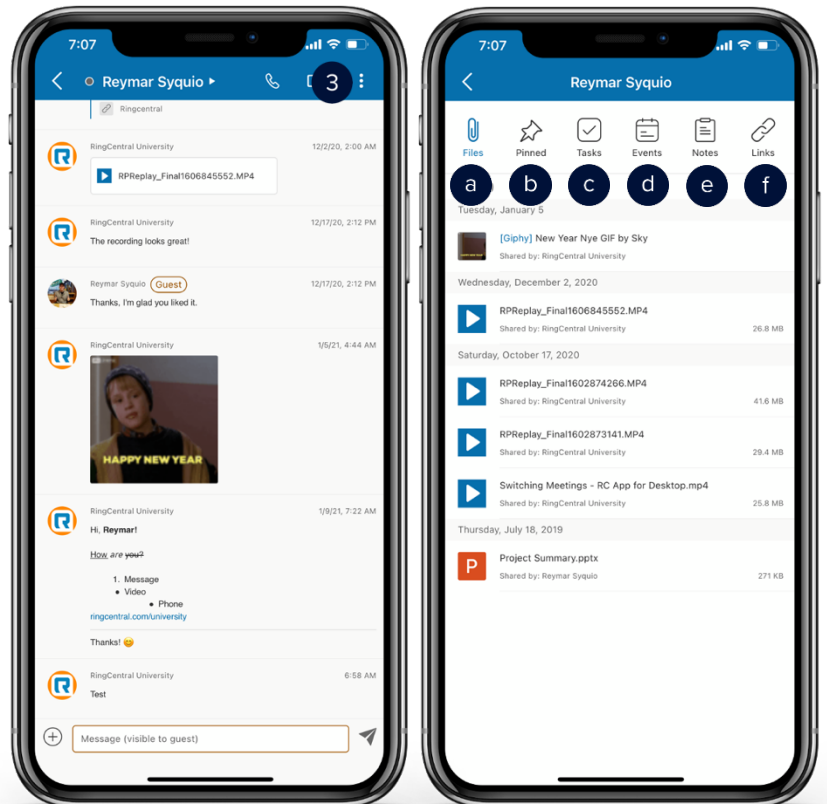


MESSAGE TIPS

1. Swipe left on a conversation.
2. Tap **More**. The following options appear:
 - a. Call — call the contact
 - b. Mute — disable notifications from the conversation
 - c. Close — hide the contact from the active messages list (iOS only)
 - d. Cancel — return to the list of conversations

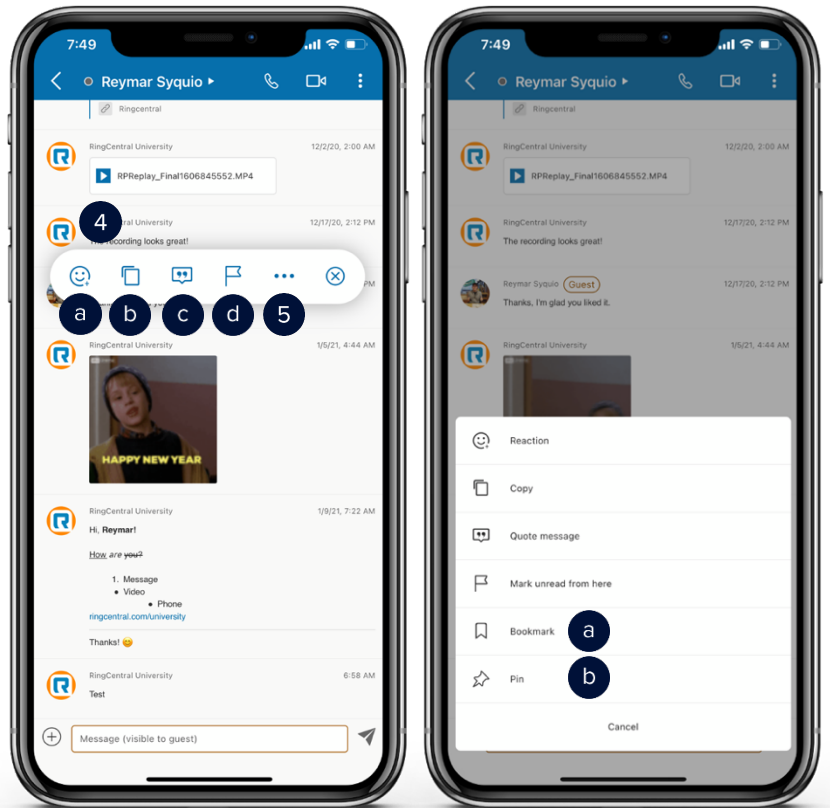


3. When in a conversation, tap the **ellipsis** icon to see the following:
 - a. Files
 - b. Pinned messages
 - c. List of tasks
 - d. Scheduled events
 - e. Written notes
 - f. Shared links



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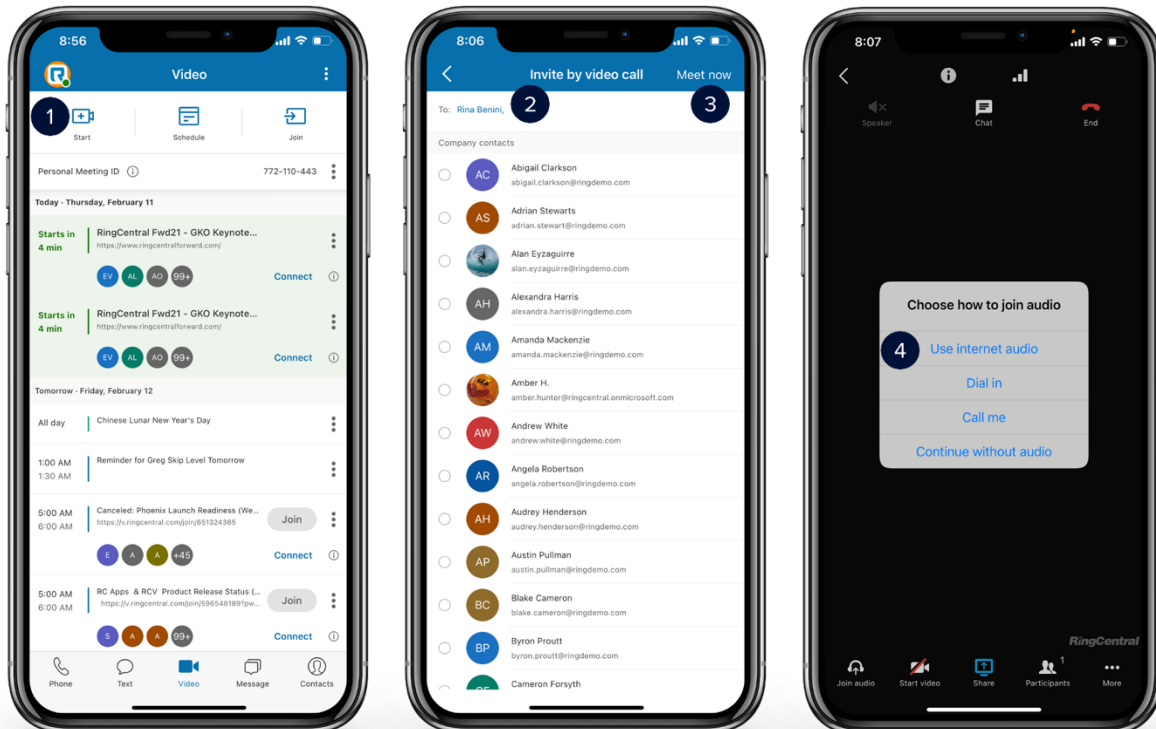
4. Tap and hold a message. The following options appear:
 - a. React with an emoji
 - b. Copy
 - c. Quote and reply
 - d. Mark as unread
5. Tap the **ellipsis** icon to show more options:
 - a. Bookmark
 - b. Pin



VIDEO – STARTING A MEETING

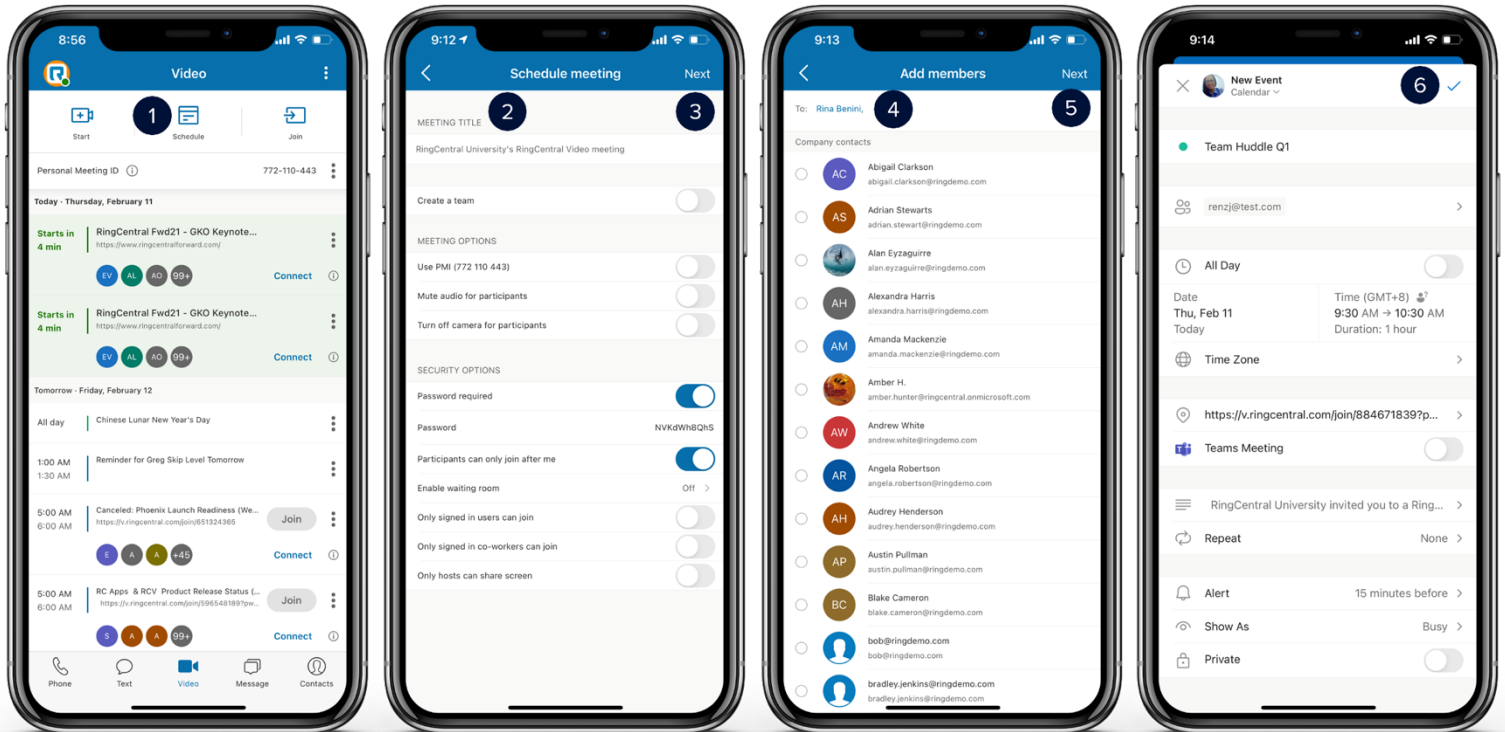
Start, join, and schedule a meeting in an instant under the Video tab.

1. To start a video meeting, tap **Start**.
2. Enter the names or choose your participants from your contacts list.
3. Tap **Meet now**.
4. Choose how you want to join audio.



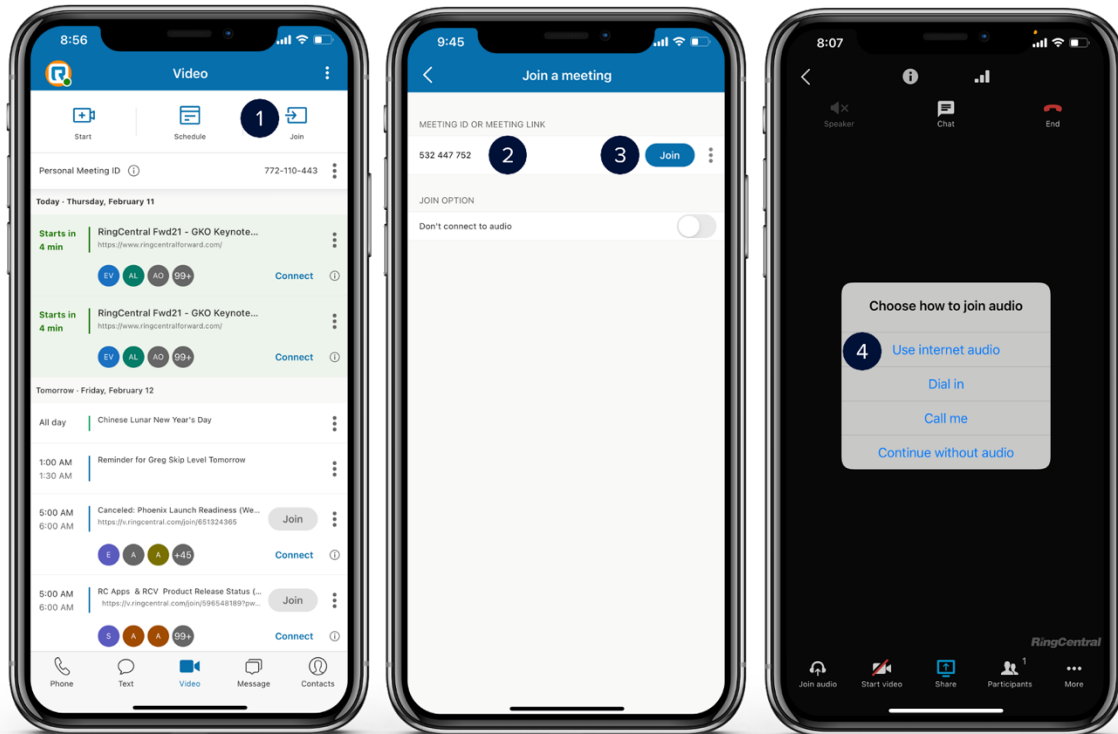
VIDEO – SCHEDULING A MEETING

1. To schedule a video meeting, tap **Schedule**.
2. Set the meeting options as necessary.
3. Tap **Next**.
4. Enter the names or choose your participants from your contact list.
5. Tap **Next**. Your default email calendar opens. Complete the meeting details
6. Tap the **check** icon on the top right corner. Your meeting is now scheduled and should appear on your calendar.



VIDEO – JOINING A MEETING

1. To join a meeting, tap **Join**.
2. Tap and paste the meeting ID or meeting link.
3. Tap **Join**.
4. Choose how you want to join audio.



VIDEO TIPS

Connect your calendar to see all video meetings and join them with a single tap.

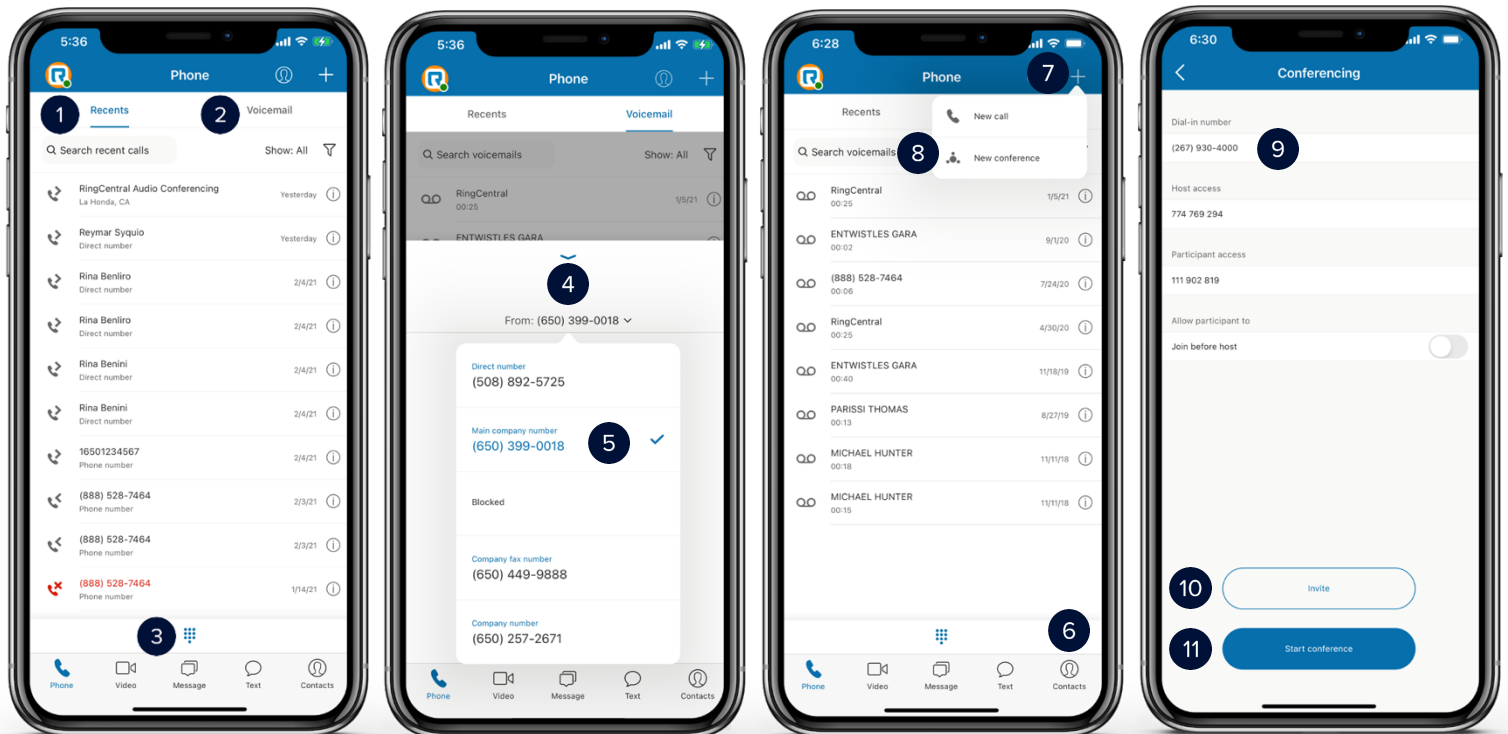
1. If your calendar is not yet connected to the RingCentral application, synchronize your calendar with the RingCentral app. You can select which calendar you want to connect. In this example, tap **Access iPhone calendars**.
2. This opens the permission settings of your phone. Enable **Calendars**.
3. Relaunch the RingCentral app and tap **Video**. Your scheduled events now show in Video.
4. Tap the **ellipsis** icon.
5. Select **Settings**.
6. Create an easy to remember **Personal Meeting ID (PMI)**. Enabling Use PMI for instant meetings uses this PMI in future meetings started on this device.
7. You can mute the audio and/or turn off the camera for your participants when they join your meetings.
8. Configure your meeting security options as you see fit. You can set a password to the meeting.



PHONE

Access your call logs and voicemails and start conference calls in the Phone tab.

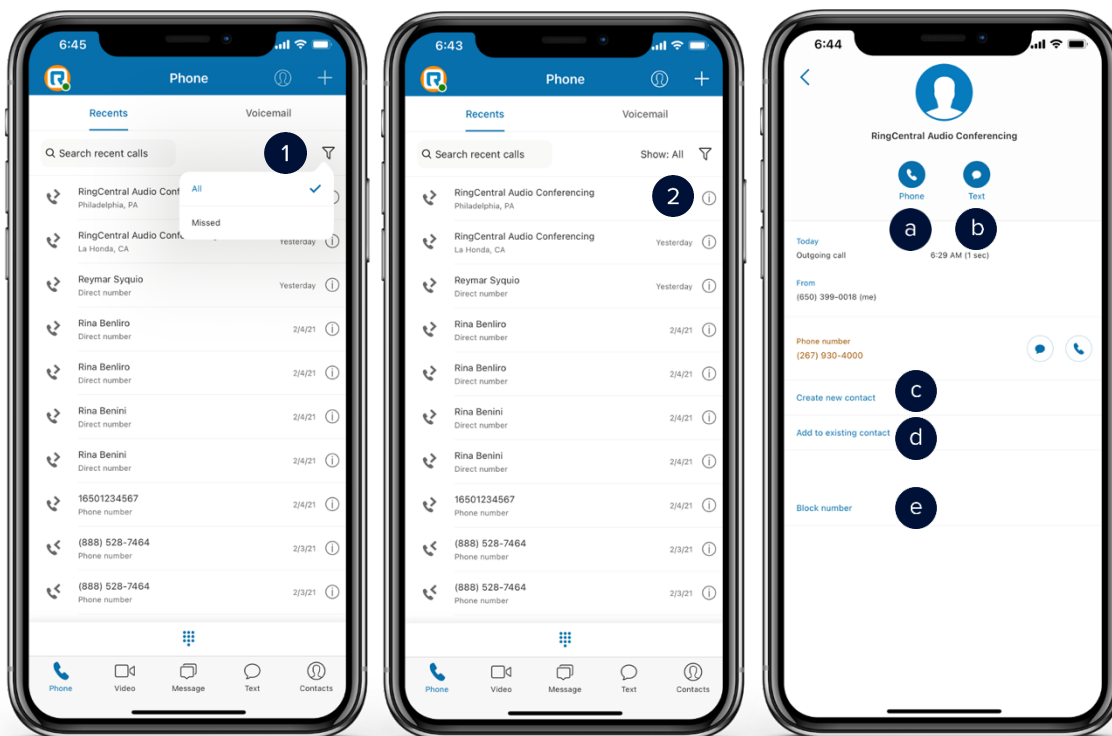
1. **Recents** — shows all incoming and outgoing calls
2. **Voicemail** — shows voicemail messages
3. Tap **Dialpad**. This allows for manually dialing numbers.
4. Tap the **From** drop-down menu.
5. Select the caller ID you want to use for the outgoing call, then dial the number.
6. Alternatively, **Contacts** allows for searching company contacts.
7. Tap the **plus (+)** icon on the upper right corner.
8. Select **New conference**. This is also another way to place a new call.
9. Complete the conference call details.
10. Tap **Invite** to invite participants via message, text, or email.
11. Tap **Start conference**.



PHONE TIPS

Make calls, send messages, and set video meetings from the Recents and Voicemail tabs.

1. Tap the **Filter** icon to filter missed calls or unread voicemails.
2. Tap the **Info** icon next to the time or date of a call or voicemail. The following options appear:
 - a. Phone — call the number
 - b. Text — send a text message
 - c. Create new contact
 - d. Add to existing contact
 - e. Block number



TEXT

Manage your text messages efficiently. Note that the availability of the Short Message Service (SMS) feature depends on your company account permissions.

1. Tap **Text** to see your text messages.
2. Tap the **Search** icon to search a specific text or contact.
3. Tap the **plus (+)** icon to start sending an SMS.
4. Type the phone number or name of the party you wish to send an SMS.
5. You have the option to send group or individual texts.
6. To delete a message, select a conversation and tap the **Delete** icon.



FAX

Send and receive fax messages anytime, anywhere. Note that the availability of faxing depends on your company account permissions.

1. To access your fax messages, tap your **profile picture**.
2. Tap **Fax**.
3. Tap the **Search** icon to search a fax message or a number from your fax messages.
4. Tap the **plus (+)** icon to compose a fax.
5. Type the fax number or name of the person you wish to send a fax message to.
6. Select a **cover page**. The options depend on your fax message.
7. Tap **Add attachment** to attach files or photos.
8. Review your fax message, then tap **Send**.
9. The fax message appears on the list of your fax messages while sending.

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