

RINGCENTRAL APP TEXTING FREQUENTLY ASKED QUESTIONS

This job aid provides answers to the RingCentral Business SMS / MMS feature's frequently asked questions. Access to the SMS / MMS feature depends on your account permissions and service region, contact your system administrator for more information.

1. What is RingCentral Business SMS / MMS?

- RingCentral Business SMS / MMS enables you to send and receive text messages and multimedia files with your business number, eliminating the use of multiple numbers as you have one number for MMS, voice, fax, and text messaging.

Note: MMS is currently not supported in Canada.

2. Is SMS supported for toll-free Canada numbers?

- Yes, SMS is available for toll-free Canada numbers.

3. How do I activate RingCentral Business SMS / MMS?

- RingCentral Business SMS / MMS is automatically activated for RingCentral Office customers.

4. Is RingCentral Business SMS / MMS free?

- Yes, this is a free feature for RingCentral Office customers.

5. What are the requirements for sending SMS / MMS messages?

- In order to send SMS/MMS messages, the following are required:
 - An active RingCentral US/Canada Office plan (RingCentral Office All-in-One Standard, Essentials, Standard, Premium or Ultimate)
 - Extension includes an assigned Direct Local Number or Digital Line

NOTE: SMS/MMS is currently not available for RingCentral UK accounts.

6. Can I send SMS / MMS if my extension does not have an assigned number?

- If your extension does not have a Direct Local Number or Digital Line assigned, you can only send a text message to a user's extension within your RingCentral account.

7. What devices can I use for sending and receiving SMS / MMS?

- You can send and receive SMS / MMS on computers, smartphones, and tablets.

8. Can I use my toll-free number to send SMS / MMS?

- Yes, outbound SMS is supported. Sending/receiving MMS for toll-free numbers is currently not supported.

9. Can I send International SMS and MMS messages?

- Yes, this is available for RingCentral Office US and Canada (International SMS only) accounts. Note that your account's international calling option must be enabled to use this feature.

10. Can I send SMS / MMS to a Group?

- Yes, you can send a group SMS / MMS to up to 10 people using the RingCentral app.

11. Is there a limit to the number of recipients I can send an SMS / MMS?

- There is a maximum of 50 recipients per SMS / MMS.

12. Is there a maximum number of characters that I can send per SMS?

- There is a maximum of 1,000 characters per message.

13. What are the files supported for sending and receiving MMS?

- The following file types are supported for sending and receiving MMS.

- **RingCentral App for Mobile**

- Incoming:

- Images: jpg/jpeg, png, gif, bmp, tif/tiff, svg
- Videos: 3gp, mp4, mpeg, avi, wmv, mov, flv
- Audio: mp3
- Files: vcf/vcard, zip, rtf, gzip, html, txt

- Outgoing:

- Images: jpg/jpeg, png, gif, bmp, tif/tiff
- Videos: 3gp, mp4, mpeg, flv, wmv, mov
- Audio: mp3
- Files: vcf/vcard, zip, rtf, html

- **RingCentral App for Desktop**

- Incoming:

- Images: jpg/jpeg, png, gif, bmp, tif/tiff, svg
- Videos: 3gp, mp4, mpeg, flv, wmv, mov, avi
- Audio: mp3
- Files: vcf/vcard, zip, rtf, html, txt

- Outgoing:

- Images: jpg/jpeg, png, gif, bmp, tif/tiff, svg
- Videos: 3gp, mp4, mpeg
- Audio: mp3
- Files: vcf/vcard, zip, rtf

14. Can I block numbers from sending me an SMS / MMS?

- The option to block SMS or MMS is currently unavailable. Submit feature requests to community.ringcentral.com.

15. Can I disable the RingCentral Business SMS or MMS feature?

- Yes. To disable the RingCentral Business SMS or MMS feature on one or multiple RingCentral local numbers on your account, please contact [RingCentral Customer Support](#).

16. If I transfer my number from another carrier to RingCentral, how long does it take before RingCentral Business SMS gets activated?

- RingCentral Business SMS activation (for RingCentral Office plans) can take from 72 hours, up to five additional business days after your number is transferred.