RINGCENTRAL APP: UPDATING CONVERSATION PREFERENCES

Take time to update your conversation preferences in the RingCentral app, so you don't miss important calls or messages; this job aid shows you how to do it.

UPDATING CONVERSATION PREFERENCES

- 1. Click Settings.
- 2. Under Notifications and sounds, click the **New messages** dropdown to choose your desktop notification for new messages.
 - a. Select All new messages to get notified when there are direct or new messages sent to you or teams you are a member in.
 - b. Select **Direct Messages and mentions** to get notified only when someone mentioned you through a direct message or the team you a member in.
 - c. Select **Off** to turn off all message notifications.

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¢	Notifications and sounds	Notifications and sounds	
□ & ©	 Themes Message Video Phone Contacts and Calendars 	Desktop notifications New messages Choose your preference for desktop notifications for new messages	Off • 2
	Keyboard shortcuts	Desktop notifications	
		New messages Choose your preference for desktop notifications for new messages	All new messages a
		Incoming calls Receive notifications for incoming calls	Direct messages and mentions Off C
ŝ		Missed calls and new voicemails Receive notifications for missed calls and new voicemails	
• ?		Bounce app icon Bounce the app icon in the dock when receiving a notification	Bounce once 💌

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- 3. Activate Incoming calls to get notified when someone calls you.
- 4. Turn on **Missed calls and new voicemails** to get notified when you miss a call, or someone leaves a voicemail.
- 5. Click the **Bounce app icon** dropdown menu to select how often you want the icon to notify you when you have a new message, incoming call, missed call, or voicemail.

New messages	All new messages 🔹	
Choose your preference for desktop notifications for new messages		
Incoming calls		
Receive notifications for incoming calls	_	
Missed calls and new voicemails		
Receive notifications for missed calls and new voicemails	_	
	Bounce continuously	
	Bounce once	
Bounce app icon	Dounce once	

- 6. You can also customize the sound of each notification type. This helps you identify when receiving any of the following:
 - a. Direct message

a. h	Direct messages Mentions	Sounds	
с. d.	Team messages Incoming voice calls Incoming video	Direct messages Choose sound for new direct messages	Ching 💌 🗃
	calls	Mentions Choose sound for when you are mentioned	Bing Bong 🔹 🕑
		Team messages Choose a sound for new team messages	Snap 💌 😋
		Incoming voice calls Choose a sound for incoming voice calls	Ringing Bells 🔹 🗸 d
		Incoming video calls Choose a sound for incoming video calls	Ring 💌 e

- 7. Customize how often you want to receive an email notification for direct messages.
- 8. Enable email notifications whenever your name is mentioned.
- 9. Customize how often you want to receive email notifications for team messages.

Email notifications	Every 15 minutes
Direct messages Receive email notifications for direct messages	Every hour 7
Mentions Receive email notifications for when you are mentioned	
Teams Receive email notifications for team messages	Every hour 🝷 9