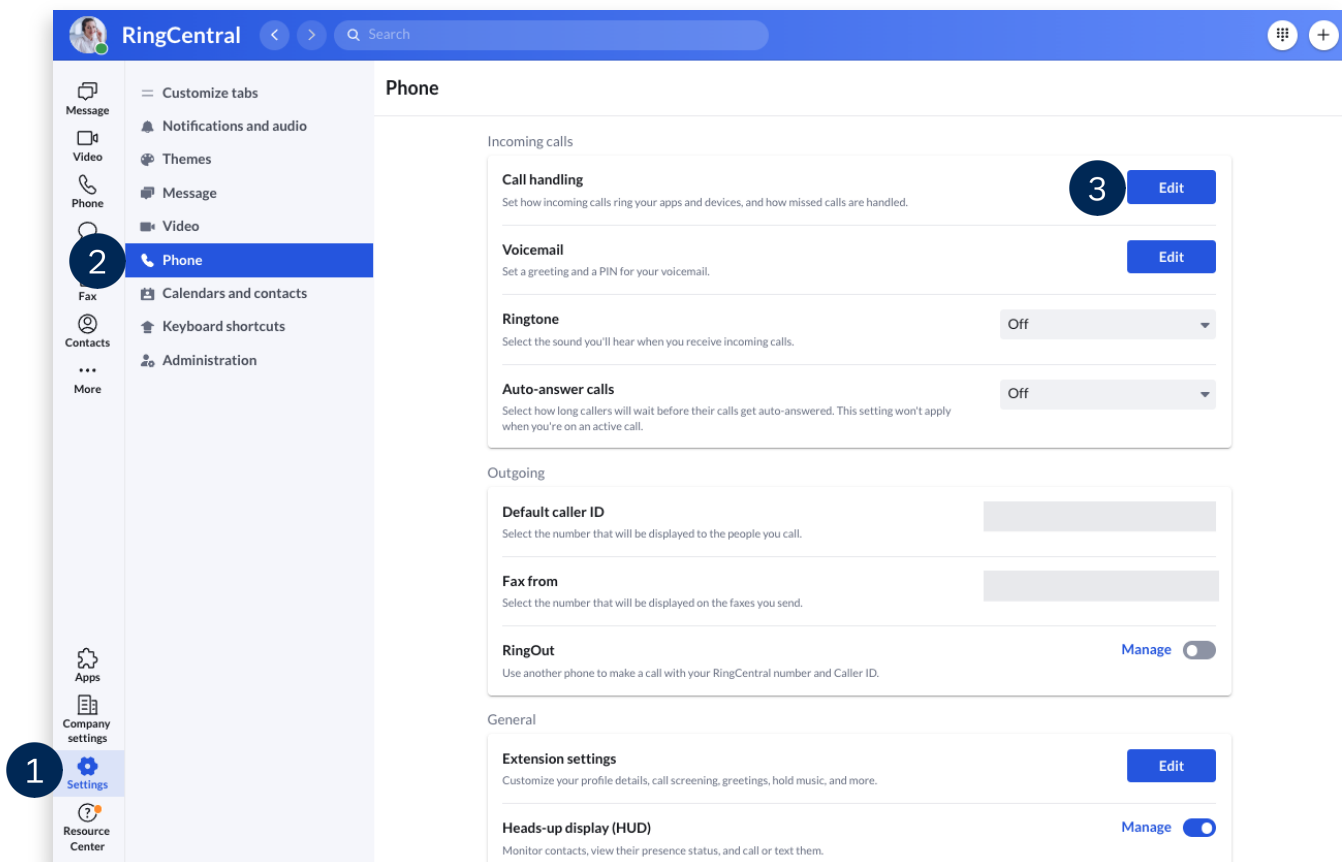


RINGCENTRAL APP: CONFIGURING YOUR EXTENSION'S CALL HANDLING SETTINGS

Users can configure where to receive incoming calls in the RingCentral app. Calls can be forwarded to multiple endpoints to be answered. You can choose to forward incoming calls to your desktop and mobile apps, deskphone, or a third-party phone number. Note that you may need permissions from your account administrator to edit Call Handling settings.

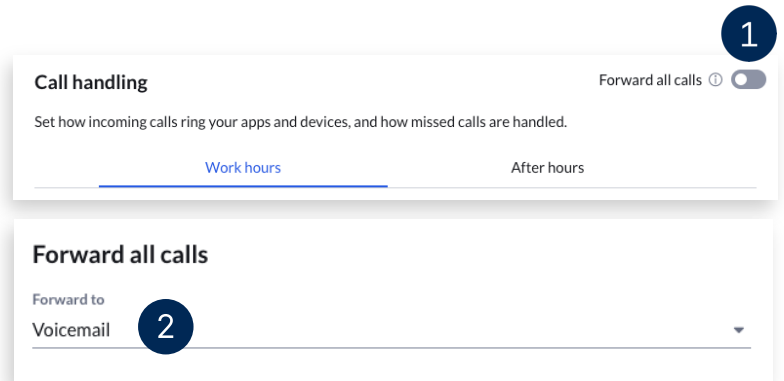
1. In the RingCentral app, click **Settings**.
2. Select **Phone**.
3. Click **Edit** next to Call handling. A popup window appears and shows your call handling settings.



FORWARD ALL CALLS

The Forward all calls feature allows you to forward all incoming calls when you are unable to answer. Note that enabling this feature overrides all your call handling settings for work and after hours.

1. Click the toggle for **Forward all calls**. A popup window appears.



2. Click the dropdown to choose where you want to forward your calls.

3. Click **Show more options** to see the complete list.
 - a. **Voicemail** – A greeting plays and forwards calls to your voicemail box. You can play and customize your voicemail greeting.
 - b. **Contact or phone number** – Calls are sent to your chosen contact or phone number. Type a coworker's name, then select from the search results, or enter an external phone number.
 - c. **Announcement** – A customizable announcement plays, then the call disconnects.
 - d. **Call queue** – Calls are forwarded to a certain call queue group, where any available member can answer the call. Type a call queue name or extension in the search box, then select from the search results.
 - e. **Shared line** – Calls are forwarded to a shared line and can be answered on any shared device. Type the name or extension of a shared line in the search box, then select from the search results.
 - f. **IVR menu** – Calls are forwarded to an IVR menu. Type the IVR menu name or extension in the search box and select from the search results.



4. Optionally, you can check **Specify start and end dates** to set a duration when all your calls are forwarded.
5. Click **Save**.

Forward all calls

Forward to
Voicemail

Voicemail greeting
00:00 / 00:00

4 ☒ Specify start and end dates

Start date: 01/16/2023 Start time: 12:00 AM End date: 01/27/2023 End time: 11:59 PM

(GMT-07:00) Mountain Time (US & Canada)

5 Cancel Save

CONFIGURING YOUR WORK HOURS

Call handling rules can be set for both your work hours and after hours. You can modify your schedule to create separate rules for after hours. If your schedule is set to 24/7, all calls follow the rules you select under the Work hours tab.

1. To set your work hours, click **Edit schedule**.
2. Select **Specific work schedule** and update the time to reflect your working hours.
3. Click **Save**.

Call handling Forward all calls ☐

Set how incoming calls ring your apps and devices, and how missed calls are handled.

Work hours After hours

Schedule: Your calls will follow these rules 24 hours, 7 days a week. To turn on after-hours call handling, set a custom schedule. [Edit schedule](#)

1

Schedule

Set a specific schedule to turn on after-hours call handling. By default, after-hours calls are sent directly to voicemail, but you can forward them to an external number or another extension.

What are your work hours?

☐ Always available (24/7)

☒ **Specific work schedule**

What is your schedule?

Sunday	Closed		
Monday	9:00 AM	To	6:00 PM
Tuesday	9:00 AM	To	6:00 PM
Wednesday	9:00 AM	To	6:00 PM
Thursday	9:00 AM	To	6:00 PM
Friday	9:00 AM	To	6:00 PM
Saturday	Closed		

Time zone
(GMT-07:00) Mountain Time (US & Canada)-Deprecated

Cancel **3** Save

CONFIGURING YOUR CALL HANDLING SETTINGS FOR WORK AND AFTER HOURS

Once your work hours are defined, you can set up separate call handling rules for your work and after hours.

- Choose from the following call handling options for **Incoming calls**:
 - Ring in order** – Calls ring the numbers and devices in the order they're listed. You can drag and drop from within the list to change the order.
 - Ring all at once** – Incoming calls ring all numbers and devices simultaneously.
 - Do not ring** – (Only available for After hours) Calls do not ring on your devices and follow call handling rules for Missed calls.
- Click the **Ring for** dropdown to select how long you want each device to ring. You can choose **Always ring**, if you'd like your apps to continuously ring as your other devices are also ringing.
- Select **Add number or coworker** to add a phone number or a contact in your organization.

1 Incoming calls ⓘ
Set how you'd like your devices to ring during after hours.

Ring in order
Ring all at once
Do not ring

Create ring group ⓘ

2 Ring for
Always ring

Name	Number	Ring for
Existing Phone	(720) 499-1091	20 secs

3 + Add number or coworker

- Hover over an item on the list and a checkbox appears. You can check multiple devices to create a **Ring Group**. This feature allows you to combine both aspects of Ring in order and Ring all at once options. Grouped devices follow the order they are listed and ring simultaneously.
 - Click **Ungroup** to remove the **Ring Group**.

Incoming calls ⓘ
Set how you'd like to answer calls during work hours.

Ring in order

Create ring group **4**

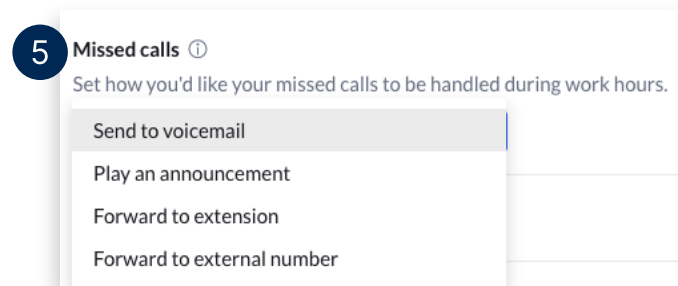
Name	Number	Ring for
Desktop and mobile apps	-	Always ring
<input checked="" type="checkbox"/> Existing Phone	(720) 499-1091	20 secs
<input checked="" type="checkbox"/> Home	(720) 499-1091	20 secs

+ Add number or coworker

a

Name	Number	Ring for
Existing Phone	(720) 499-1091	20 secs
Home	(720) 499-1091	

5. Under **Missed calls**, select from the following call handling options:
- **Send to voicemail** – Sends calls to your or another extension's voicemail.
 - **Play an announcement** – Plays a customizable message and disconnects the call.
 - **Forward to extension** – Sends calls to a coworker, call queue, IVR menu, or an announcement-only or message-only extension.
 - **Forward to external number** – Sends calls to your preferred external number.



6. Once you finish configuring you call handling settings, click **Save**.

A screenshot of the 'Call handling' settings page. The page is titled 'Call handling' and has a toggle for 'Forward all calls'. Below the title, there is a description: 'Set how incoming calls ring your apps and devices, and how missed calls are handled.' There are two tabs: 'Work hours' (selected) and 'After hours'. A schedule note says: 'Schedule: Your calls will follow these rules during work hours. Edit schedule'. The 'Incoming calls' section (1) has a 'Ring in order' dropdown and a 'Create ring group' link. It lists three items: 'Desktop and mobile apps' (Always ring, toggle on), 'Existing Phone' (720-499-1091, 20 secs, toggle on), and 'Home' (8159123456). There is a '+ Add number or coworker' button. The 'Missed calls' section (2) has a 'Send to voicemail' dropdown, a 'Set voicemail greeting for work hours' button, and a 'Send voicemail to' section with two radio buttons: 'My voicemail (Ext. 7767)' (selected) and 'Another extension'. At the bottom, there are 'Cancel' and 'Save' buttons. A large blue circle with the number '6' is in the bottom right corner.