
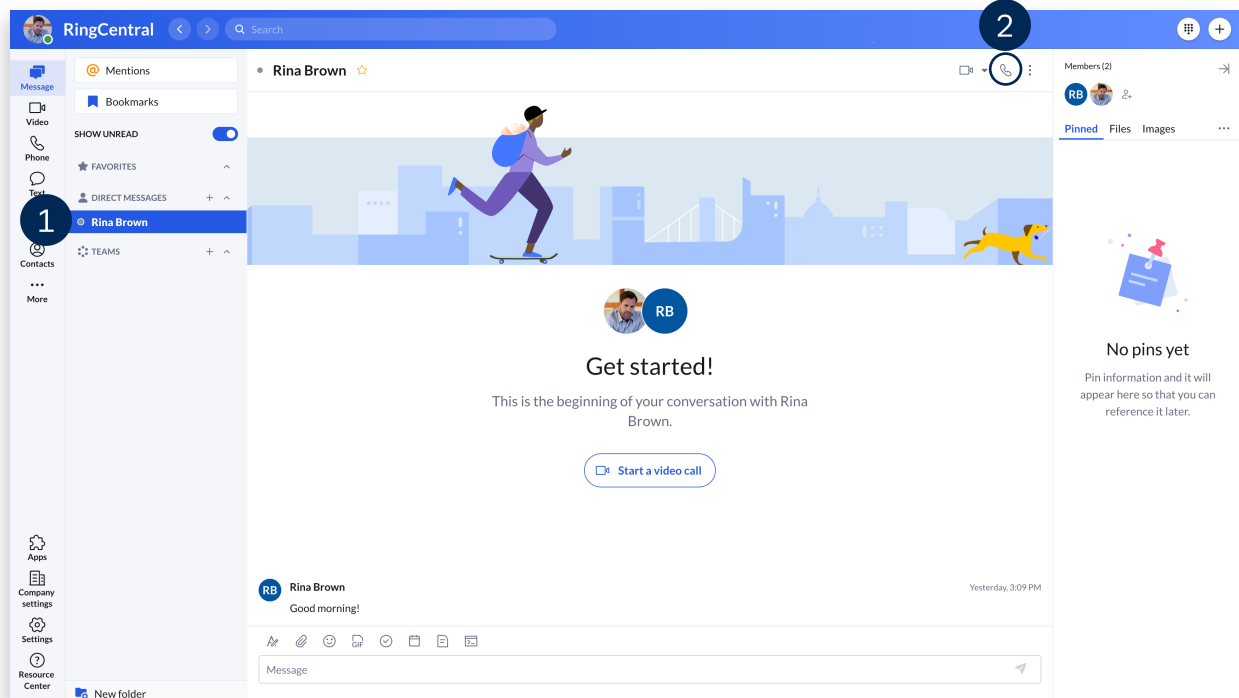


RINGCENTRAL APP: MAKING CALLS AND CHECKING VOICEMAILS

The RingCentral app enables you to initiate calls in several ways, and allows you to check, listen, and download your stored voicemails. This guide shows you how to make calls and manage your voicemails conveniently within the app.

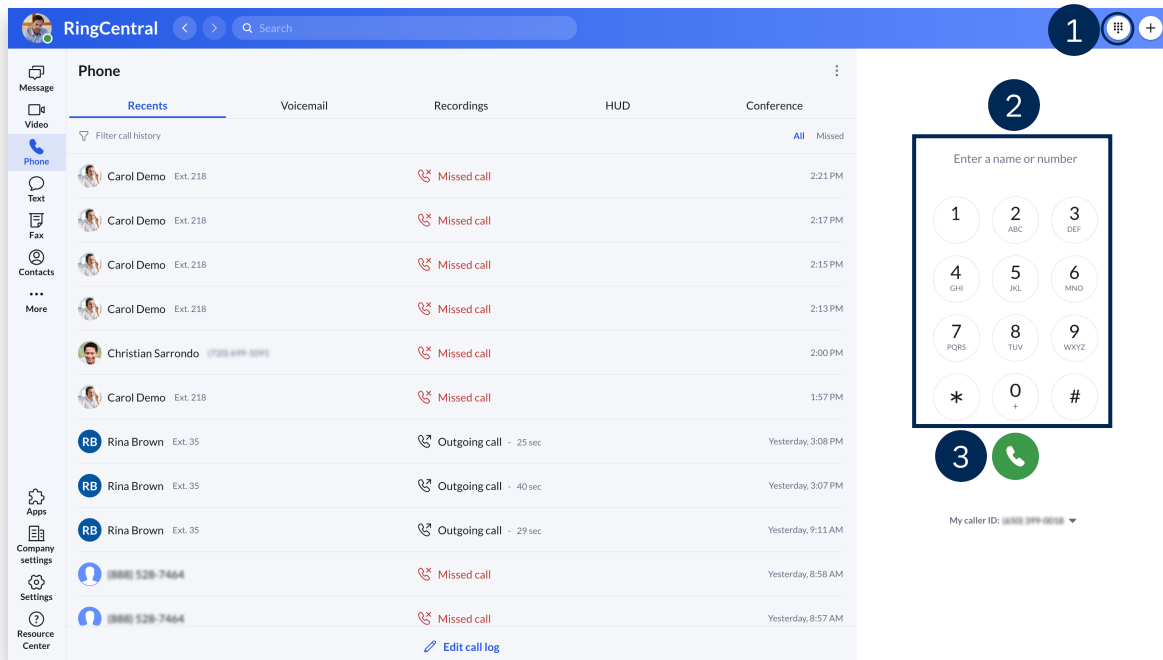
INITIATE A CALL WITHIN AN ACTIVE ONE-ON-ONE CONVERSATION

1. In the Message section, select your preferred one-on-one conversation.
2. Click  **Phone**.



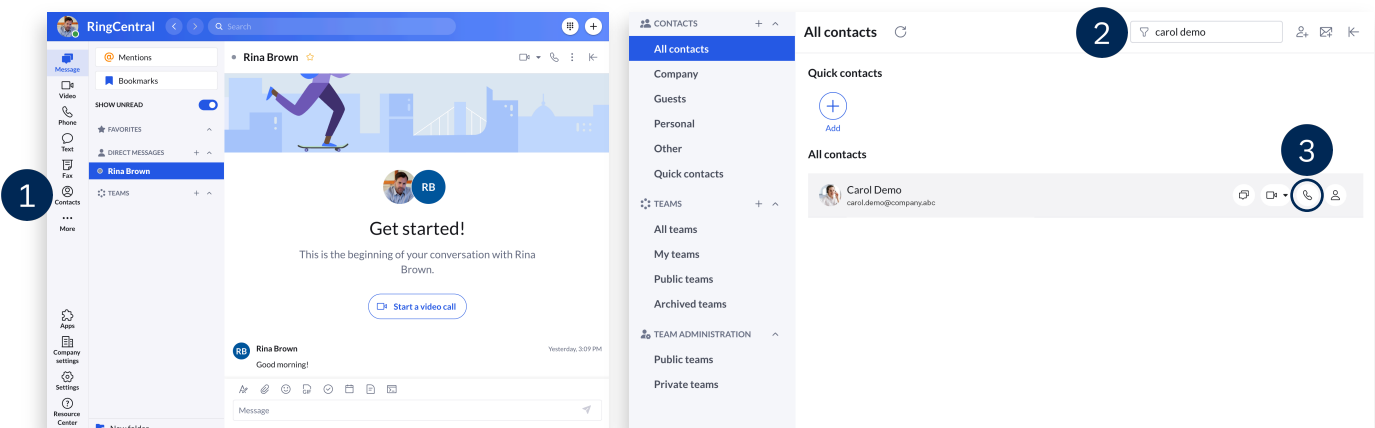
INITIATE A CALL MANUALLY

1. From anywhere in the app, start by clicking the **Dialpad**.
2. Enter your contact's name or phone number in the dialpad.
3. Click **Dial** to initiate the call.



INITIATE A CALL FROM YOUR CONTACTS LIST

1. Click **Contacts**.
2. Type the name of your contact in the **Filter all contacts** field.
3. Click **Phone** to initiate the call.



CHECK YOUR VOICEMAILS

1. In the **Phone** section, select the **Voicemail** tab.
2. Click on a message to display additional information, including the caller's details, transcript, and phone number dialed. The following options are also available:
 - a. 📞 **Phone** – Call the sender.
 - b. 💬 **Text** or 📧 **Message** – Reply to the sender via text or direct message, if they are a part of your organization.
 - c. 📺 **Start video call** – Initiate a RingCentral Video meeting with the sender.
 - d. 🚫 **Block number** – Block the sender's phone number.
 - e. ▶️ **Play** – Play the message.

Click ⋮ **More** to access the following:

- f. ⬇️ **Download** – Download the message as an MP3 file.
- g. 🚩 **Mark as read/unread** – Flag the message as read or unread.

The screenshot displays the RingCentral App interface. On the left, a sidebar contains navigation icons for Message, Video, Phone (selected), Text, Fax, Contacts, More, Apps, Company settings, Settings, and Resource Center. The main area is titled 'Phone' and has a 'Voicemail' tab selected, indicated by a circled '1'. Below the tab, there's a 'Filter voicemail' dropdown and a list of voicemails. The list includes messages from Christian Sarrondo, Rina Brown, and Carol Demo. The selected voicemail is from Christian Sarrondo, dated 1/17, 3:25 PM, with a duration of 2 sec. To the right, a detailed view of this voicemail is shown, indicated by a circled '2'. It features the caller's profile, a list of actions (a: Phone, b: Text, c: Start video call, d: Block number), a play button (e), a transcript, and options to download (f) or mark as unread (g). The transcript text reads: 'Hi, this is Chris Chan just want to... anything this afternoon push them. Just let me know, I'm preparing the slide and would love to hear about your input. Thank you.' Below the transcript is the 'To' field showing '(508) 892-5725 (me)' and a 'Delete this voicemail' button.