RINGCENTRAL APP: MAKING CALLS AND CHECKING VOICEMAILS

The RingCentral app enables you to initiate calls in several ways, and also 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. Select your preferred one-on-one conversation.
2. Click the **Phone**.
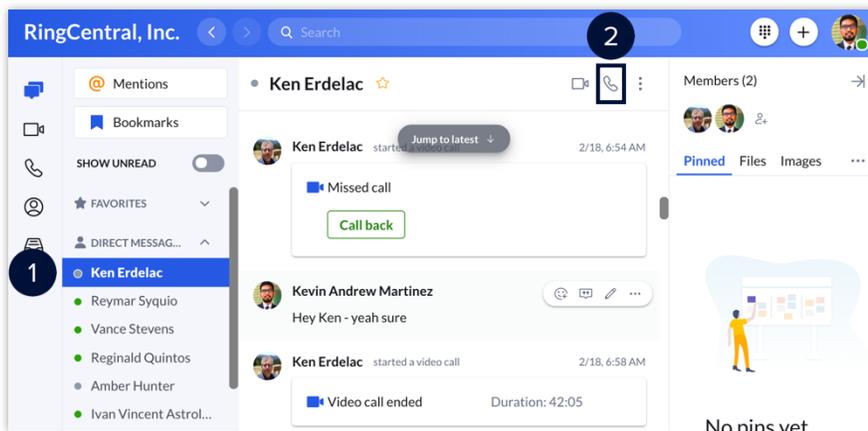
INITIATE A CALL MANUALLY

1. Click the **Dial pad**.
2. Enter your contact's name or phone number.
3. Click **Dial** to initiate the call.
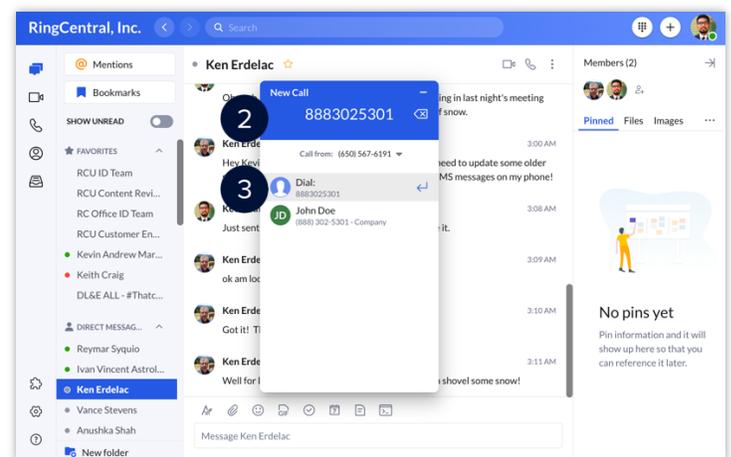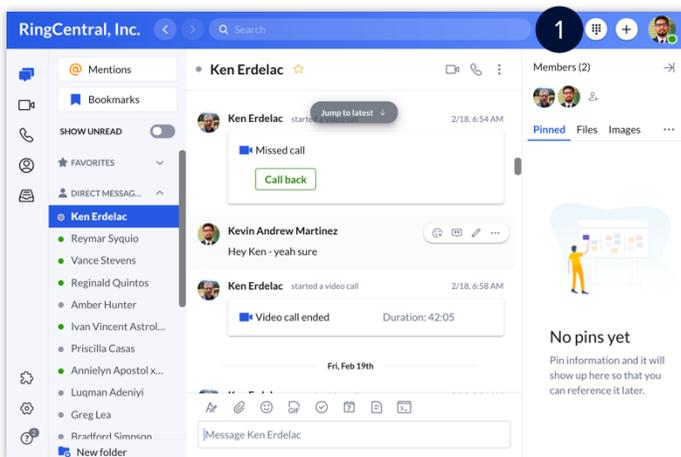
INITIATE A CALL FROM YOUR CONTACT LIST

1. Click **Contacts**.
2. Type the name of your contact.
3. Click **Phone** to initiate the call.

Note: *Users may have to click **More** and then **Phone,** depending on the RingCentral app window size.*
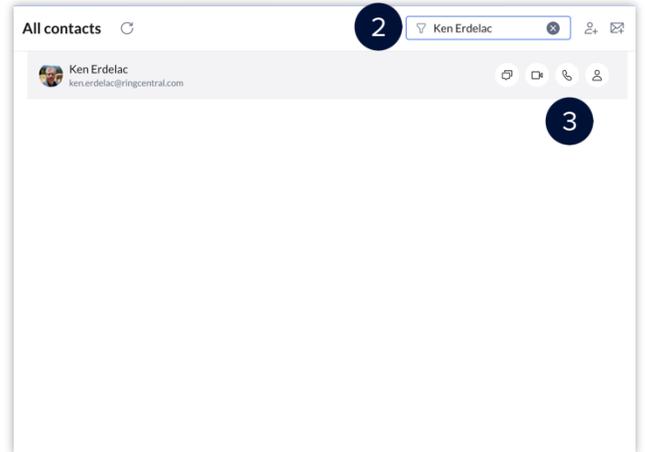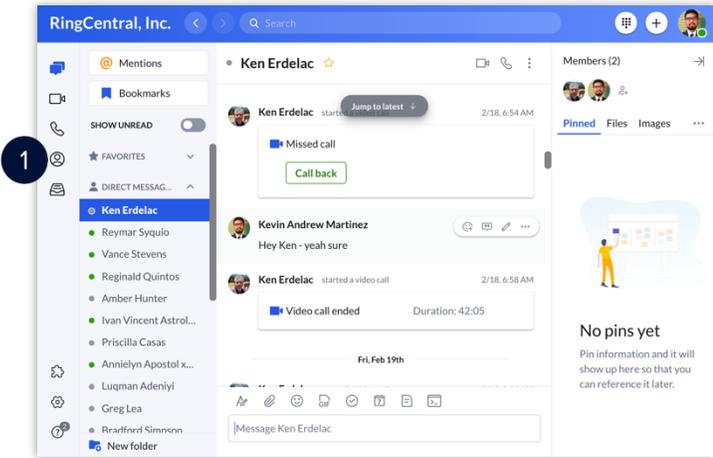
CHECK YOUR VOICEMAILS

1. Click the **Phone Fax Text** icon.
2. Click **All voicemail**.
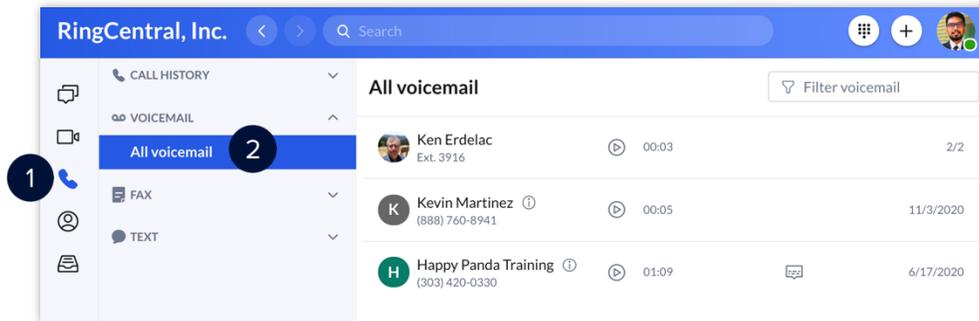
Each voicemail gives you the following options:

A. **Play** – Play the message.
B. **Show transcript** – Show a text transcript of the message.
C. **Add contact** – Add the sender to your contact list.
D. **Phone** – Call the sender.
E. **Text** – Reply to the sender via text or via direct message if they are a part of your organization.
F. **Delete** – Delete the message.
G. **Mark as unread** – Mark the message as unread.
H. **Download** – Download the message as an .mp3 file.
I. **Block number** – Block the sender's phone number.