RINGCENTRAL APP FOR IOS: MOBILE BASICS

RingCentral app for mobile provides a feature-rich user experience. It keeps you connected anytime, anywhere. It allows you to always be on top of the conversation and be productive even when you're on-the-go.

MESSAGE

Message shows all messages from individuals, groups, or teams.

- 1. All shows all active conversations.
- 2. **Direct** filters messages from individuals and groups.
- 3. **Teams** shows messages from teams you created or are a member.
- 4. Favorites shows conversations tagged as favorite.
- 5. To add an individual or a team to your favorites, swipe left on a conversation and tap 😵 **Favorite**.
- 6. Tap the **O** Search icon to look up a message or a contact.
- 7. Tap the **+ Plus** icon to create new messages or teams.



MESSAGE TIPS

- Swipe left on a conversation and tap
 More.
- 2. The following options appear:
 - a. **Call** call the contact.
 - Mute conversation disable notifications from the conversation.
 - c. **Close** hide the contact from the active messages list.



- 3. When in a conversation, tap the **More** icon to see the following:
 - a. Shared files
 - b. Pinned messages
 - c. List of tasks
 - d. Scheduled events
 - e. Shared notes
 - f. Shared links



- 4. Tap on a message you sent. The following options appear:
 - a. Quote message
 - b. Forward message
 - c. Edit message
- 5. Tap the More icon to show more options:
 - a. Copy
 - b. Mark unread from here
 - c. Bookmark
 - d. Pin for everyone
 - e. Reaction
 - f. Delete message

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- 6. Tap on a received message to display the following options:.
 - a. Reaction
 - b. Quote Message
 - c. Forward message
- 7. Tap the ··· More icon to show more options:
 - a. Copy
 - b. Mark unread from here
 - c. Bookmark
 - d. Pin for everyone



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VIDEO

Start, join, and schedule a meeting under the Video tab.

- 1. Start instantly connects you to a meeting.
- 2. Schedule allows you to set up a meeting.
- 3. Tap **Join** and enter a meeting ID or link to connect to a meeting.
- 4. Tap the **•** More icon to view additional options, including recordings and video meeting settings.
- 5. Connect your Microsoft, Exchange, Google, or device calendar to your RingCentral account.

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Start	Schedule	Join
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Pro tip	: Connect your cale	endar
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Connecting you meetings and	ir calendar allows you t join them with a single screen. Learn more	o see all video tap from this

VIDEO – SCHEDULING A MEETING

- 1. To schedule a video meeting, tap Schedule.
- 2. Set the meeting options as necessary.
- 3. Tap Next.



- 4. To share the meeting details via your device's sharing options, such as email and other apps, tap Share invite.
- 5. To share the invite through Message, tap anywhere to close the popup message, then tap the (:) More button next to the meeting information.
- 6. Tap Send invite; then, select Invite via message.



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VIDEO – JOINING A MEETING

- 1. To join a scheduled meeting, tap **Join** next to the meeting details.
- 2. To join a meeting using a link or the meeting ID, use the **Join** button.
- 3. Add the meeting ID or meeting link and tap **Join**.
- 4. Choose how you want to join audio.







VIDEO TIPS

- 1. RingCentral users are assigned a **Personal meeting ID** that lets them have their own virtual room that people can join at any time.
- 2. Tap the (i) **More** button beside the system-generated Personal meeting ID to see the following options:
 - a. Start meeting
 - b. Dial in
 - c. Share meeting link
 - d. Settings
- 3. Select Settings to configure your Personal meeting ID.



- 4. Under **PERSONAL MEETING OPTIONS**, you can modify your meeting ID or name to your liking, making it easy to remember.
- 5. Select if you want to mute the audio or turn off the camera for your participants when they join your virtual room.
- 6. Configure your meeting security options as you see fit. It is recommended to set a password or enable the waiting room to keep your room secure.

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	Personal meeting	
	PERSONAL MEETING OPTIONS	
1	Personal meeting ID	>
	Personal meeting name	>
	Use for instant meetings	
	Your Personal meeting ID or name will be used for meetings started on this device.	or instant
٦	Mute audio for participants	
4	Turn off camera for participants	
	SECURITY OPTIONS	
	Password required	
	Participants can only join after me	
	Enable waiting room	On >
	Only signed in users can join	
	Only signed in co-workers can join	
	Only hosts can share screen	
	MEETING DETAILS	
	https://v.ringcentral.com/join/	D
	Dial-in number +1 (6	650) 419-1505

PHONE

Access your call log, voicemail, and start conference calls in the Phone tab.

- 1. **Dialpad** allows for manual dialing of numbers or searching for contacts.
- 2. The **Recents** tab shows your call log.
- 3. Voicemail shows all voicemail messages.
- 4. Access all your call recordings in the **Recordings** tab.
- 5. Schedule or start a conference call using the \delta **Conferencing** button.
- 6. Tap the **From** dropdown menu to select the caller ID you want to use for an outgoing call, then dial the number.



PHONE TIPS

- 1. Access the **Recents** tab to view your call log.
- 2. Search for a number or contact name using the search box.
- 3. Tap on a call log entry. You can choose to call, send a message, view the call details, or select **More** for additional actions, including start a video meeting and delete an entry.
- 4. Tap the **Filter** icon to show your missed calls or all calls.



- 5. Check your voicemails in the **Voicemail** tab.
- 6. Search for a voicemail through the search box.
- Use the Filter button to switch the view between all or unread voicemails.
- 8. Tap on an item to open the voicemail and view the transcript. The following options are also available:
 - a. Play the message
 - b. Send a message
 - c. Call the sender
 - d. Delete the voicemail



- 9. Access your call recordings in the **Recordings** tab.
- 10. Search for any recording using the search box.
- 11. Tap on an item to view the following options:
 - a. Play the recording
 - b. Switch the audio output from handset to speakerphone
 - c. Send a text or start a direct message
 - d. Start a call
 - e. Delete the recording



TEXT

Manage your text messages efficiently. Note that the availability of the Short Message Service (SMS) feature depends on your company account permissions.

- 1. Search for a text message using keywords or a contact's name or number in the search box.
- 2. Tap on any message to open it. Tap and hold on a message to select multiple messages to delete or mark them as read or unread.
- 3. Tap the **+ Plus** icon to start a new text.
 - a. Enter the name or phone number of your desired recipients.
 - b. You can choose to send individual or group text messages.
- 4. **Filter** your text messages to show all, unread only, drafts, or failed messages.

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FAX

Send and receive faxes anytime, anywhere. Note that the availability of faxing depends on your account permissions.

- 1. Use the **Search** bar to search for a fax or a phone number from your fax messages.
- 2. Tap on an item to open the fax.
- 3. Tap the (1) Info icon to view the details of the sender or recipient.
- 4. Tap the 🛨 **Plus** icon to compose a fax.
 - a. Type the fax number or name of the person you wish to send a fax message to.
 - b. Select a **cover page**. You can choose from the available templates or upload your own custom cover page.
 - c. Add a note to your cover page if needed.
 - d. Tap Add attachment to attach files or photos.
 - e. You can choose to send the message at a later time. Tap **Send later** and set the date and time.
 - f. If you want to send it immediately, tap Send.
- 5. The fax message appears on the list of your fax messages while processing.
- 6. To remove a fax, swipe left on an item and tap **Delete**. Tap **More** to delete multiple fax messages or mark them as read or unread.

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