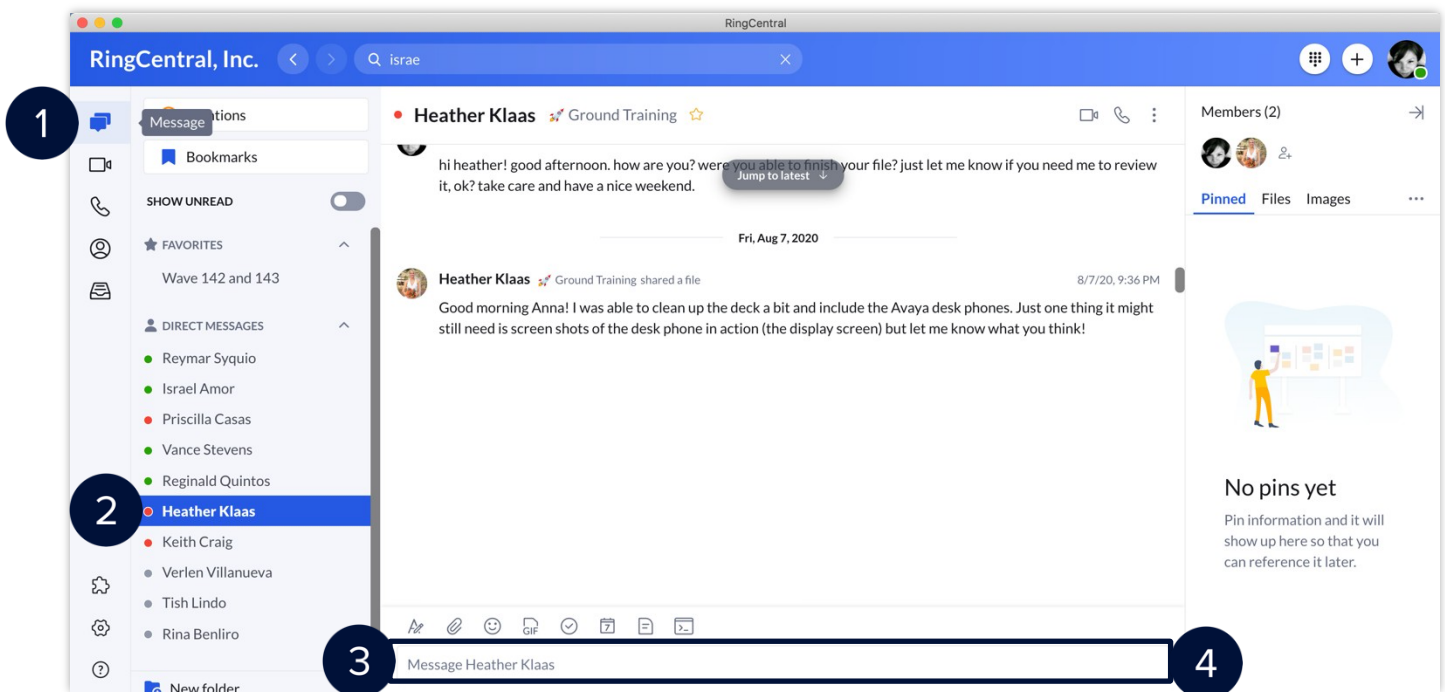


RINGCENTRAL APP: SENDING TEAM MESSAGES

The RingCentral app allows you to send direct, group, and team messages to anyone you work with, both within and outside your organization. To start using this feature, follow the steps below:

REPLYING TO ACTIVE CONVERSATIONS

1. Select the **Message** tab. Your active RingCentral conversations are listed on the left.
2. Select your preferred conversation.
3. Type your message.
4. Press Enter/Return to send the message.



SENDING A TEAM MESSAGE

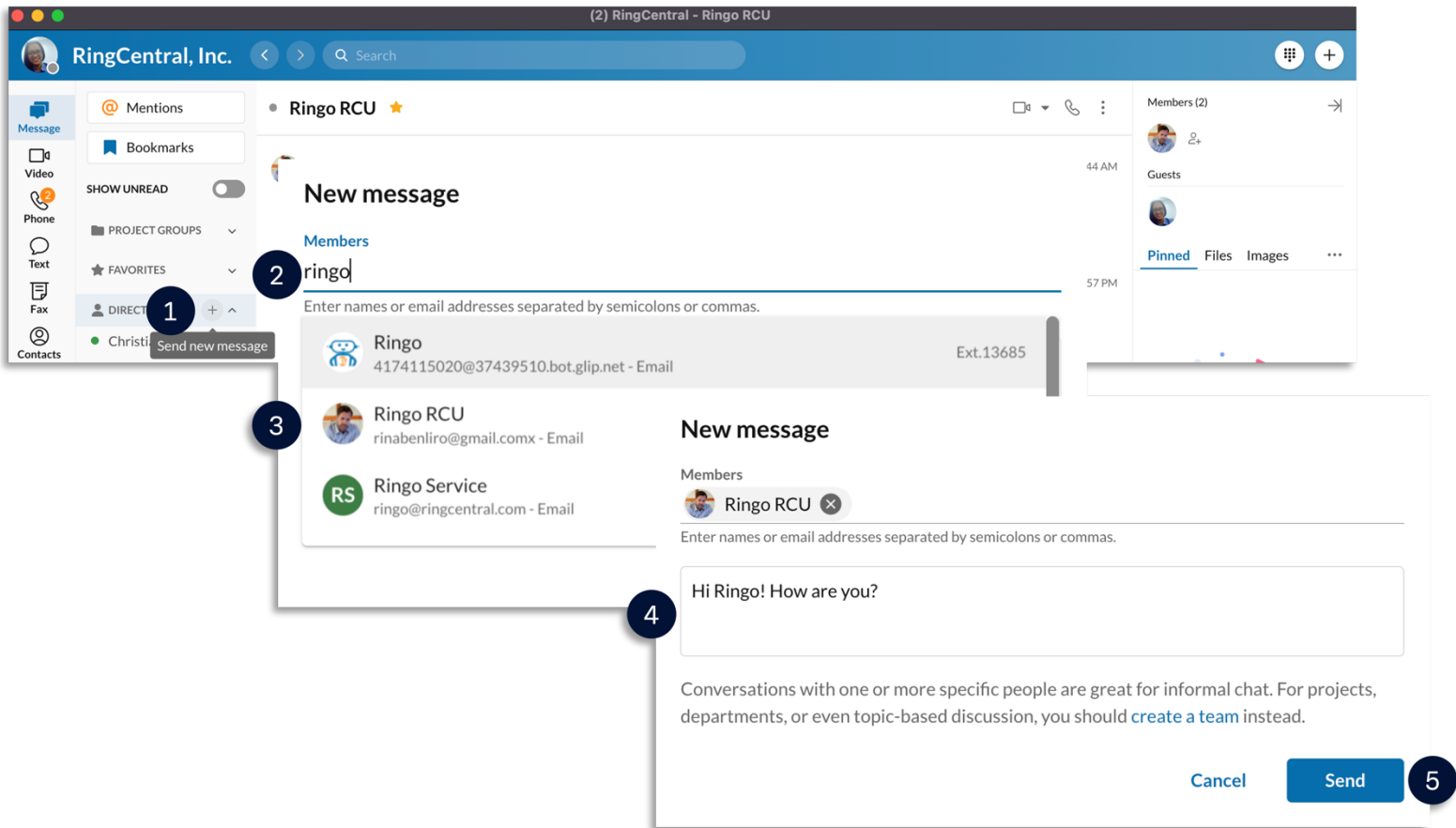
If you want to send a new message to one person or a group of people, there are several methods you can use.

- Send a new message via the **Send new message** button
- Send a message via the **New actions** button
- Send a message by searching and selecting contacts using the **Search bar**

One way you can send a team message is via the **Send new message** button found in the **Message** menu. To send a new message using this method, follow these steps:

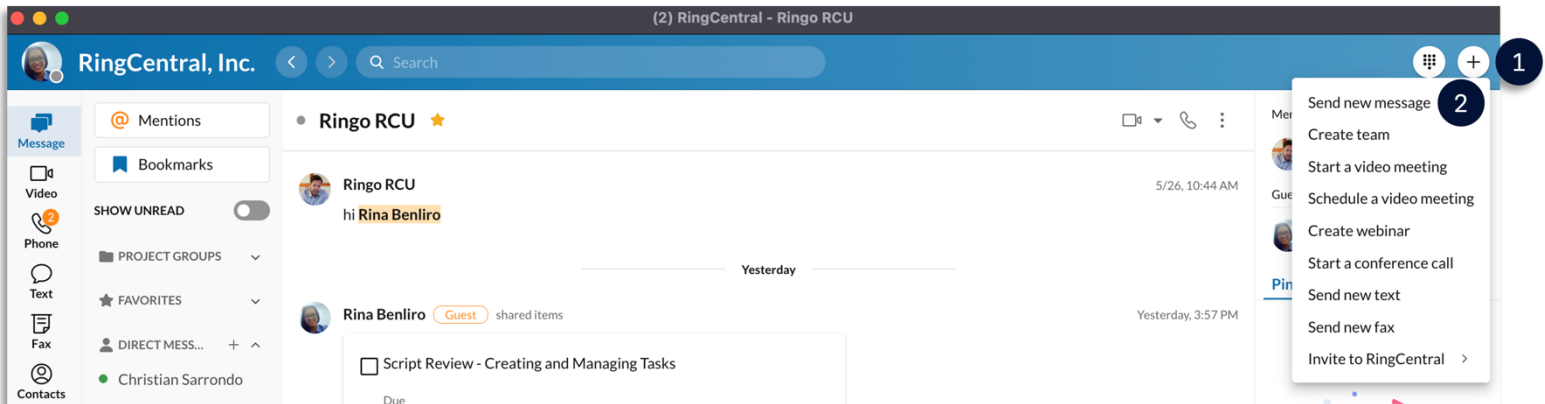
1. Click **Send new message**.
2. Type the name(s) in the **Members** field and separate each contact with a comma or semicolon. Note: For external contacts, type their e-mail addresses.
3. Once the individual, group, or team appears, select it.
4. Type a message in **Type new message**.
5. Click **Send**.

Note: Once you send a new message, that message appears in the conversation thread.



The second method of sending a Team message is via the **New Actions** button. To do this, follow these steps:

1. Click the **New actions** button at the top right.
2. Select **Send new message** from the drop-down menu.
3. Repeat the same steps detailed above to complete this process.



The easiest method of sending a message to existing contacts is by using the **Search bar**. Follow these steps:

1. Click into the search bar at the top of your screen.
2. Begin typing the name of the person, group, or team to begin populating a list of options.
3. Once the name of the person, group, or team appears, click the name to open in the app.
4. Type your message.
5. Press Enter/Return to send the message.

