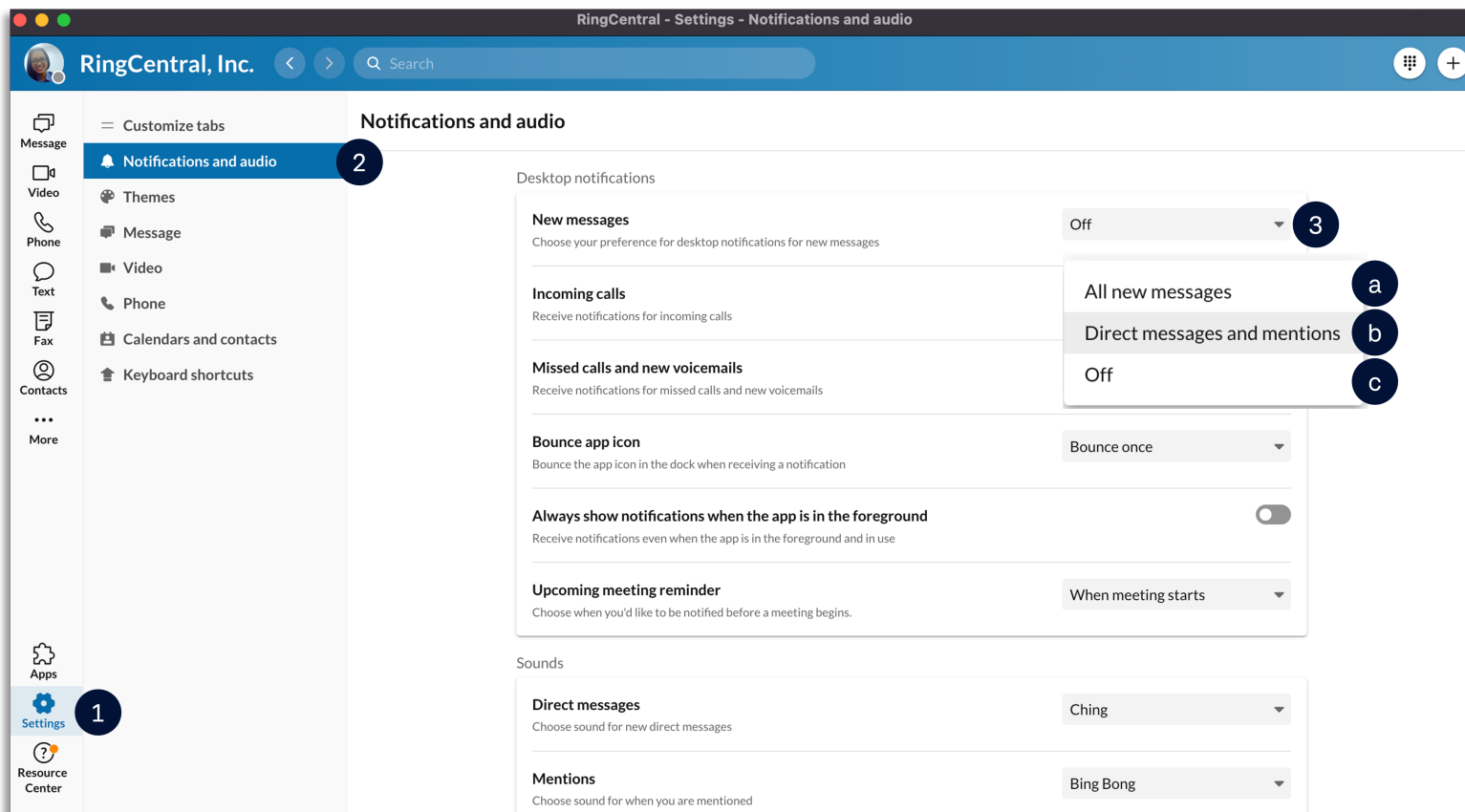


RINGCENTRAL APP: UPDATING CONVERSATION PREFERENCES

Take time to update your conversation preferences in the RingCentral app, so you don't miss important calls or messages. This quick guide shows you how to do it.

UPDATING CONVERSATION PREFERENCES

1. Click **Settings**.
2. Select **Notifications and audio**.
3. Under Notifications and audio, click the **New messages** dropdown to choose your desktop notification for new messages.
 - a. Select **All new messages** to get notified when there are direct or new messages sent to you or teams you are a member in.
 - b. Select **Direct messages and mentions** to get notified only when someone mentions you through a direct message or a team you are a member in.
 - c. Select **Off** to turn off all message notifications.



4. Activate **Incoming calls** to get notified when someone calls you.
5. Turn on **Missed calls and new voicemails** to get notified when you miss a call, or someone leaves a voicemail.
6. For Mac users, click the **Bounce app icon** dropdown menu to select how often you want the icon to notify you when you have a new message, incoming call, missed call, or voicemail.
 - a. For Windows users, enable the **Flash app icon** option to receive notifications.

Desktop notifications

New messages Off
Choose your preference for desktop notifications for new messages

Incoming calls 4
Receive notifications for incoming calls

Missed calls and new voicemails 5
Receive notifications for missed calls and new voicemails

Bounce app icon
Bounce the app icon in the dock when receiving a notification

Bounce continuously
Bounce once 6
Off

Flash app icon a
Flash the app icon when receiving a notification

Upcoming meeting reminder When meeting starts
Choose when you'd like to be notified before a meeting begins.

7. You can also customize the sound of each notification type. This helps you identify when receiving any of the following:
 - a. Direct messages
 - b. Mentions
 - c. Team messages
 - d. Incoming voice calls
 - e. Incoming video calls

Sounds

Direct messages Choose sound for new direct messages	Ching	a
Mentions Choose sound for when you are mentioned	Bing Bong	b
Team messages Choose a sound for new team messages	Snap	c
Ringtone Select the sound you'll hear when you receive incoming calls.	Ringling Bells	d
Incoming video calls Choose a sound for incoming video calls	Ring	e

8. Customize how often you want to receive an email notification for direct messages.
9. Enable email notifications whenever your name is mentioned.
10. Customize how often you want to receive email notifications for team messages.

Email notifications

Direct messages Receive email notifications for direct messages	Every 15 minutes Every hour Off	8
Mentions Receive email notifications for when you are mentioned	<input type="checkbox"/>	9
Teams Receive email notifications for team messages	Off	10