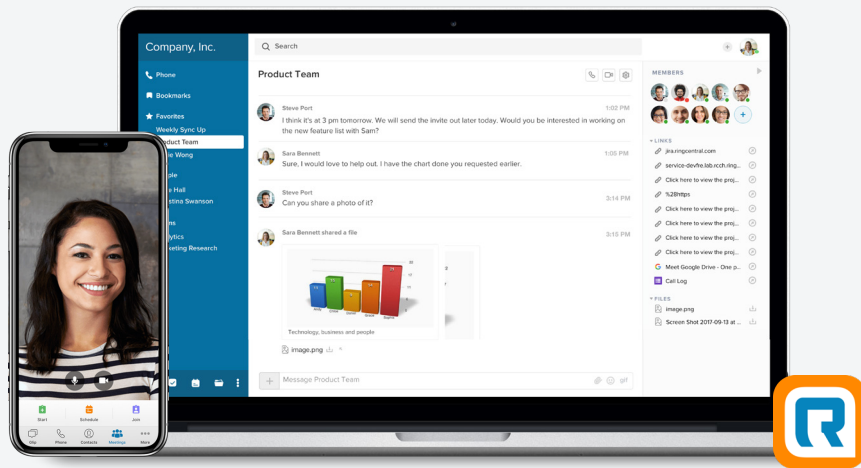# Three Powerful Tools
for RingCentral Office® Users

1. RingCentral app

Collaborate with your colleagues and teams through audio and video calling, SMS, team messaging, file sharing, calendar, tasks, integrations, and more.

2. RingCentral Meetings™

Connect, meet, and share with anyone, anywhere, with any device.


3. RingCentral desk phones

High-quality business phones featuring HD voice and powerful features that optimize productivity.

Download apps at ringcentral.com/downloads

RingCentral®

How to use your RingCentral app for desktop

Collaborate with your colleagues and teams through all-in-one messaging, calling, SMS, video meetings and screen sharing, file sharing, tasks, integrations, and more.
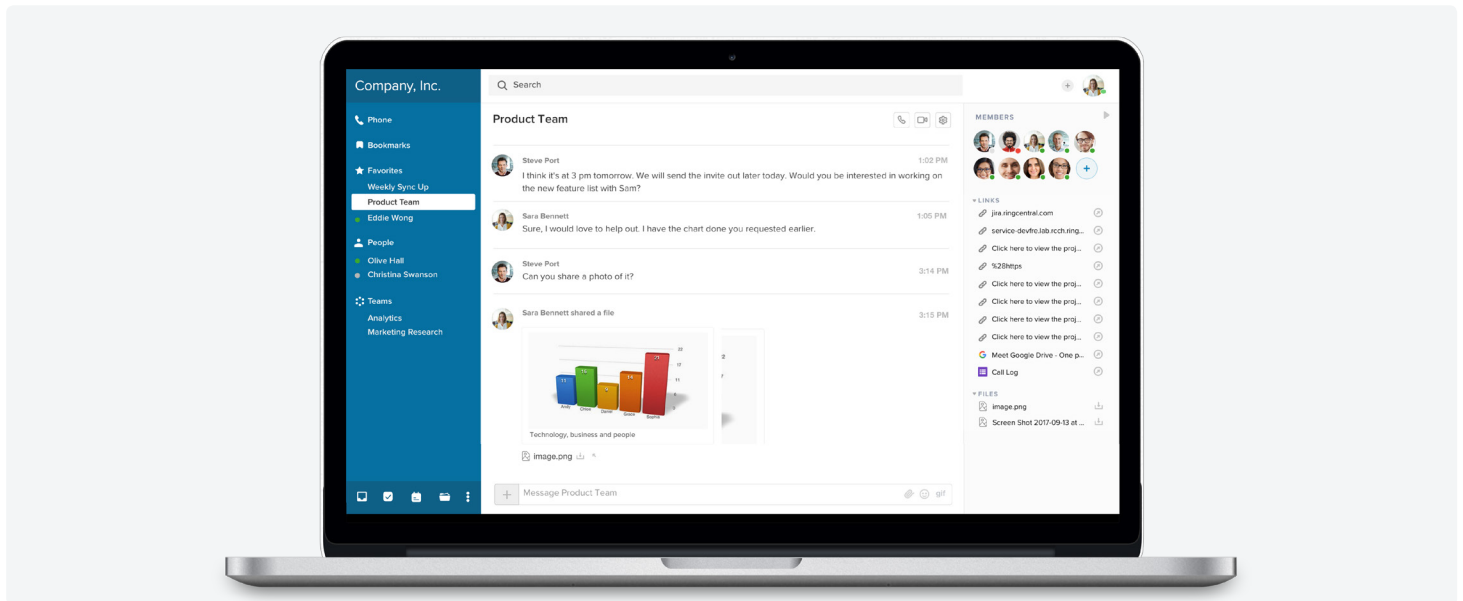
Left pane:

Phone
Make and receive calls.

Favorites
Star your favorites so they are easy to find.

People
Hold conversations with individuals.

Teams
Hold conversations with teams.

Left pane (bottom):

Dashboard
See what's happening. View events, tasks, and more.

Tasks
Create and assign tasks across teams.

Calendar
Manage team projects, timelines, and events.

Files
Share all your documents across projects.

More actions
Access links, notes, and integrations.

Conversation pane:

Start new tasks, schedule an event, assign tasks, share links, compose a note, write a code snippet, or share files.

Make and receive calls with any of your coworkers or guests.

Start a video call from a conversation.

Manage conversation settings.

Top right:

Start an audio or video call, send a message or text, create teams, and add users. Click your profile picture to update your profile and preferences.

Right pane (Shelf):

Access recently posted and important items in the current conversation.

Log in to the RingCentral app at ringcentral.com
Download apps at ringcentral.com/downloads

RingCentral®

How to use your RingCentral app for Android™

Take all-in-one team messaging, calling, file sharing, faxing, and more with you anywhere using your mobile devices.

Call

Message

Meet

Make a call

- Tap the ☰ menu.
- Tap the 📞 icon.
- Tap the ⊞ icon.
- Make your call.

Check voicemail

- Tap the ☰ menu.
- Tap the 📞 icon.
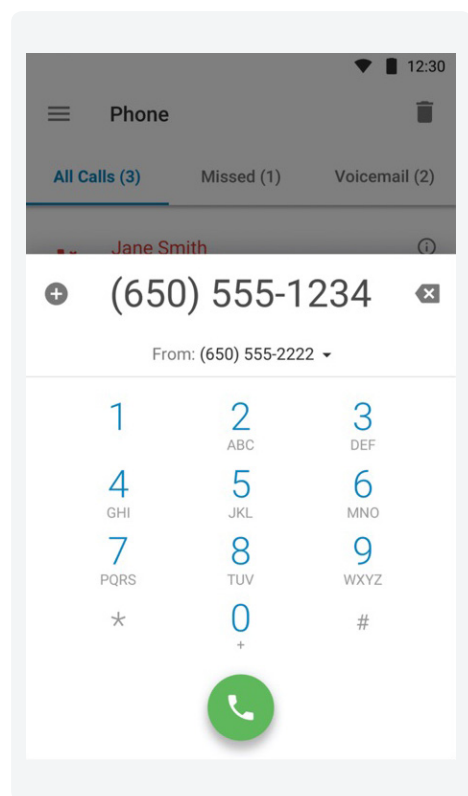- Check voicemail or view call history and faxes.
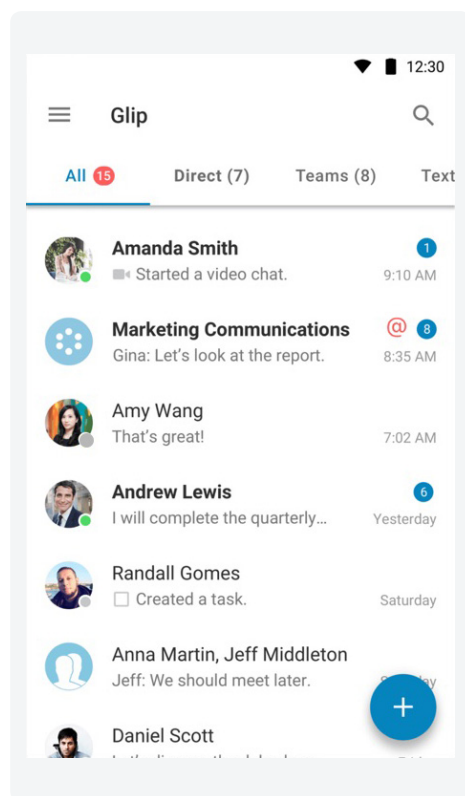
Join a conversation

- From the Glip panel, tap the conversation you want to join or view.
- Type a message and add files and links.

Start a new conversation

- Tap the ⊕ icon from the bottom right of the Glip panel.
- Select **New Message** to talk to an existing contact. Or, select **Invite** to invite a new contact to chat.

Enable in-app meetings

Tap **Settings** from the ☰ menu, tap **Video Service**, and select **RingCentral Meetings Embedded**.

Start your meeting

Select **Meetings** from the ☰ menu. Now you can **Start**, **Schedule**, or **Join** a meeting from within the RingCentral app.

Download apps at ringcentral.com/downloads

RingCentral®

How to use your RingCentral app for iOS®

Work on the go with all-in-one team messaging, calling, file sharing, faxing, and more using your mobile devices.

Call

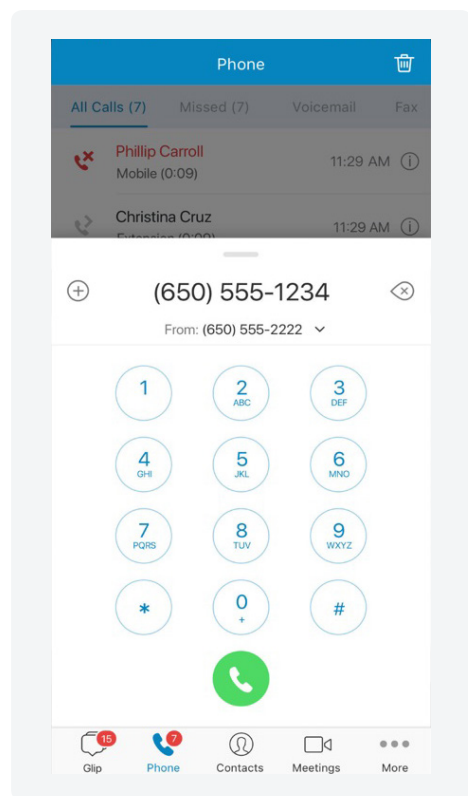## Message

Meet

Make a call

- Tap the 📞 icon twice from the bottom navigation.
- Make your call.

Check voicemail

- Tap the 📞 icon from the bottom navigation.
- Check voicemail or view call history and faxes.
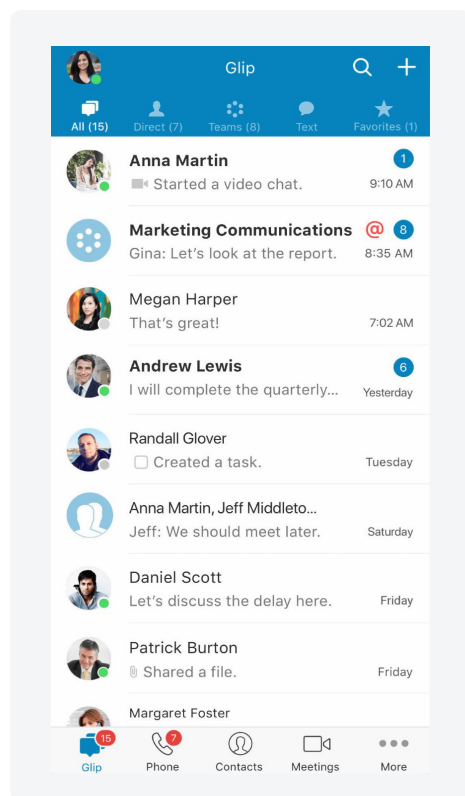
Join a conversation

- From the Glip panel, tap the conversation you want to join.
- Type a message and add files and links.

Start a new conversation

- Tap the ➕ icon from the top right of the Glip panel.
- Select **New Message** to chat with an existing contact. Or, select **Invite** to invite a new contact to chat.
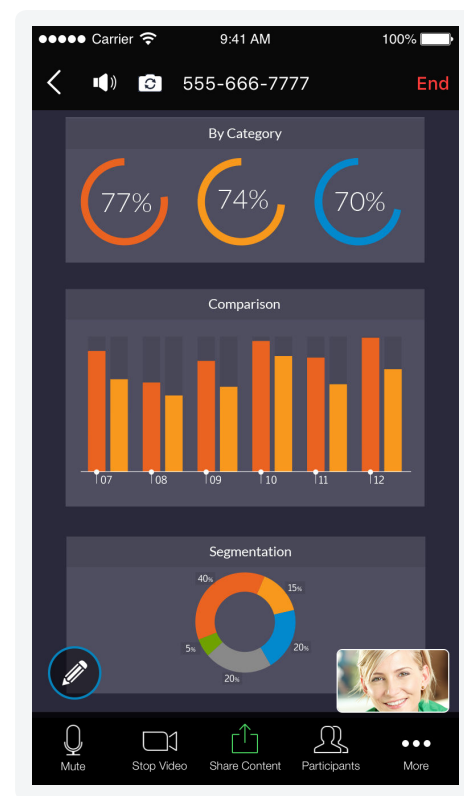
Enable in-app meetings

Tap your **Profile** picture, then tap **Meetings**. From **Video Service**, select **RingCentral Meetings Embedded**.

Start your meeting

Tap the 📹 icon from the bottom navigation. Now you can **Start**, **Schedule**, or **Join** a meeting from within the RingCentral app.

Download apps at ringcentral.com/downloads

RingCentral®

How to use your RingCentral Meetings

Host unlimited video conferences and screen sharing from your favorite devices. Enjoy reliable online meeting experiences with HD video and crystal-clear audio.

1. **Start without video**
   Start a meeting without the camera on (ideal for a screen-sharing meeting).

2. **Start with video**
   Start a video chat meeting.

3. **Schedule**
   Schedule a meeting with preferred settings and calendar.

4. **Join**
   Join a meeting by entering a meeting ID.

5. **Share screen**
   Share your screen instantly (desktop only).

1. Mute/unmute your audio.
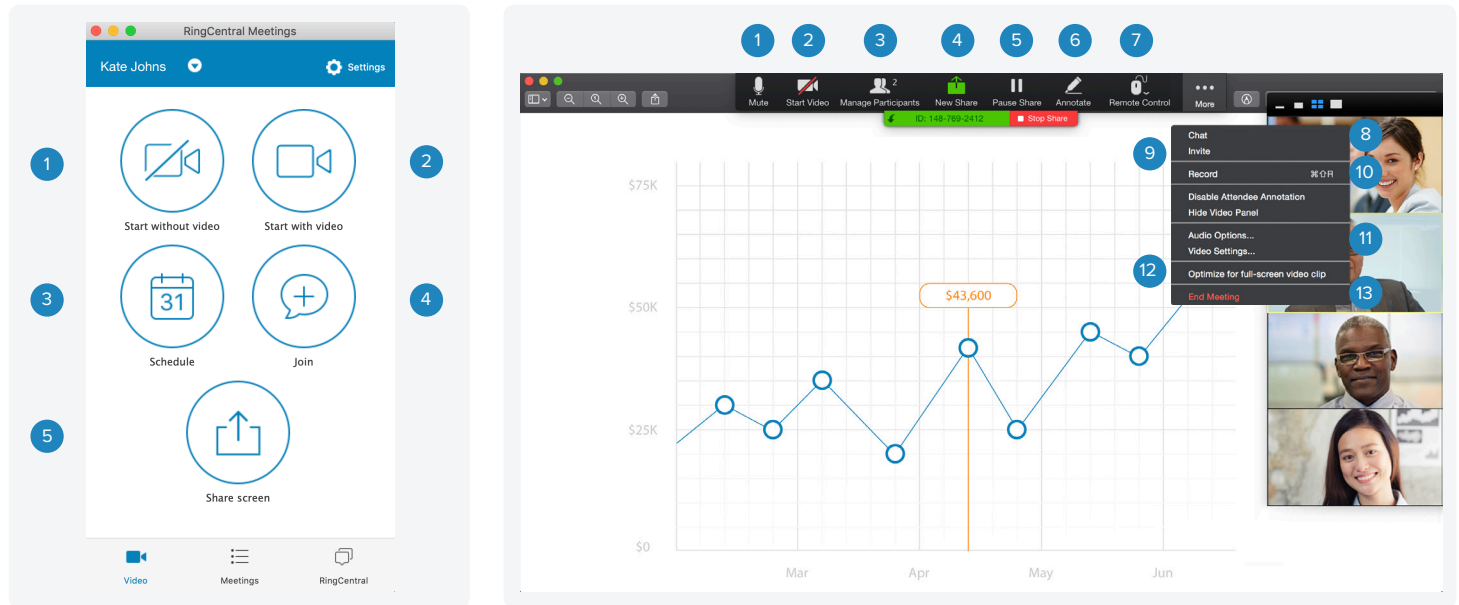
2. Start/stop your video capability (camera).

3. View participants.

4. Share a new window.

5. Pause or resume screen sharing.

6. Annotate content with tools to highlight or mark up shared content during the meeting.

7. Grant remote control on keyboard and mouse.

8. Chat with an individual or group.

9. Send a meeting invitation via email.

10. Start recording the meeting.

11. Access settings to configure audio, video, microphone, and more.

12. Optimize screen sharing for video.

13. End the meeting.

Download apps at ringcentral.com/downloads

RingCentral®

How to use your RingCentral desk phone

Softkeys and hardkeys for most Polycom® and Cisco® models

🔴 Polycom keys
🔵 Cisco keys
⚫ Number keys
— Navigation arrow buttons
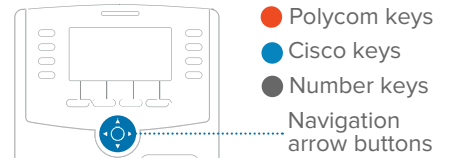
Dial

Lift handset and dial number
(Do not dial **1** before the area code)

Flip

* > assigned **Call Flip** number

Hold

While on a call:

Polycom hardkeys/softkeys

📞 or **Hold**

Cisco hardkeys

✋ or **॥**

Number keys

* ***** to place on hold
* to end hold

Voicemail

Lift handset:

Polycom hardkeys

✉ > after prompt, enter **PIN**

Cisco hardkeys

📟 or ✉ > after prompt, enter **PIN**

Number keys

* **8** **6** > after prompt, enter **PIN**

Transfer

While on a call:

Polycom softkeys

Transfer > dial second number or extension and wait for response

Cisco softkeys

Transfer > dial second number or extension and wait for response

Number keys

**#** > dial extension
***** > dial number

Conference

While on a call:

Polycom softkeys

Conf. > dial second number > **Conf.**

Cisco softkeys

Conf. > dial second number or extension
> wait until after person picks up **Conf.**

Page§

Polycom softkeys

Page > follow prompt or
Page > **Page** > follow prompt

Cisco softkeys

▷ > **Page** > follow prompt

Number keys

* **8** **4** follow prompt

Intercom§

Lift handset:

Polycom softkeys

Intercom > dial extension

Cisco softkeys

Intercom > follow prompt
or ▷ > **Intercom** > follow prompt
or ▽ > **Intercom** > follow prompt

Number keys

* **8** **4** follow prompt

Park/Pick up

While on a call:

Polycom softkeys

Park or **More** > **Park**
and note park location (* 8 - -)

Cisco softkeys

▷ > **Park** and note park location (* 8 - -)

Number keys

***** **3** and note park location (* 8 - -)

Record‡

While on a call:

Number keys

* **9** to start
* **9** to end

Recordings available online:

Login > **Messages** > **Recordings**

§ Paging and Intercom features are only available if your administrator has enabled them. | ‡ When activated.
If you change the physical location of this phone, you must register that new location in order to properly route calls to emergency services—such as 911 (US and Can.) or 999/112 (UK). Log in to service.ringcentral.com (US and Can.) or service.ringcentral.co.uk (UK).

RingCentral®