Installing RingCentral on Windows & Mac

To download and install RingCentral for Desktop:

1. Log in to your RingCentral online account.

2. Go to the Tools menu and select Desktop App.

3. Download the version of the app compatible with your computer, either PC or Mac.

4. Run the install wizard.

Now you're ready to log in to RingCentral for Desktop.

System Requirements

Your computer needs the following minimum requirements to best use RingCentral for Desktop:

PC

• Windows 7 or later

• 1 GHz (32-bit) or 2 GHz (64-bit) processor

• Minimum 512 MB RAM

• 200 MB hard drive space

Mac

• Mac OS X 10.7 Lion or above

• Intel processor

• Minimum 512 MB RAM

• 100 MB hard drive space

Voicemail Preview

The voicemail preview provides a text version of your voicemail that allows you to get the gist of the message. It delivers the text version of your voicemail to your RingCentral mobile or desktop application or via e-mail.

Voicemail Preview (cont)

1. From the **Settings** tab, select **Messages & Notifications**.

2. Click **Voicemail Preview**.

3. A pop-up will appear with the option to turn Voicemail Preview on or off.

4. Select the radio button next to **On** or **Off**.

5. Click **Save**.

Note: The result of text transcription varies depending on the clarity of the caller's voice and background noise.

Voicemail Greeting

Set a Voicemail Greeting

1. From the **Settings** tab, select **Messages & Notifications**.

2. Under **Take Messages**, click the radio button next to **Yes**.

3. Click **Voicemail Greeting**.

4. A pop-up will appear with the current Voicemail Greeting. Choose your preferred type of greeting.

a. Default – Select the radio button next to Default.

b. Custom – Select the radio button next to Custom and select

Voicemail Greeting (cont)

how you'd like to set your custom recording:

• Record Over the Phone

Next to Call me at, choose a phone number from the dropdown menu if you have saved numbers or type a phone number in the text field. Click the Call Now button, and RingCentral will call you to record your message.

• Record Using Computer Microphone

Click Allow on the Adobe Flash Player Settings pop-up. Click Allow if RingCentral asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red Record button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.

• Import

Browse for a WAV or MP3 file you want to use. Click Attach. Click the play button to listen to your greeting.

5. Click **Save**.

This can only be done on ringcentral.com . This cannot be changed on the desktop app.

Voicemail Notifications

Set your settings for email alerts or text messages when you receive a voicemail message, fax, missed call or for the status of their fax transmission results.

1. From the **Settings** tab, select **Messages & Notifications**.

2. Click **Notifications**.

3. A pop-up will appear with options for email or text-message notifications to a recipient of your choice when voicemail messages* or faxes are received, or calls missed.

4. Set your notification settings by checking the checkboxes and filling in email and phone numbers.

a. Click **Advanced Notification Options** to see more detailed notification settings.

b. Set your **Advanced Notification Options**

c. Click **Back to Basic Notification Settings**

5. Click **Save**.

Voicemail Scripts

When recording your EI voicemail, please use the following approved voicemail scripts:

Personal (Template for Employees)

Hello, you have reached the voicemail for _____. I am currently on the phone or away from my desk. Please leave your name, number, and a detailed message and I will return your call as soon as possible. Thank you.

Vacation

Hello, you have reached the voicemail for _____. I will be on vacation from (MMMM DD), returning on (MMMM DD). If you need immediate assistance, please call the Operator by pressing 0 now. Otherwise, please leave your name, number and a detailed message and I will return your call as soon as possible. Thank you.

Out of Office

Voicemail Scripts (cont)

Hello, you have reached the voicemail for _____. I will be out of the office from (MMMM DD), returning on (MMMM DD). If you need immediate assistance, please call the Operator by pressing 0 now. Otherwise, please leave your name, number and a detailed message and I will return your call as possible. Thank you.

Holiday message

Our office is currently closed for (holiday). Please call back on (MMMM DD) to speak with the party you are trying to reach, or leave your name, number and a brief message and we will call you back as soon as possible. Thank you.

Natural Disaster message

Our office is currently closed due to (natural disaster). (We will return on MM DD/We will be closed until further notice.) Please leave your name, number and a brief message and we will call you back as soon as possible. Thank you.

After hours message

Voicemail Scripts (cont)

Hello, you have reached the voicemail of _____. It is currently after hours and I am out of the office for the day. Please leave your name, number, and a detailed message and I will return your call as soon as possible. If your message is urgent, you can press 9 to page the on-call representative. Thank you.