

RINGCENTRAL APP: SENDING TEXT MESSAGES

The RingCentral app lets you send individual and group text messages to anyone, so you can communicate with people who don't have the RingCentral app installed.

VIEWING TEXT MESSAGES

1. Select the **Phone** tab.
2. You can find the list of your sent or received text messages under the **TEXT** section.

The screenshot shows the RingCentral app window. On the left, a sidebar has a 'Phone' tab highlighted with a blue circle containing the number '1'. Below it are 'Fax', 'Text', and 'DIRECT MESSAGES' sections. The main area displays a list of messages. A message from 'Ken Erdelac' is selected, showing a preview of the text: 'by the way, nothing is showing on my FWD21 site screen.' To the right, there's a sidebar for 'Members (2)' with profiles for Anna Liza Villanueva and Ken Erdelac, and tabs for 'Pinned', 'Files', 'Images', and 'Tasks'.

This screenshot shows the same app interface as above, but with a modal window overlaid on the 'Text' section. The modal contains a list of contacts: Israel Amor, Xeramy Asis Briones, Ace Angelo Bueno, Reginald Quintos, and Tish Lindo. A blue circle with the number '2' is placed over the 'Text' tab in the sidebar. The contacts listed in the modal are also highlighted with blue circles.

3. Click any of the contacts to view the message thread.
4. Type your message in the message field.
5. Press Enter/Return to send the message.

This screenshot shows a message thread between the user and 'Reginald Quintos'. The user has typed 'thanks!' and 'Were you able to check the problem?'. A blue circle with the number '3' is over the contact 'Reginald Quintos' in the list, and another blue circle with the number '4' is over the message input field. A blue circle with the number '5' is at the bottom right corner of the message input field.

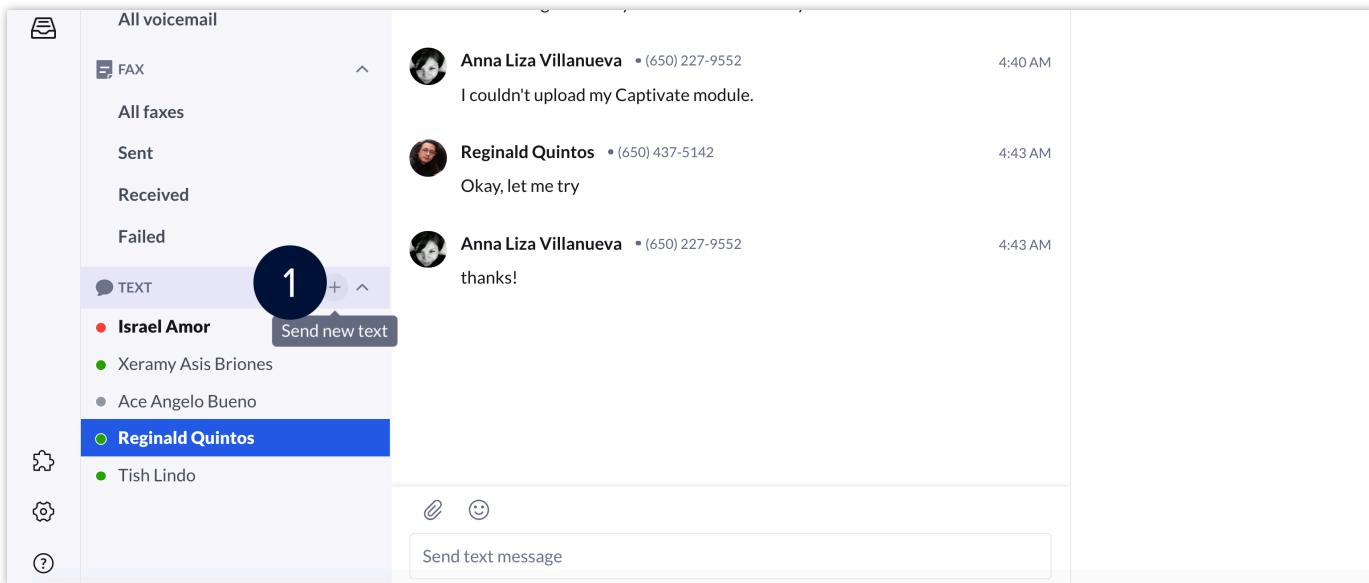
SENDING A TEXT MESSAGE

There are two ways you can send a text message in the RingCentral app:

- Send a text message via the **Send new text** button in the Phone menu.
- Send a text message via the **New actions** button at the top right.

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

1. Click **Send new text**.



2. If there are several SMS-enabled phone numbers assigned to your extension, choose the appropriate one in the **Text from** field.
3. Type the name or phone numbers of your preferred message recipients in the **To** field.
Note: *You can just type their names, if they are part of your organization.*
4. Tick the **Create group text** option to send a group text message.
Note: *Uncheck this option to send the text message to each contact individually. You can send a group text to a maximum of 10 people.*
5. Click **Next**.
6. Type your message in the message field.
7. Press Enter/Return to send the message.

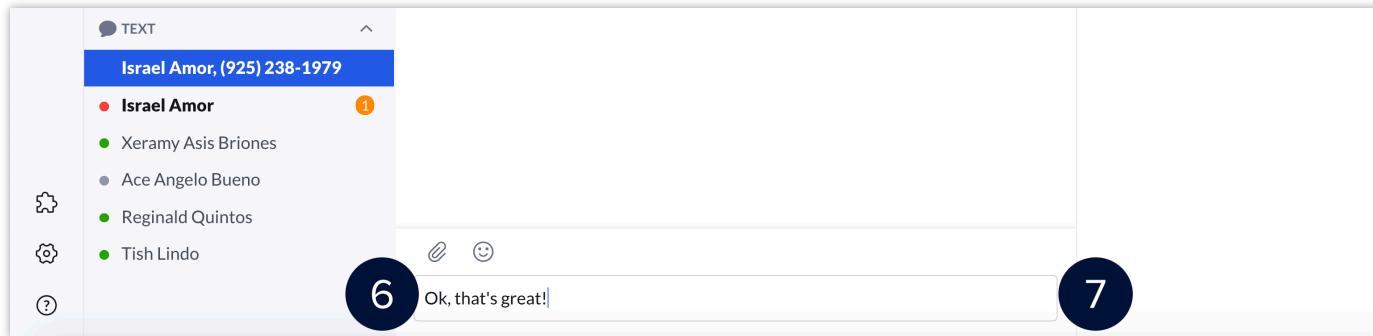
New text

Text from
2 (650) 227-9552

To
3 Israel Amor (925) 238 1979

4 Create group text (i)

Cancel **5** **Next**



Another way of sending a text message is via the **New Actions** button. To do this, follow these steps:

1. Click the **New Actions** plus button at the top right.
 2. Select **Send new text** from the drop-down menu.
- Note: Repeat the same steps detailed above to complete this process.