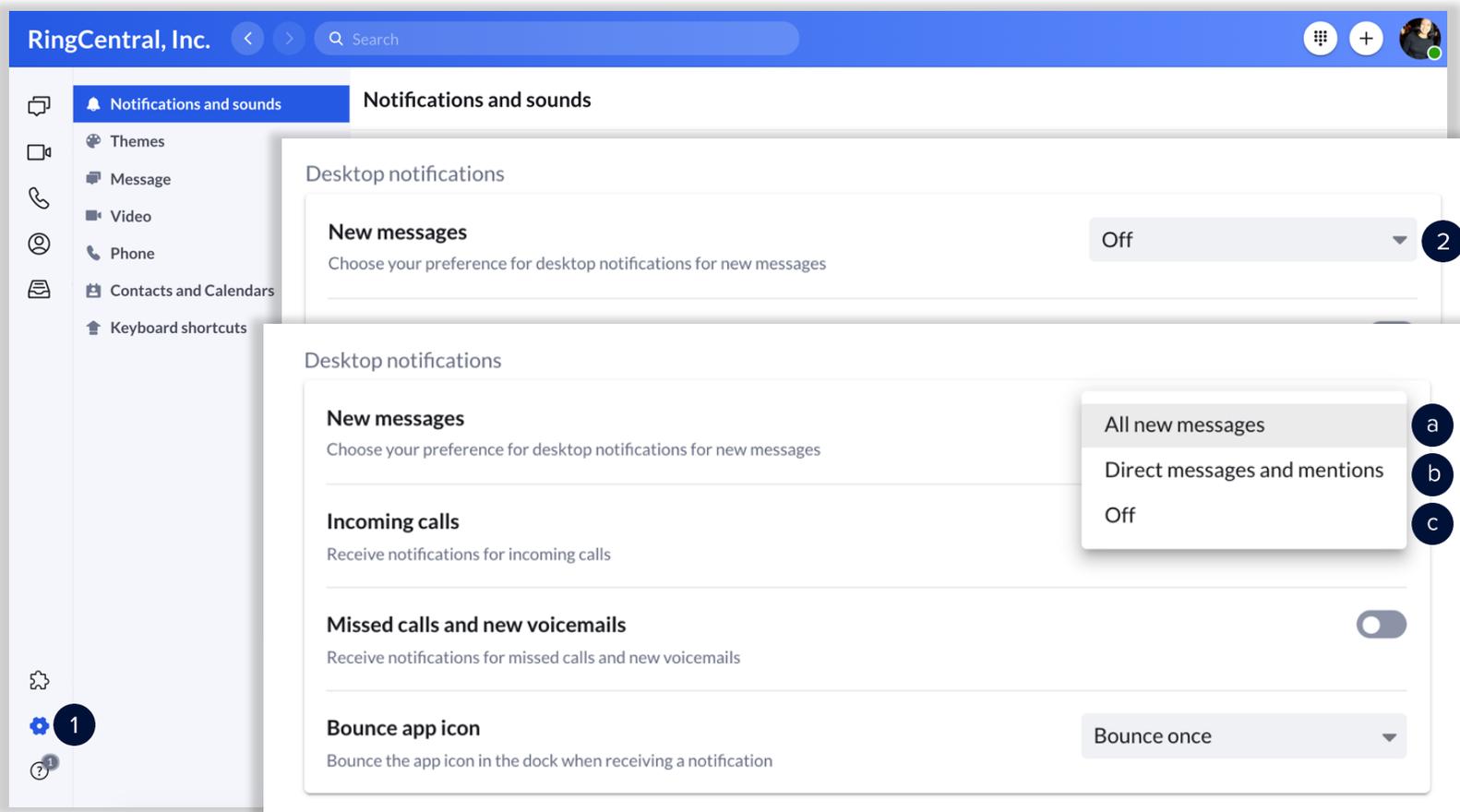


RINGCENTRAL APP: UPDATING CONVERSATION PREFERENCES

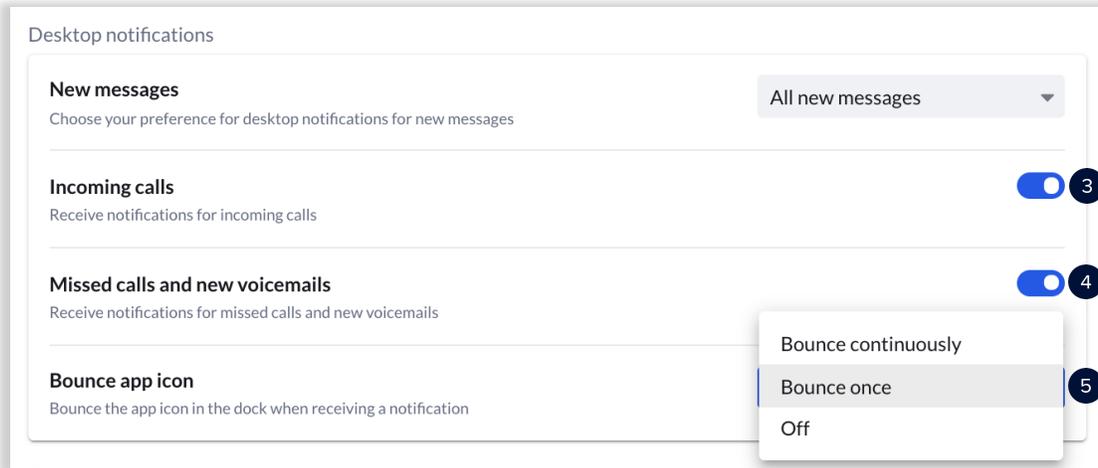
Take time to update your conversation preferences in the RingCentral app, so you don't miss important calls or messages; this job aid shows you how to do it.

UPDATING CONVERSATION PREFERENCES

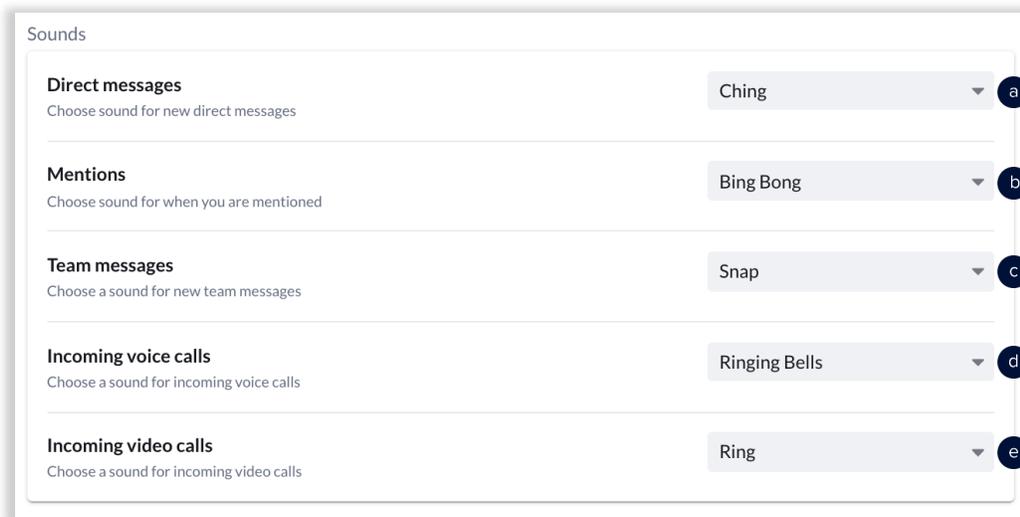
1. Click **Settings**.
2. Under Notifications and sounds, click the **New messages** dropdown to choose your desktop notification for new messages.
 - a. Select **All new messages** to get notified when there are direct or new messages sent to you or teams you are a member in.
 - b. Select **Direct Messages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



3. Activate **Incoming calls** to get notified when someone calls you.
4. Turn on **Missed calls and new voicemails** to get notified when you miss a call, or someone leaves a voicemail.
5. 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.



6. 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



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

