RingCentral

What's In Deck 24.1 AT&T Office@Hand

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24.1 Deployment Schedule - AT&T Office@Hand

Item	Release	Dates	Status	Comments
Admin, New Licenses, New Hardphones	24.1	2/15		
Office@Hand Phone App	24.1	3/12		
Office@Hand Mobile App	24.1.20	tbd		3/11 handoff
Office@Hand Desktop/Web App	24.1.20	3/11		

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Desktop/Web Apps
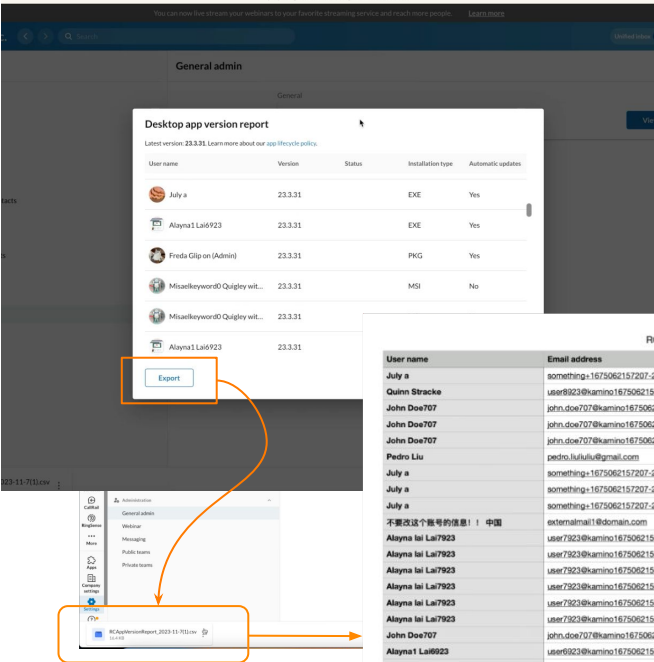
App Version Report Export

What's new? A high-level one line description of what the feature is, and what it offers.	Enable the Company Admins to export the App Version Report in CSV file and import it to Google Sheets or Excel.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Our Desktop UI was designed to provide a quick snapshot of who are using Unsupported and Outdated versions. But when the #s of those users are high, the list of Unsupported and Outdated spans across multiple pages, which makes it difficult for Admins to navigate and process the information. Many customers with larger user base have requested this feature, and marked this as critical for in compliance of App Version Control.
Who else has it? Which competitors have this or similar? How is our solution different?	N/A

Feature details & availability
 When will this be available for the other RC direct and partner brands?
 Is it only available for certain editions?
 Is it billable and when? What is the pricing?
 How is it enabled by customers?
 What are the limitations?
 New API? New data analytics fields or reports?
 Does it involve voice service?
 After the 2nd summary slide, add detail slides describing:
    How to enable, configure, use the feature.
    Screenshots.
    FAQ – what could go wrong, what changes might affect users and their workflow?
    Localization changes?
	Applicable for Company Admins
	 24.1

How it works

In the Desktop app, choose "Settings" from the menu on the left, and then choose "General Admin" under "Administration",

- Click "View" on the "Desktop app version report" under "General"
- The App Version Report will be displayed
- Click on the "Export" button on the lower left corner
- A download bar will appear on the bottom, clicks on the file name to open the CSV report

Live transcription support for German and Spanish

What's new? A high-level one line description of what the feature is, and what it offers.	Based on the existing Live transcription feature, we add: ● The ability to manually choose the language of Live transcript PER USER ● German and Spanish languages
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Now if user speaks German or Spanish, meeting participants can set the according language in Live transcript tab and see the correct transcript.
Who else has it? Which competitors have this or similar? How is our solution different?	Zoom / Teams

Feature details & availability
When will this be available for the other RC direct and partner brands?
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   Localization changes?
	23.4.20

Live transcription support for German and Spanish

How it works

- Host/moderator starts the transcription
- Everyone can tap "Language I'm speaking now" to set the spoken language.
- When a participant speaks in meeting, transcript will be displayed according to the language selected by this participants.

Ringer Volume control

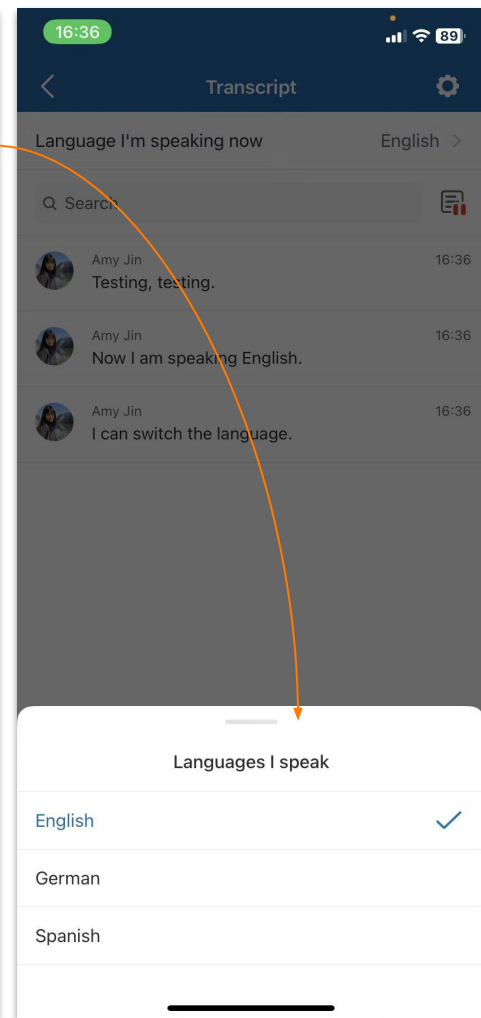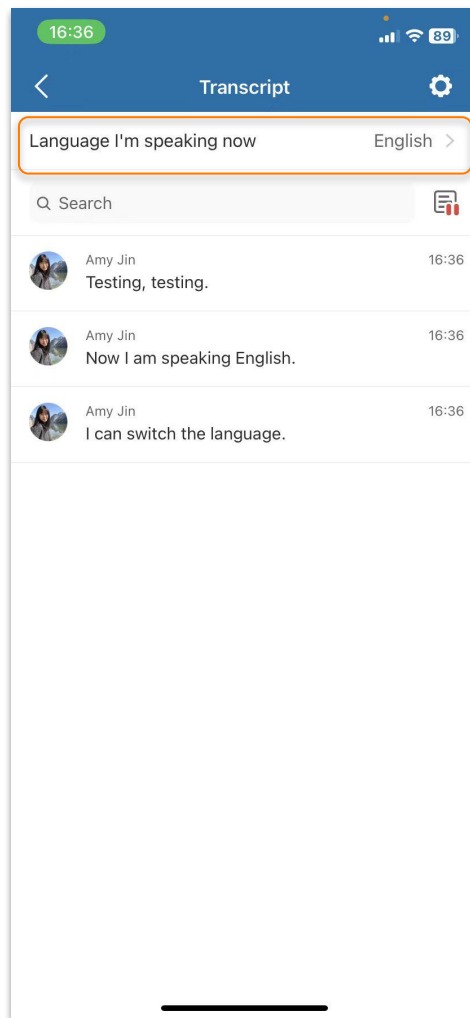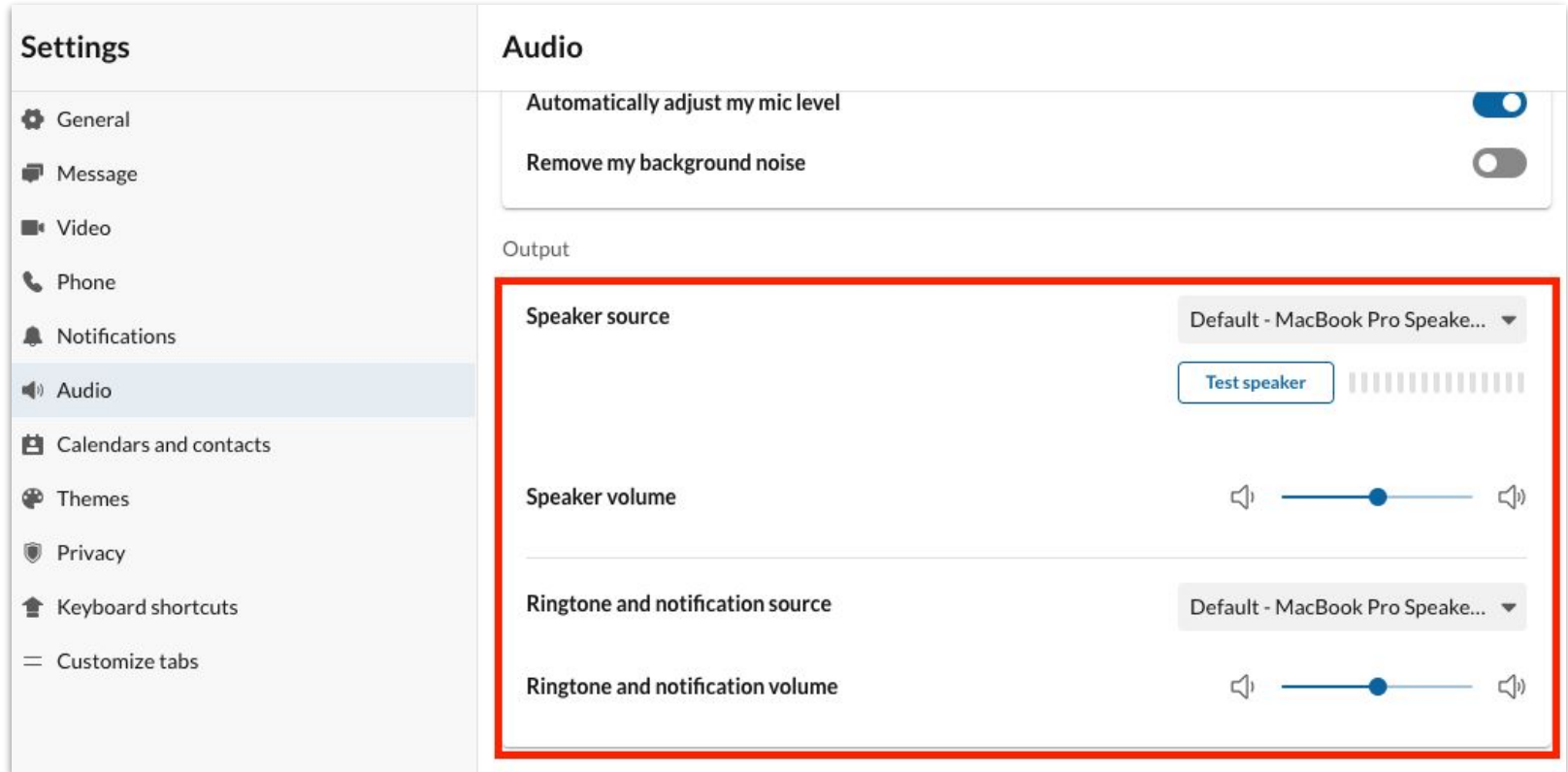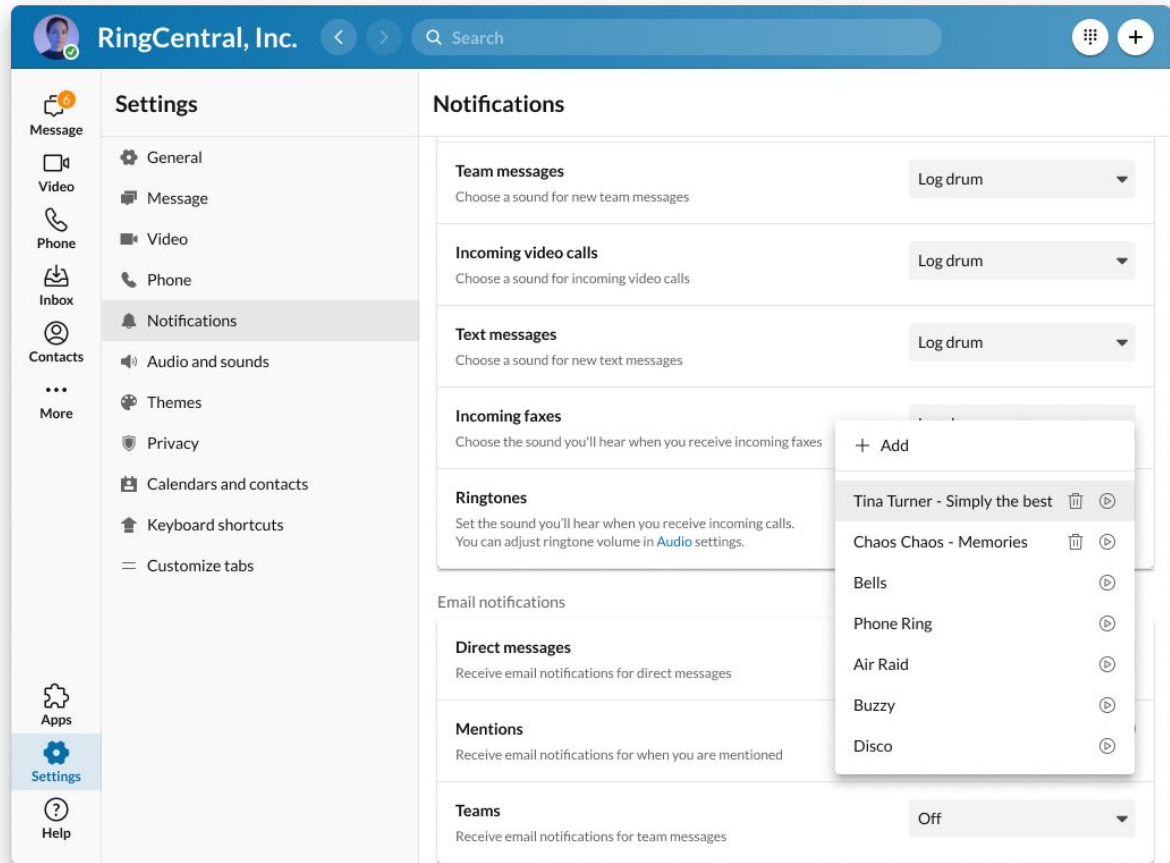|	
What's new? A high-level one line description of what the feature is, and what it offers.	Now you can adjust the ringer volume separately from the general app volume.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	If you are in an active call with your customer from your Desktop app, and another incoming call on your start ringing, you may want to lower the volume of the ringer. This feature will allow you to do it by provide a separate ringer control from the general app volume control.
Who else has it? Which competitors have this or similar? How is our solution different?	8X8

Feature details & availability
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     Screenshots.
     FAQ – what could go wrong, what changes might affect users and their workflow?
     Localization changes?
	All phone users in all brands (including MS Teams embedded app – need to update 23.4.20)

How it works (Desktop App)

Upload custom ringtone

What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	Allow users to upload audio files to use as more appealing personalized ringtones.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Users are unable to use custom ringtone.
Who else has it? Which competitors have this or similar? How is our solution different?	N/A

Feature details & availability
When will this be available for the other RC direct and partner brands?
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Is it billable and when? What is the pricing?
How is it enabled by customers?
What are the limitations?
New API? New data analytics fields or reports?
Does it involve voice service?
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   Screenshots.
   FAQ – what could go wrong, what changes might affect users and their workflow?
   Localization changes?
	Available for all on desktop & web:
	   1. Settings - Phone - Incoming calls - Ringtone: + Add
	   2. Settings - Notifications - Sounds - Ringtone: + Add
	A user can add up to 50 custom ringtones with the maximum single ringtone size 10 MB.
	Limitation: custom ringtones are a local setting, and not synchronized between different instances.
	
	The feature can be hidden through the feature flag on demand.

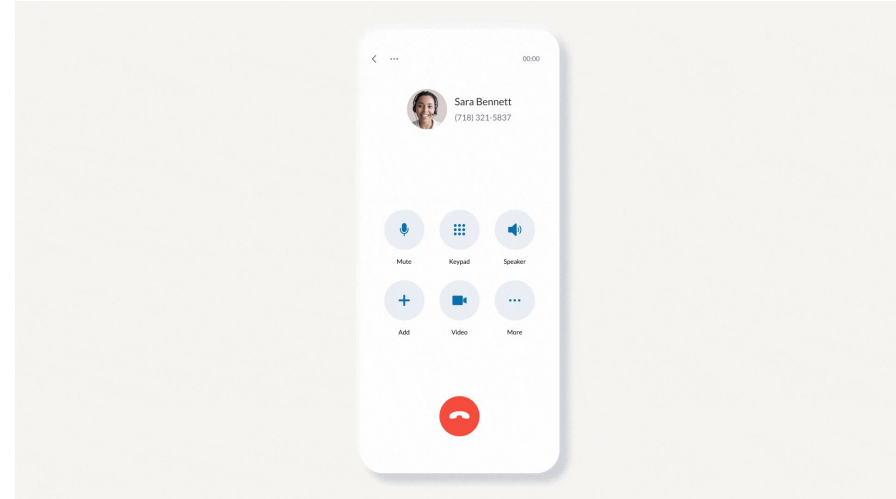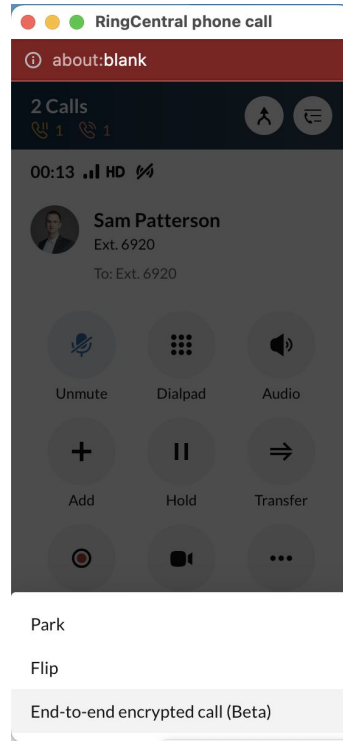Upload custom ringtone

How it works

E2EE phone call

What's new? A high-level one line description of what the feature is, and what it offers.	E2EE phone calling
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Ability to discuss confidential information over the phone on an encrypted phone call
Who else has it? Which competitors have this or similar? How is our solution different?	Zoom

Feature details & availability
When will this be available for the other RC direct and partner brands?
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	24.1
	Ability turn on/off at the organizational level
	
	Functionality unavailable:
	Call recordings
	Guests
	Callers from PSTNs
	Callers from hard phones

How it works

Standard audio calls can now be promoted to E2EE "calls". These E2EE calls are handled through the RCV backend and have several limitations including;

1.) Can only promote internal calls

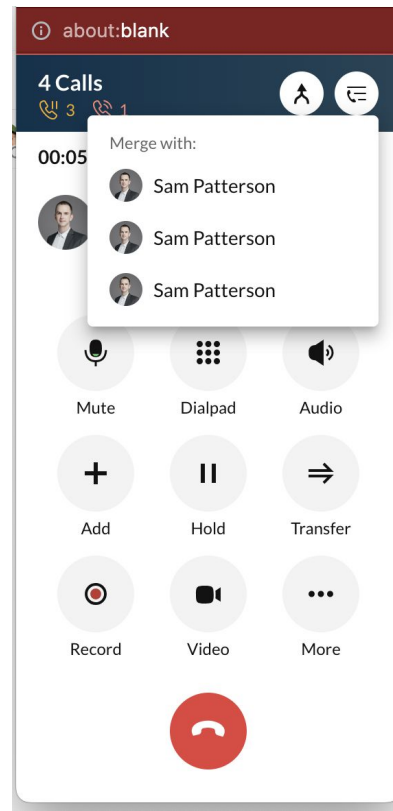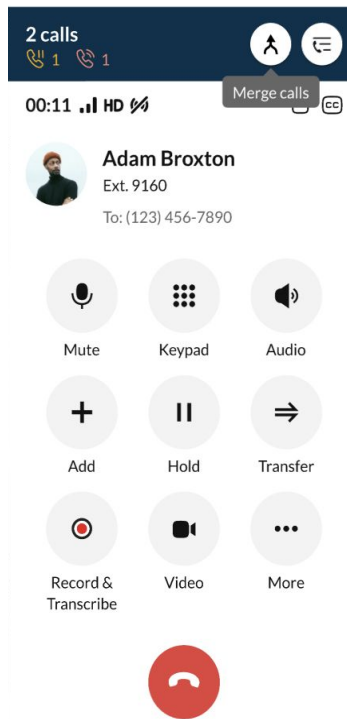2.) Cannot promote a call when an RCV meeting is already occurring

Improved call merging

What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	Improved experience for call merging in our desktop clients
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Previous entry point for call merging was too hidden. This entry point is much easier to find and accessible.
Who else has it? Which competitors have this or similar? How is our solution different?	N/A

Feature details & availability
When will this be available for the other RC direct and partner brands?
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    Screenshots.
    FAQ – what could go wrong, what changes might affect users and their workflow?
    Localization changes?
	GA in 24.1

How it works

If you only have one call available to merge with, clicking the new merge entry point will merge the calls with no extra clicks

If you have more than one call eligible for merging, you'll be presented with a list to choose which call you want to merge your current call with.
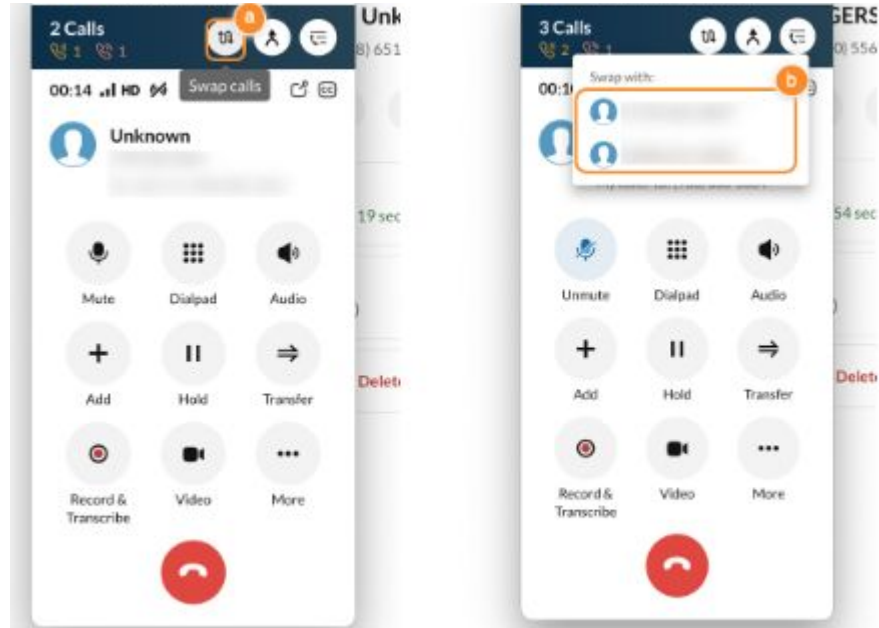
'Swap' during Active call

What's new? A high-level one line description of what the feature is, and what it offers.	Improved experience for swapping calls in our desktop clients
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Previous entry point for call swapping was too hidden. This entry point is much easier to find and accessible.
Who else has it? Which competitors have this or similar? How is our solution different?	N/A

Feature details & availability
When will this be available for the other RC direct and partner brands?
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What are the limitations?
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After the 2nd summary slide, add detail slides describing:
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    Screenshots.
    FAQ – what could go wrong, what changes might affect users and their workflow?
    Localization changes?
	GA in 24.2

How it works

Swapping active calls

Switch between your current call and calls you have on hold by clicking **Swap calls** (a) in the top bar of the active call window. If you have multiple calls on hold, choose which one you want to switch to from the dropdown (b).
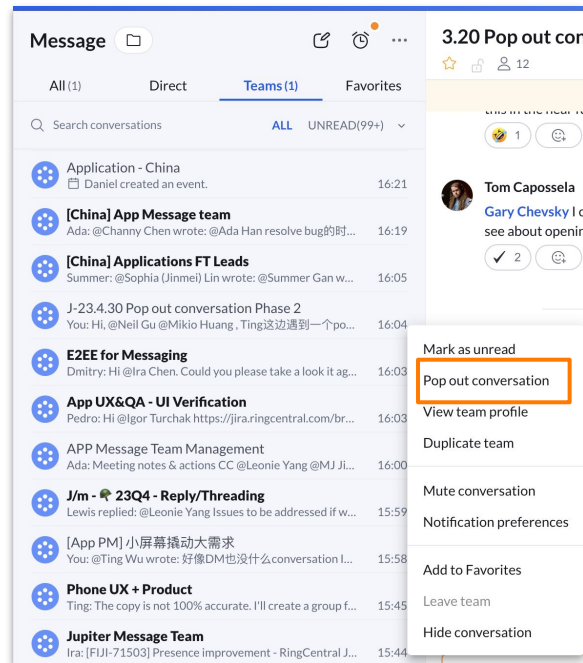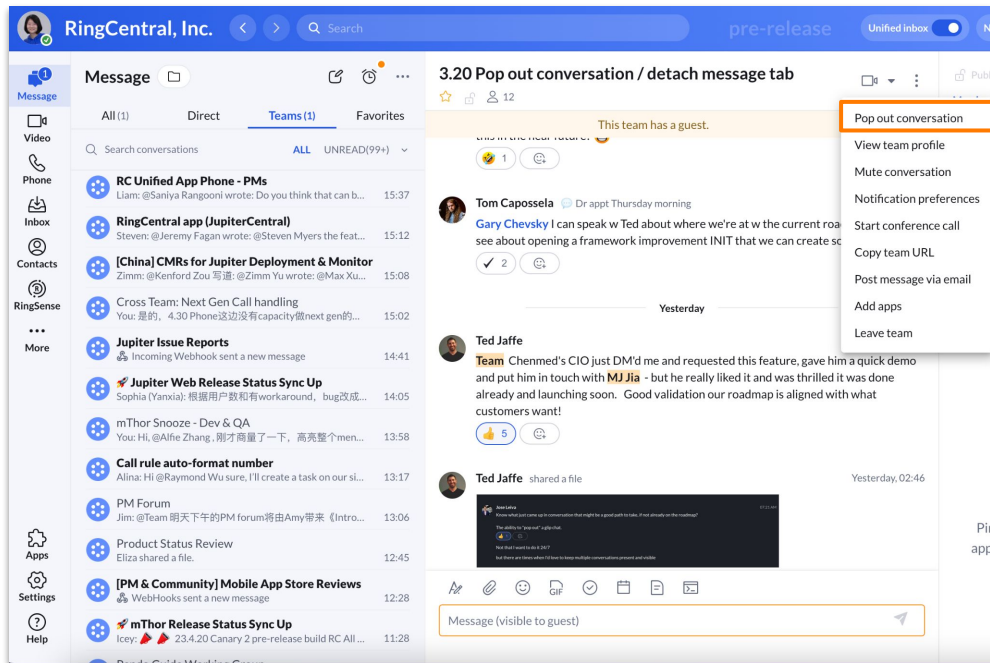
Pop out conversation

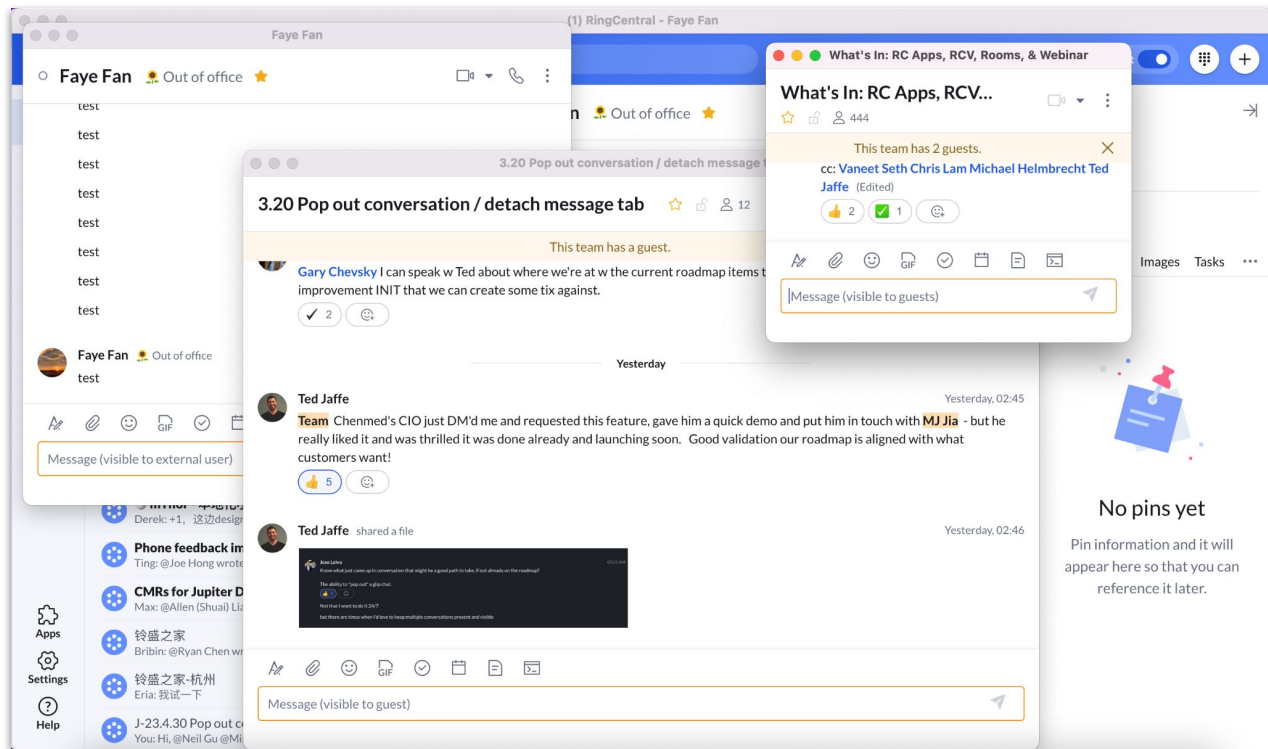|	
What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	Allow user to pop out multiple conversations into separate new windows for better multi-tasking.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Today, user needs to switch between different conversations or tabs of the Desktop app if they are multi-tasking. With the new Pop out conversation feature, user can keep several conversations open as separate windows as well as keep the main app window on other focused tasks.
Who else has it? Which competitors have this or similar? How is our solution different?	MS Teams / Zoom

Feature details & availability
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    FAQ – what could go wrong, what changes might affect users and their workflow?
    Localization changes?
	Available for all users with message permission.
	24.1.20

Pop out conversation

How it works

2 entry points to pop out conversation:
- Conversation list-> More menu
- Conversation header -> More menu

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How it works

- You can pop out 20 conversations at the most.
- You can also resize the popped out window as you see fit.
- The main app Message tab still contains the full list of conversations, including the popped out ones.
- The message between main window and popped out window will be synced.
- By clicking the Desktop icon, it will bring all the popped out windows to the front.
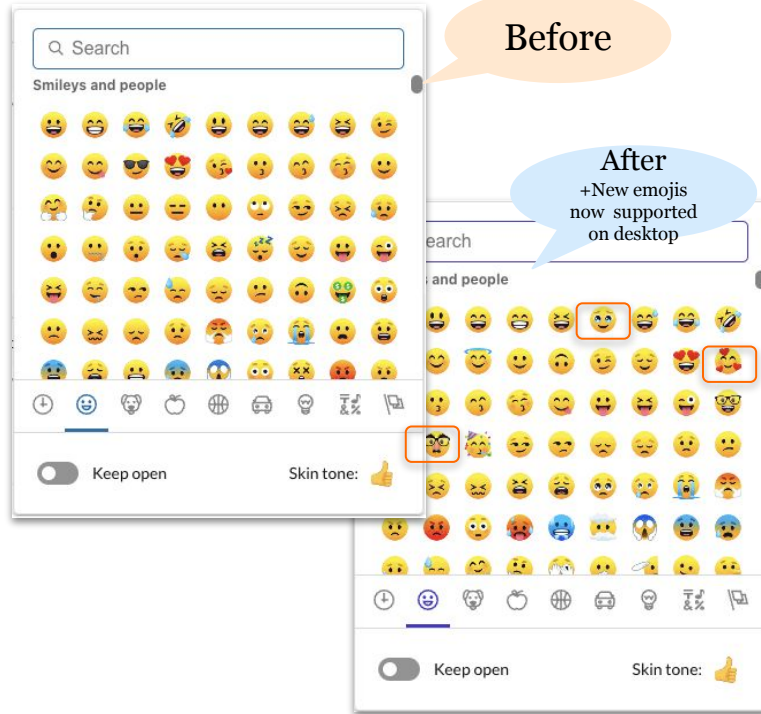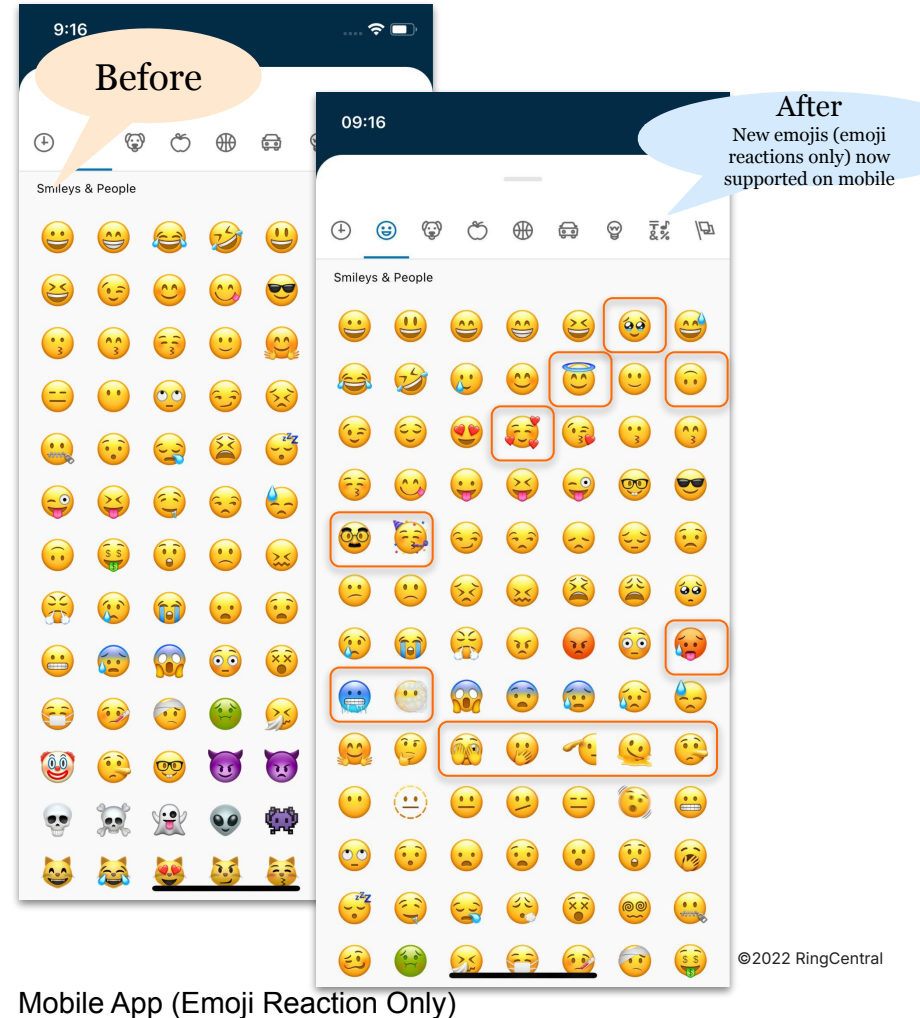
Expanded emoji library

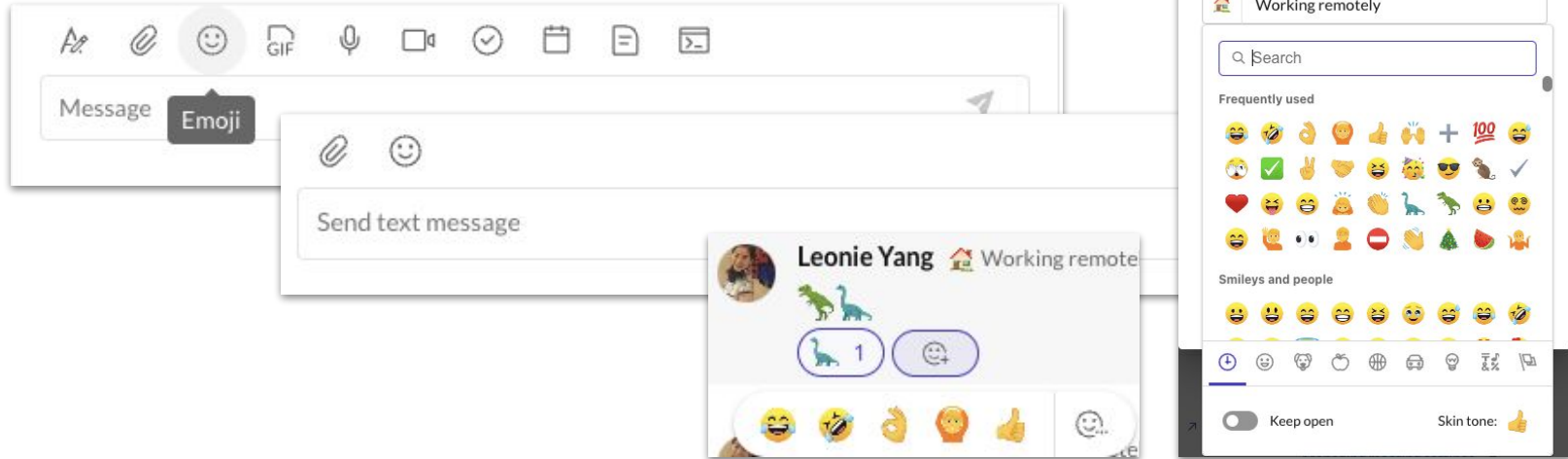|	
What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	Our emoji library just got a lot bigger. We've added more emojis to liven up your conversations. Share your mood or sprinkle some fun into your chats with new faces, gestures, objects, and more.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Problem: The Unified app was 3 years behind on standard emojis, this feature catches us up to today's set users expect their business apps to have in addition to their consumer apps like iMessage, WhatsApp, etc.
Who else has it? Which competitors have this or similar? How is our solution different?	MS Teams / Zoom / Slack / WhatsApp/ iMessage

Feature details & availability
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What are the limitations?
New API? New data analytics fields or reports?
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After the 2nd summary slide, add detail slides describing:
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   Screenshots.
   FAQ – what could go wrong, what changes might affect users and their workflow?
   Localization changes?
	Available for all users with message tab permission.
	GA 24.1.20.
	No change to pre-existing pre-24.1.10 set of emojis, these are incremental emojis in addition to the previous ones they had. This is not custom emojis.

Expanded emoji library

How it works

Before

After
+New emojis now supported on desktop

Before

After
New emojis (emoji reactions only) now supported on mobile

Desktop App

Mobile App (Emoji Reaction Only)

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How it works

Where does emoji picker used in-App?

- Desktop app emoji picker: composing message and text, sending emoji reaction, and setting status
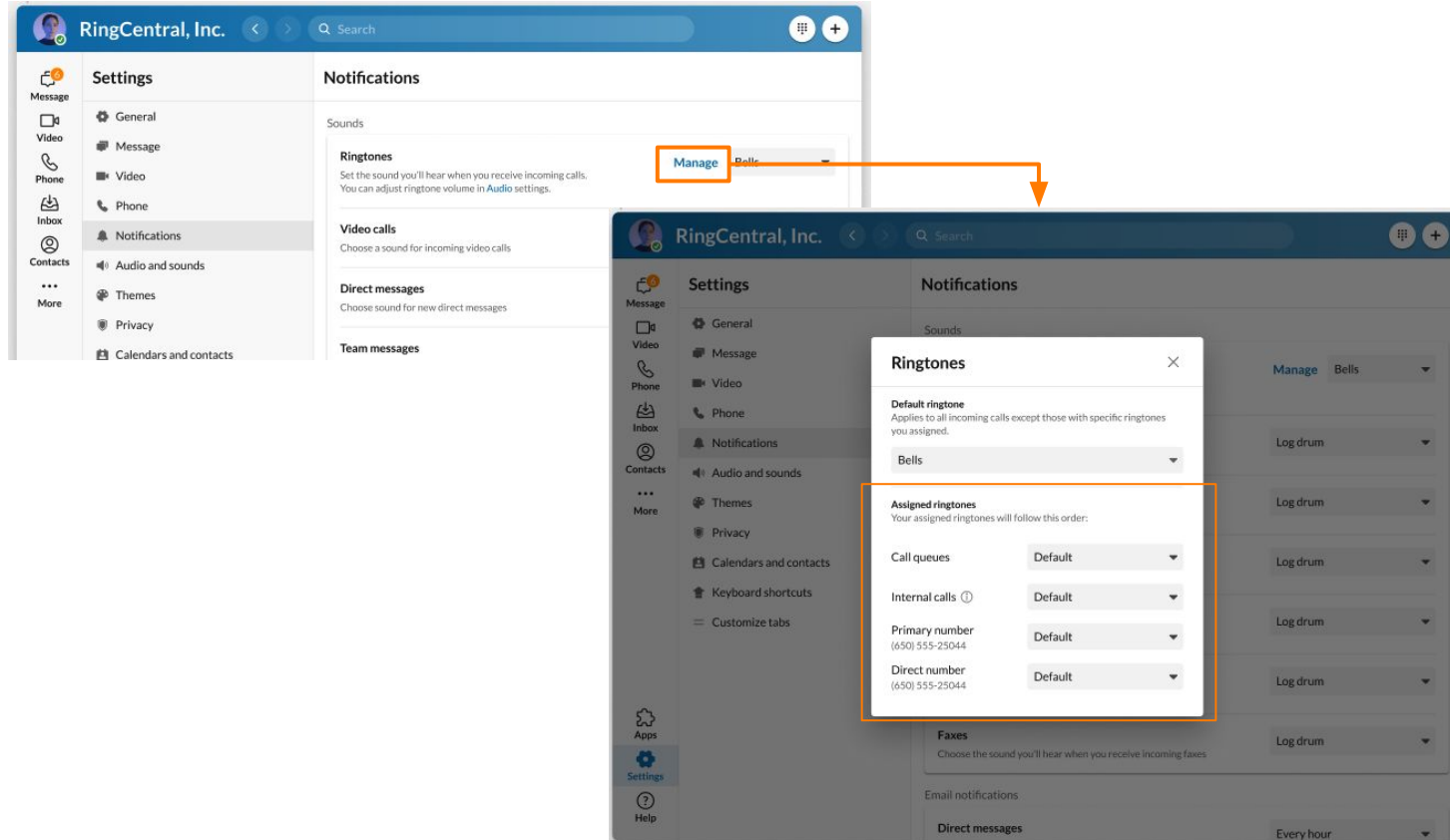
- Mobile app emoji picker: sending emoji reaction

Call-specific ringtones

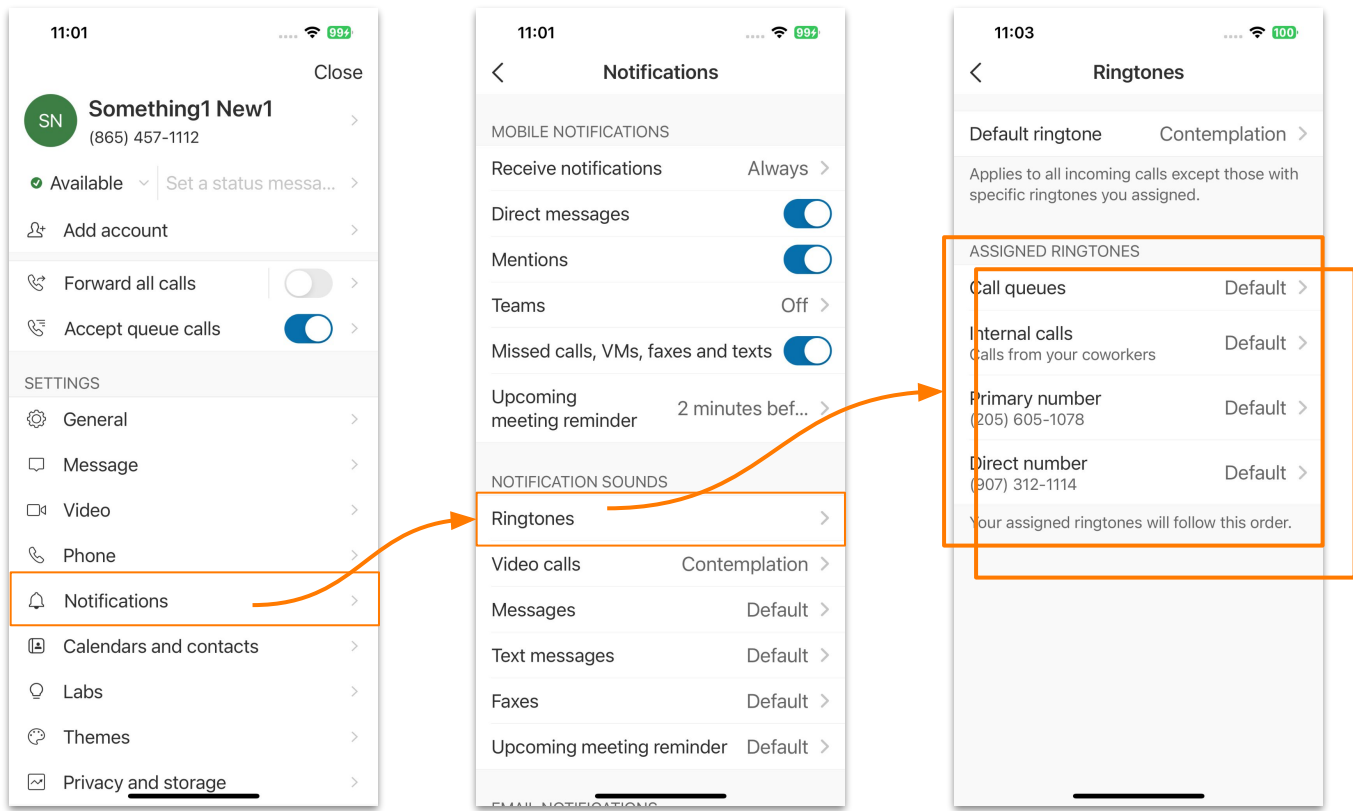|	
What's new? A high-level one line description of what the feature is, and what it offers.	Set specific ringtones for each of your phone numbers. You can also set specific ringtones for internal, external, or queued calls.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Today, users can choose a ringtone for incoming calls and this ringtone will apply for all kinds of incoming calls. There's a customer request (one of the top requests) to allow users to choose different ringtones for different types of calls (especially for internal/external calls, call queue calls, etc.)
Who else has it? Which competitors have this or similar? How is our solution different?	Mitel

Feature details & availability
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    Screenshots.
    FAQ – what could go wrong, what changes
	• 24.1.20: <u>mobile and desktop app</u>

How it works (RingCentral Desktop)

# Call-specific ringtones

How it works

Message reminders

| **What's new?** A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	Allow user to set a reminder for a message so that they can receive a notification and revisit this message at a later time, and also update the reminder status accordingly.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Today, when user receives a new message and wants to handle it at a later time. They either need to mark the post as unread, or bookmark the post. Both approaches don't have notifications and user needs to remember to check the post later themselves. With message reminders, user can receive a notification when the due time they set arrives, also there's a dedicated reminders page to view and manage all the reminders.
Who else has it? Which competitors have this or similar? How is our solution different?	Slack/Zoom

Feature details & availability
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    Screenshots.
    FAQ – what could go wrong, what changes might affect users and their workflow?
    Localization changes?
	Available for all users with message permission.

How it works
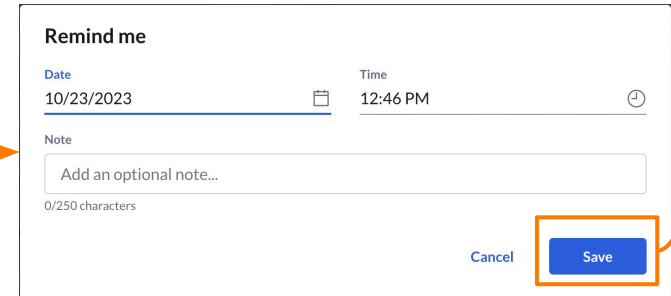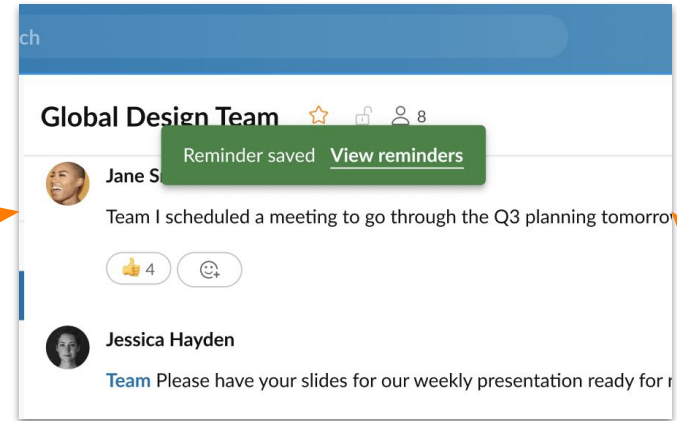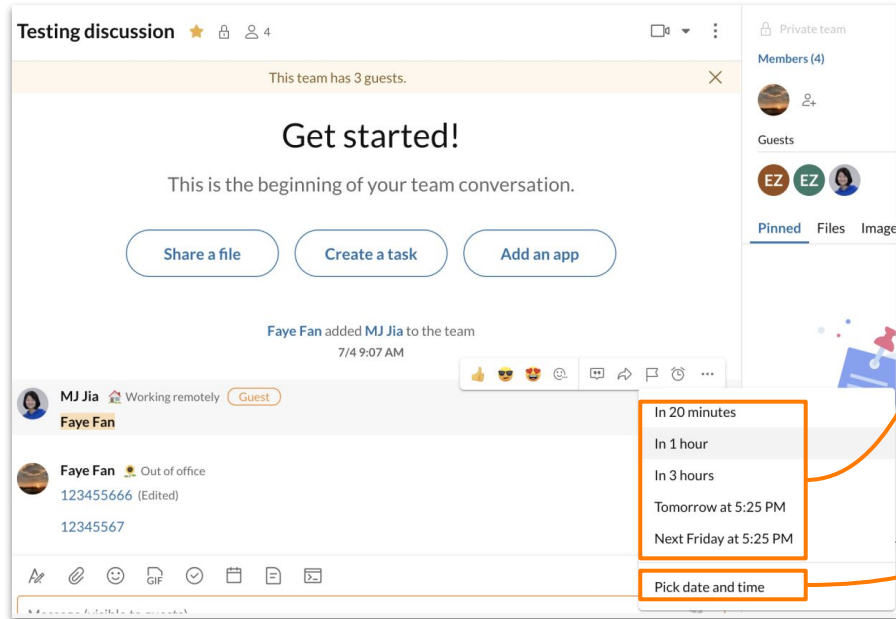
Set a time for a post so that a notification will be sent to you later to revisit the message: You can choose from one of the default options, or customize the date & time.

You can add a note when set up a custom time.

Message reminders

How it works
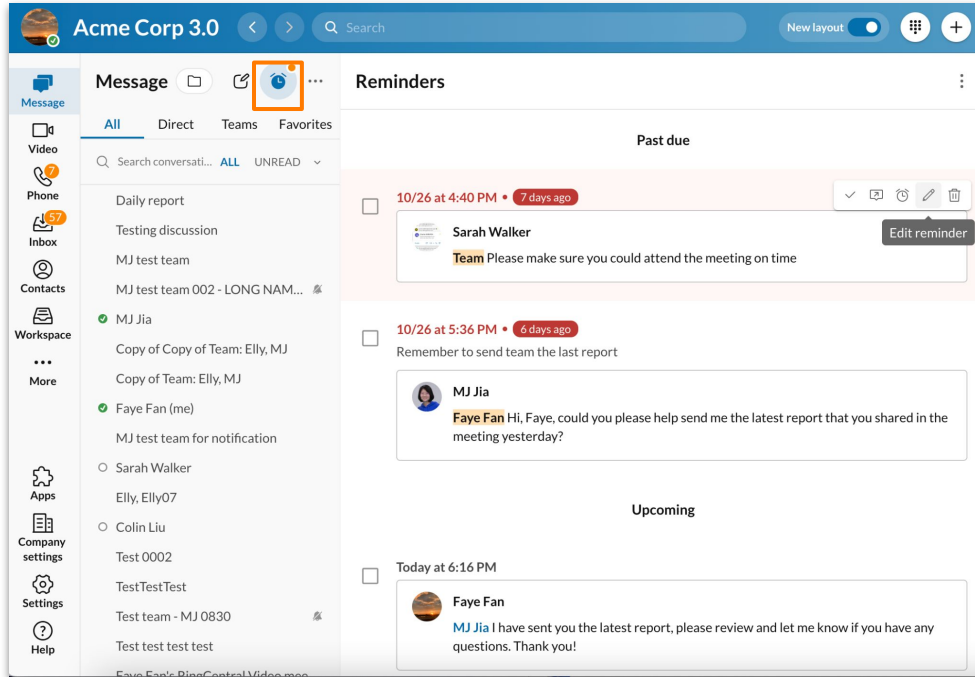
When a reminder is due, a notification will be sent.

When there are any due reminders, an orange dot will be shown in the Reminders page entry.

User can manage the reminders by:
- Edit the reminder to a new time
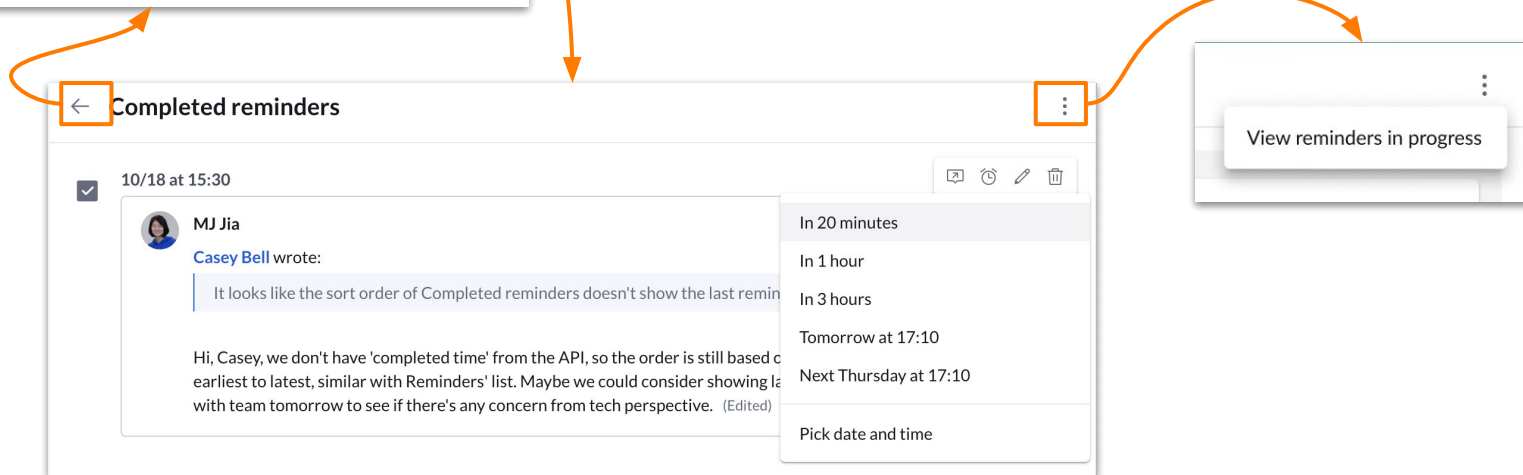- Mark the reminder as complete
- Delete the reminder

User can also click the card to view the message in the original conversation.

Message reminders

How it works

Reminders

⋮

View completed reminders

Past due
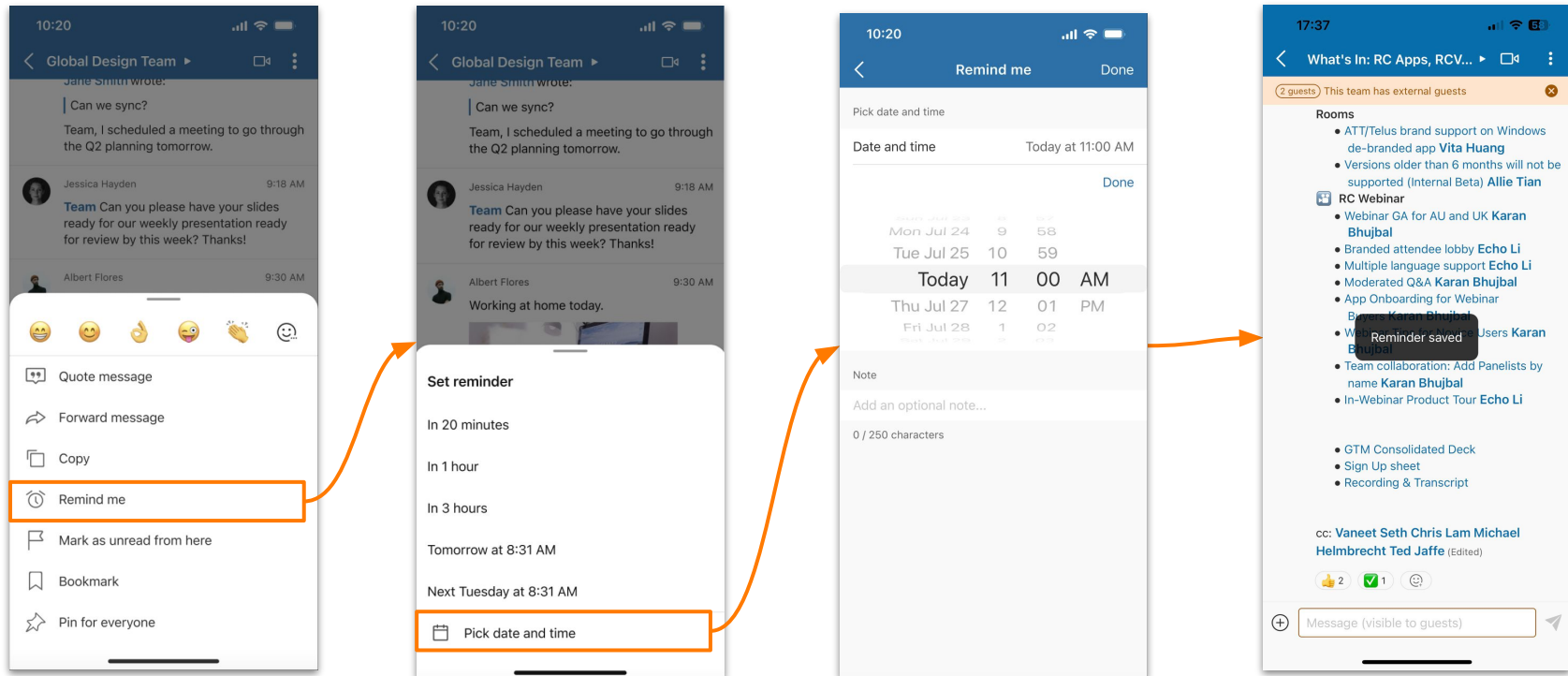
☐ 10/23 at 2:30 PM • 10 days ago

Faye Fan
Test
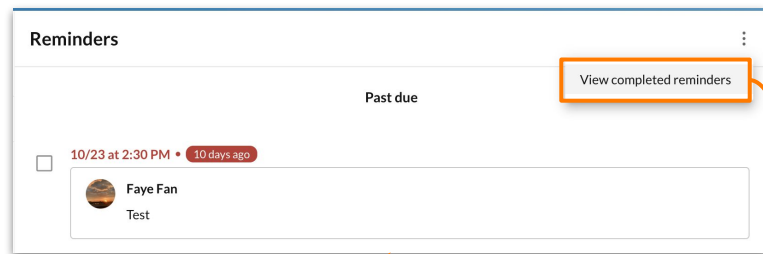
User can also view all completed reminders in the 'Completed reminders' page.

You can also edit/delete or uncheck the reminder to move it to the 'Reminders' list.

← Completed reminders   ⋮

☑ 10/18 at 15:30

MJ Jia

Casey Bell wrote:
It looks like the sort order of Completed reminders doesn't show the last remin...

Hi, Casey, we don't have 'completed time' from the API, so the order is still based o...
earliest to latest, similar with Reminders' list. Maybe we could consider showing la...
with team tomorrow to see if there's any concern from tech perspective. (Edited)

In 20 minutes
In 1 hour
In 3 hours
Tomorrow at 17:10
Next Thursday at 17:10

Pick date and time

⋮

View reminders in progress

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Message reminders

How it works
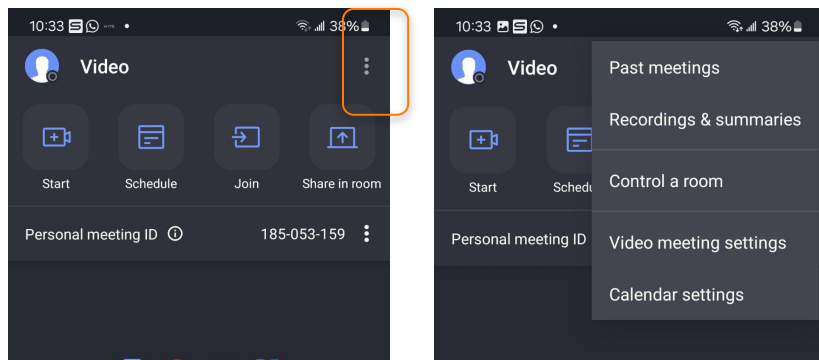

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Mobile App

Video tab UI Improvements

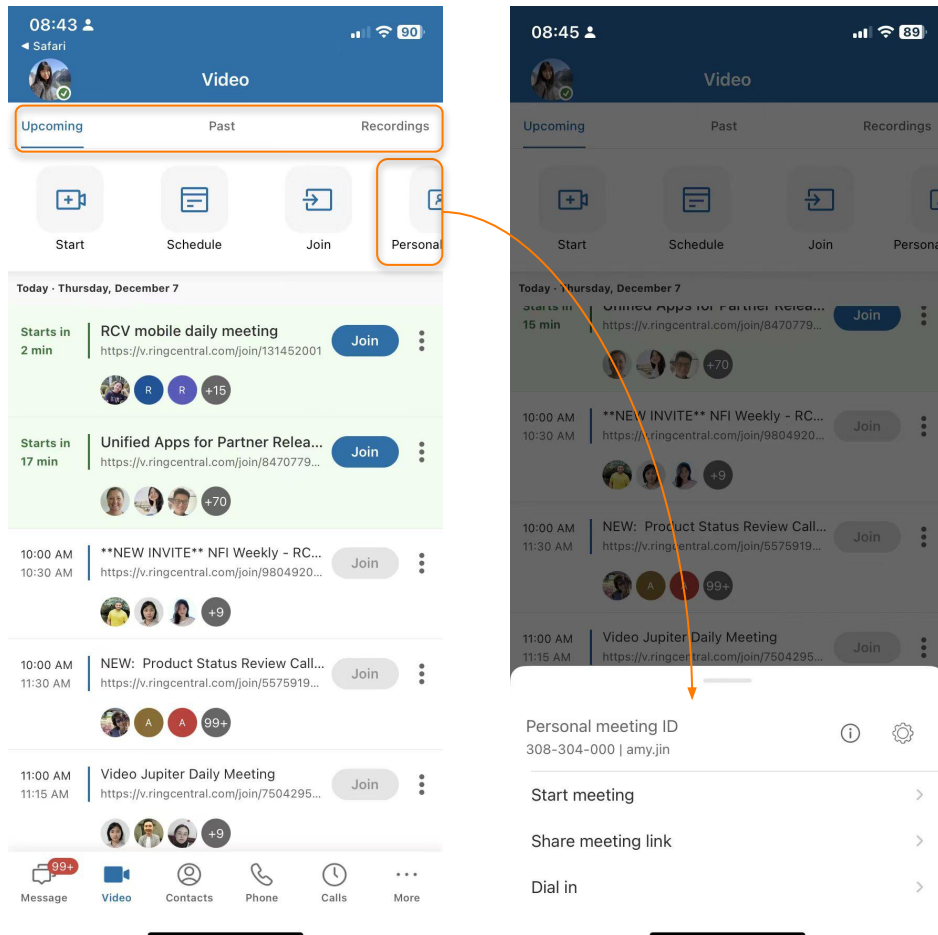| What's new? A high-level one line description of what the feature is, and what it offers.	Video tab redesign, including: ● Show past meetings & recordings in video tab home screen ● Move PMI and room control menu as quick buttons
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Improve the UI for video tab; Allow users to access past meetings and recordings directly from video tab; re-organize PMI, room control menu
Who else has it? Which competitors have this or similar? How is our solution different?	N/A
Feature details & availability When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: How to enable, configure, use the feature. Screenshots. FAQ – what could go wrong, what changes might affect users and their workflow? Localization changes?	GA for all brand partners. 24.1.20

Video tab UI improvements

How it works

- Move Past & Recordings entry points to video tab
- Move PMI, Room Control as quick buttons

Old

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Show dialed number on iOS's incoming call screen

What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	iOS App now supports showing dialed number on the incoming call screen respecting settings on Service Web.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Some customers would like to see what number was dialed to call them instead of the incoming call number. (Mainly for users who use specific numbers for unique service.
Who else has it? Which competitors have this or similar? How is our solution different?	Desktop app / Mobile Android App

Feature details & availability
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How is it enabled by customers?
What are the limitations?
New API? New data analytics fields or reports?
Does it involve voice service?
After the 2nd summary slide, add detail slides describing:
   How to enable, configure, use the feature.
   Screenshots.
   FAQ – what could go wrong, what changes might affect users and their workflow?
   Localization changes?
	Availability
	   - GA for all brands
	Configuration
	   - Once the setting is changed, it will only take effect when the app relaunch or after 24 hours.

Show dialed number on iOS's incoming call screen
How it works

Overview   Messages   Call Log   Contacts   Settings   More

Liam Zhang
Ext. 3809

Outbound Calls/Faxes

RingCentral Video

RingCentral Meetings

Notifications

∨ **User Details**

∨ **Devices & Numbers**

∧ **Phone**

Incoming calls

Call rules and voicemail
Set how incoming calls ring your apps and devices, and how missed calls are handled.

Incoming call information
Set what you will see on your apps and phones when you have an incoming call, and what you will hear when you answer the call.

Blocked calls
Manage which specific numbers will be blocked and unable to reach you.

Call waiting   On >
Allow incoming calls to be answered while on an active call.

Incoming call information   ✕

Number seen   Play announcement

Incoming number you'll see ⓘ

✓ Incoming caller ID
  Dialed number

☐ If number is blocked or unknown, display my main RingCentral number as the caller ID instead.

☐ Add special number to incoming caller ID ⓘ

See this call information on

◉ Personal and mobile phones only ⓘ
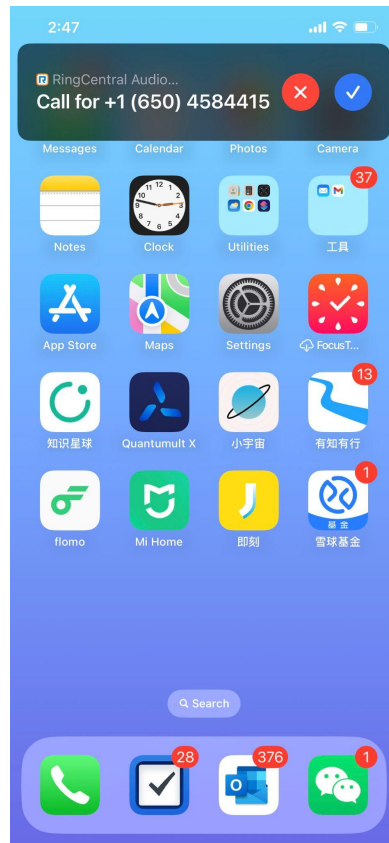
◯ All apps and phones

Cancel   Save

©2022 RingCentral

Show dialed number on iOS's incoming call screen

How it works
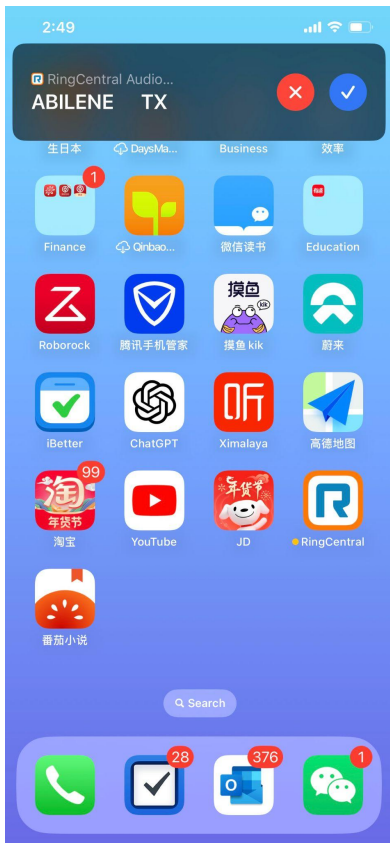
Showing
"Incoming caller ID"

Showing
"Dialed number"

©2022 RingCentral

Admin & Core

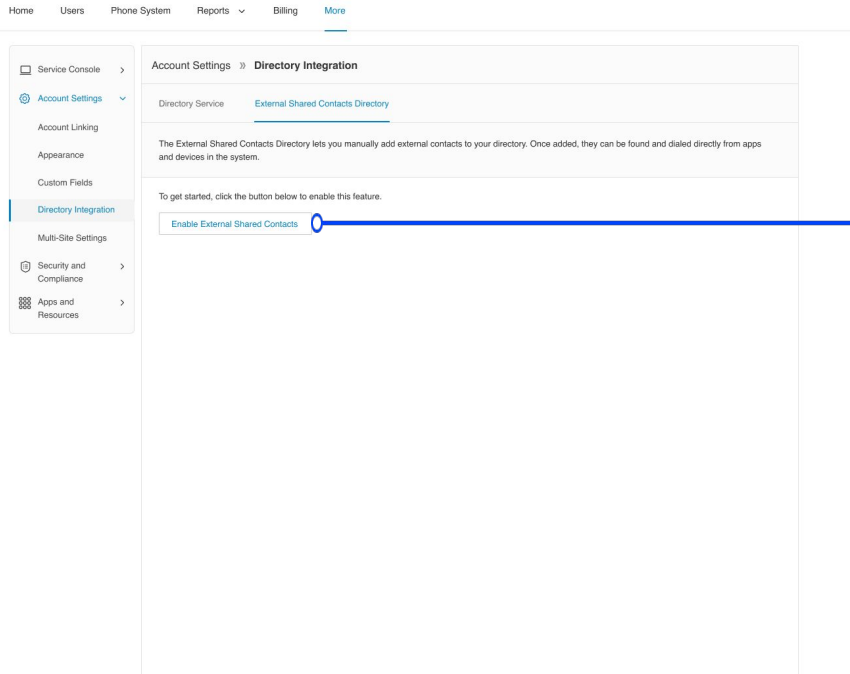# External Shared Directory

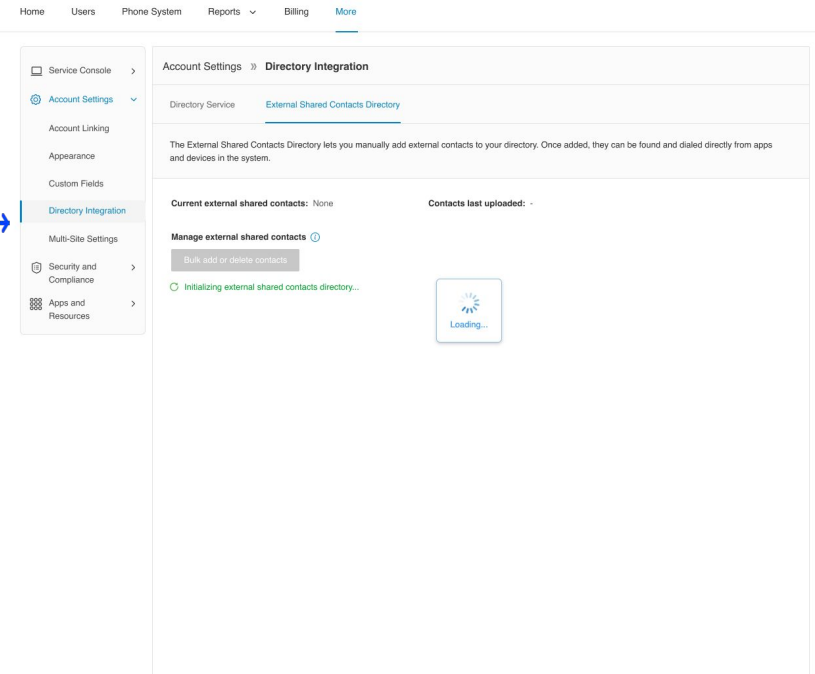|	
What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	External Shared Directory allows the Customer Admin to upload a list of external contacts that will be available in the various endpoints (deskphones, desktop app and mobile app) to all extensions/users on the account.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	For customers who need to control a central database of external contacts without having to manage an integration of each individual contact list, External Shared Directory is a solution that provides a simple way to share and access contacts across the account..
Who else has it? Which competitors have this or similar? How is our solution different?	Standard PBX feature, Zoom, Cisco.

Feature details & availability
When will this be available for the other RC direct and partner brands?
Is it only available for certain editions?
Is it billable and when? What is the pricing?
How is it enabled by customers?
What are the limitations?
New API? New data analytics fields or reports?
Does it involve voice service?
After the 2nd summary slide, add detail slides describing:
   How to enable, configure, use the feature.
   Screenshots.
   FAQ – what could go wrong, what changes might affect users and their workflow?
   Localization changes?
	- non billable feature. - The feature will be controlled by Service Parameter. Customer will enable the feature in ServiceWeb - Limited to 50,000 users, subject to stress test. - Contacts will be uploaded via CSV bulk upload feature. No Analytics updates. - Voice service can be invoked by dialing out from External Shared Directory contact cards - Available on Standard/Premium/Enterprise. **Scope:** O@H 2.0

Service Web UX

First time user - Enable External Shared Directory

First time screen - Not yet initialized

Processing screen

First time screen

Home   Users   Phone System   Reports ⌄   Billing   More

Service Console   ›
Account Settings   ⌄
Account Linking
Appearance
Custom Fields
Directory Integration
Multi-Site Settings
Security and Compliance   ›
Apps and Resources   ›

Account Settings » **Directory Integration**

Directory Service   External Shared Contacts Directory

The External Shared Contacts Directory lets you manually add external contacts to your directory. Once added, they can be found and dialed directly from apps and devices in the system.

To get started, click the button below to enable this feature.

Enable External Shared Contacts

Processing screen

Home   Users   Phone System   Reports ⌄   Billing   More

Service Console   ›
Account Settings   ⌄
Account Linking
Appearance
Custom Fields
Directory Integration
Multi-Site Settings
Security and Compliance   ›
Apps and Resources   ›

Account Settings » **Directory Integration**

Directory Service   External Shared Contacts Directory

The External Shared Contacts Directory lets you manually add external contacts to your directory. Once added, they can be found and dialed directly from apps and devices in the system.

Current external shared contacts: None   Contacts last uploaded: -

Manage external shared contacts ⓘ

Bulk add or delete contacts

↻ Initializing external shared contacts directory...

Loading...

Enable External Shared Directory

External directory ready with no contacts added yet

External Shared Directory

External directory ready with contacts added

1

Bulk add or delete contacts

To edit the external shared contacts in your directory, download the template or email it to yourself. Edit the template to add or delete contacts in your directory. Once ready, return here to upload the updated file.

Step 1: Get current contact list

Send email to

[Send] or [Download]

Step 2: Add or delete contacts from the list

Step 3: Upload the updated file

[Browse]

[Cancel] [Next]

Home   Users   Phone System   Reports ⌄   Billing   More

Account Settings » **Directory Integration**

- Service Console ›
- Account Settings ⌄
  - Account Linking
  - Appearance
  - Custom Fields
  - Directory Integration
  - Multi-Site Settings
- Security and Compliance ›
- Apps and Resources ›

Directory Service   External Shared Contacts Directory

The External Shared Contacts Directory lets you manually add external contacts to your directory. Once added, they can be found and dialed directly from apps and devices in the system.

Current external shared contacts: 316   **Contacts last uploaded:** 05/23/2023 at 5:35 PM

Manage external shared contacts

[Bulk add or delete contacts]

2

Confirmation

158 contacts will be uploaded to you directory. Previously added contacts will be removed if excluded from this file. The process may take a few minutes, and you will receive an email notification when it is complete.

Additional notification recipients:

[Enter one or more emails separated by commas]

[Cancel] [Submit]

3

File submitted

Your file has been submitted and contacts have been added to your directory. Added contacts can now be dialed directly from your apps and devices.

[Done]

External Shared Directory

ERROR - Invalid file (3)

RingCentral

Home   Users   Phone System   Reports   Billing   More

Admin Portal

Account Settings » **Directory Integration**

Service Console

Account Settings
  Account Linking
  Appearance
  Custom Fields
  Directory Integration
  Multi-Site Settings
  Security and Compliance

Apps and Resources

Directory Service   External Shared Contacts Directory

The External Shared Contacts Directory lets you manually add external contacts to your directory. Once added, they can be found and dialed directly from apps and devices in the system.

Current external shared contacts: 316   Contacts last uploaded: 05/23/2023 at 5:35 PM

Manage external shared contacts

Bulk add or delete contacts

1

Bulk add or delete contacts   ✕

To edit the external shared contacts in your directory, download the template or email it to yourself. Edit the template to add or delete contacts in your directory. Once ready, return here to upload the updated file.

Step 1: Get current contact list

Send email to

[   ]   Send   or   Download

Step 2: Add or delete contacts from the list

Step 3: Upload the updated file

⬆ Browse

                                        Cancel   Next

2

Confirmation   ✕

158 contacts will be uploaded to you directory. Previously added contacts will be removed if excluded from this file. The process may take a few minutes, and you will receive an email notification when it is complete.

Additional notification recipients:

[Enter one or more emails separated by commas]

                                        Cancel   Submit

3

No contacts were found in the file you uploaded. Please check the file and try again.

                                        Back

Desk phone

Desk phones User Experience

Functionality

Supports Deskphones with options to look up, list, view, and dial shared external contacts.

- ○ Contacts can be searched by name, last name, PN
- ○ After adding/editing/deleting some contacts via SW, the changes take force immediately during the next contact lookup.
- ○ Different symbols are possible in name / last name.
- ○ Lookup is done among all the contacts of the Corporate Directory, Hybrid Directory (incl. but not lim. to FMC Lite Hybrid Dir), and External Shared Directory

Scope Definition and Limitations

1. Devices: the list of currently supported deskphones with Corporate Directory/LDAP feature certified by RC
2. On the deskphone, the contacts from the External Shared Directory will be accessed through the existing Corporate Directory interface (i.e. all Corporate, Hybrid, and External contacts will be shown in one list)
3. On the deskphone, Desktop/Mobile type badges won't be shown

Desktop app UX

Contacts – All

Contacts in global search

Dial pad

Mobile app UX

Company

9:41

A1 **Contacts** 🔍 +

Company Personal Teams Guests Other

All ▽

A

Aaron Powers 📇
Aaron@exchangeonpremises.com

Alex
Alexr-9@company.com
Ext. 95980

Alexandr
Alexandr-5@company.com
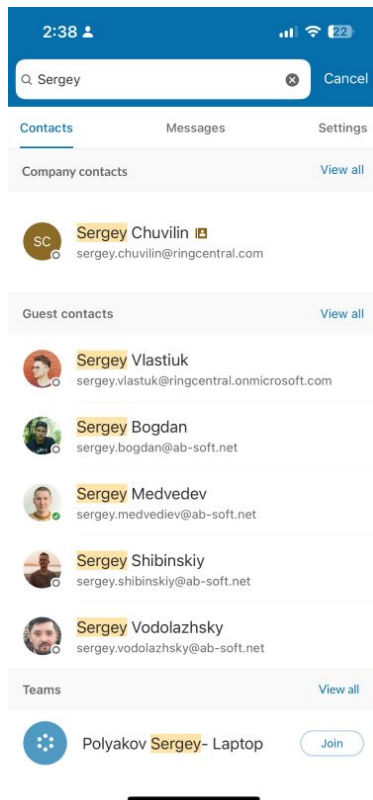Ext. 95981

Alexandria
Alexandria-1@company.com
Ext. 95982

All	✓
ABC Comp.	✓
XYZ Comp.	✓
RingCentral Cloud	✓
Office 365	✓
Exchange	✓
Google	✓

💬 3 Message   📹 Video   📞 Phone   👤 Contacts

Personal

9:41

A1 **Contacts** 🔍 +

Company **Personal** Teams Guests Other

All   RingCentral   ▽

A

Aaron Powers 📇
Aaron@exchangeonpremises.com

Alex
Alexr-9@company.com
Ext. 95980

Alexandr
Alexandr-5@company.com
Ext. 95981

Alexandria
Alexandria-1@company.com
Ext. 95982

All directories

ABC Comp.

XYZ Comp.

RingCentral Cloud

Office 365

Exchange

Google

💬 3 Message   📹 Video   📞 Phone   👤 Contacts

Global search

2:38 👤

Q Sergey ✕   Cancel

Contacts   Messages   Settings

Company contacts   View all

SC **Sergey** Chuvilin 🖼
    sergey.chuvilin@ringcentral.com

Guest contacts   View all

Sergey Vlastiuk
sergey.vlastuk@ringcentral.onmicrosoft.com

Sergey Bogdan
sergey.bogdan@ab-soft.net

Sergey Medvedev
sergey.medvediev@ab-soft.net

Sergey Shibinskiy
sergey.shibinskiy@ab-soft.net

Sergey Vodolazhsky
sergey.vodolazhsky@ab-soft.net

Teams   View all

Polyakov **Sergey** - Laptop   Join

Dialpad

Password Rule Update

What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	Composition rule for Account login password is being changed to allow only strong passwords.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Security research found that 900k/14M weak passwords from an online repository would pass the current password composition rule. The improvements brought down the number of allowed weak passwords to 12.5K (~0.08 % of total 14M) without hampering user experience.
Who else has it? Which competitors have this or similar? How is our solution different?	NA

Feature details & availability
When will this be available for the other RC direct and partner brands?
Is it only available for certain editions?
Is it billable and when? What is the pricing?
How is it enabled by customers?
What are the limitations?
New API? New data analytics fields or reports?
Does it involve voice service?
After the 2nd summary slide, add detail slides describing:
    How to enable, configure, use the feature. Screenshots.
    FAQ – what could go wrong, what changes might affect users and their workflow?
    Localization changes?
	GA all brands/packages
	No pricing impacts

*Alpha and Beta releases are normally not applicable to SPs and GSPs unless otherwise noted.

Password composition rule update

New rule highlights:

- Must have a lowercase letter
- Must have a uppercase letter
- Must have a special character
- Previous last 5 passwords not allowed

Quick facts   (Please refer KB for more information)

This change
- does not impact existing passwords
- does not enforce password change

Password   ✕

Password   PIN   Security Question

Your password is used to login to your online account.

New Password

RINGCENTRAL1   👁

Password Criteria   **lowercase letter**

✓ At least one letter (latin characters)

✓ At least one number (0-9)   **both upper case and special char**

✓ One upper case letter or special character (e.g. !, @, $, #)

✓ No sequential (e.g. "1234", "7890", "Abcd")

✓ No repeating (e.g. "222", "Aaa", "###")

✓ No account information (e.g. first/last name, phone number)

✓ Length 8-32 characters

Previous 5 passwords not allowed

Number Porting eLOA change

What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	RingCentral will be making a small change to the RC eLOA template relating to number porting. The change is to remove the requested port date on the eLOA form, this date often changes due to incorrect info or the losing carriers do not release the numbers in time. AT&T utilizes the same eLOA template as RC since AT&T leverage RC's transports/numbers. See attached sample of the LOA and the highlighted part that would be removed. Timing for this is targeted for 24.2.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	
Who else has it? Which competitors have this or similar? How is our solution different?	n/a

Feature details & availability
When will this be available for the other RC direct and partner brands?
Is it only available for certain editions?
Is it billable and when? What is the pricing?
How is it enabled by customers?
What are the limitations?
New API? New data analytics fields or reports?
Does it involve voice service?
After the 2nd summary slide, add detail slides describing:
   How to enable, configure, use the feature.
   Screenshots.
   FAQ – what could go wrong, what changes
	All brands' eLOA template will be updated before 24.1.2.
	Scope: O@H 2.0

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How it works

Rooms
Android, Mac, Windows

Join cross-brand meeting from calendar

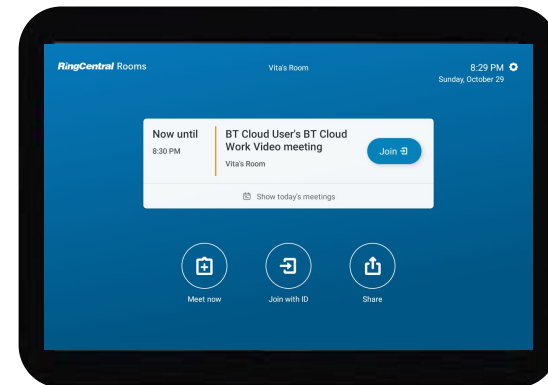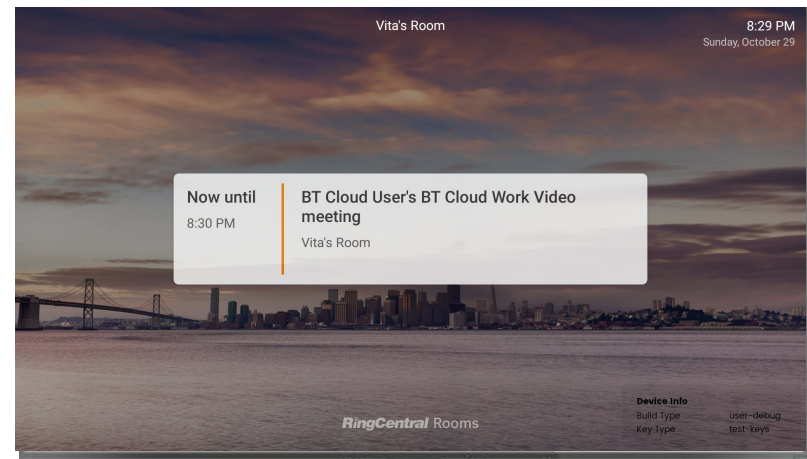|	
What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	When receive meeting invitations from other brands, Rooms can now tap to join the meetings from upcoming meeting card.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Receive customer feedback that Rooms is unable to join meeting when receive the meeting invitation from the other companies(which is in different brands). Rooms support this feature and keep consistent with Mobile and Desktop apps.
Who else has it? Which competitors have this or similar? How is our solution different?	n/a

Feature details & availability
When will this be available for the other RC direct and partner brands?
Is it only available for certain editions?
Is it billable and when? What is the pricing?
How is it enabled by customers?
What are the limitations?
New API? New data analytics fields or reports?
Does it involve voice service?
After the 2nd summary slide, add detail slides describing:
    How to enable, configure, use the feature.
    Screenshots.
    FAQ – what could go wrong, what changes might affect users and their workflow?
    Localization changes?
	23.4.20.

Join cross-brand meeting from calendar

How it works

Rooms can now tap to join the cross-brand meetings from upcoming meeting card.

Note: Due to Rooms app join cross-brand meeting as a guest, it is unable to join end-to-end encryption meetings.

Reboot Android Room devices

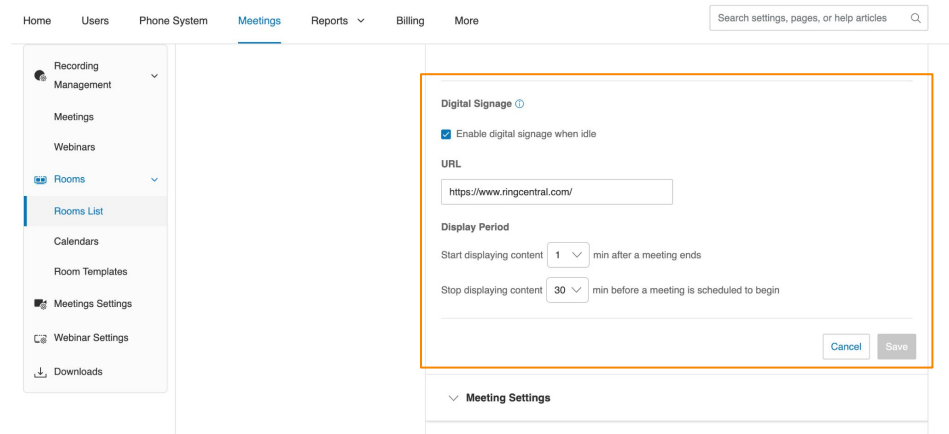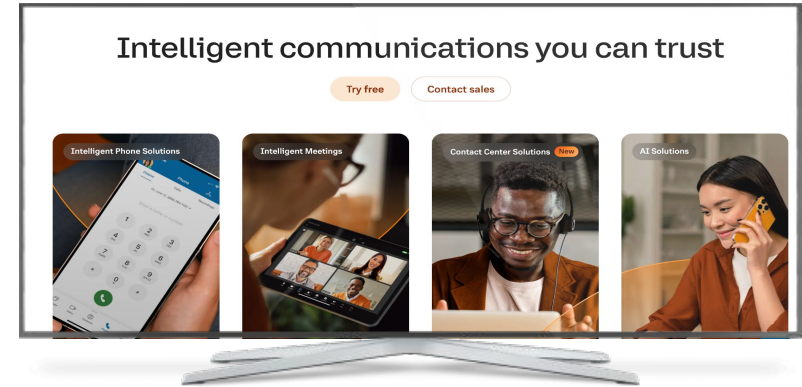|	
What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	IT admin can reboot rooms host and controller from SW.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Previously, we can only reboot Android host, and now, IT admin can remotely reboot both host and controller to solve some problems to keep both of them operate smoothly
Who else has it? Which competitors have this or similar? How is our solution different?	NA

Feature details & availability
When will this be available for the other RC direct and partner brands?
Is it only available for certain editions?
Is it billable and when? What is the pricing?
How is it enabled by customers?
What are the limitations?
New API? New data analytics fields or reports?
Does it involve voice service?
After the 2nd summary slide, add detail slides describing:
    How to enable, configure, use the feature.
    Screenshots.
    FAQ – what could go wrong, what changes might affect users and their workflow?
    Localization changes?	

Reboot Android Room devices

How it works

IT admin can reboot Android Rooms host and controller from ServiceWeb, so that they can remotely solve some host and controller problems. And also Android Room can weekly reboot or scheduled a time to reboot host and controller to keep both of them operate smoothly

Schedule Device Restart ✕

Set a schedule to automatically restart this Rooms system. Restarting periodically will keep your system working smoothly.

◉ Once a week   ◯ Custom hours   ◯ Disabled

Scheduled restart window

| Sunday ⌄ | | From | 12:00 AM ⌄ | To | 1:00 AM ⌄ | ☐ 24 hours |

Cancel   Save

Device System

Host: Windows 10.0.19041

Controller: iPad 15.2

Manage Devices

Update Device Software ⓘ

Version: 23.1.20 ⟳

No Update Scheduled

Schedule Update   Update Now

Restart Devices ⓘ

Sunday 12:00 AM - 1:00 AM

Schedule Restart   Restart Now

Digital signage for regular meeting room

What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	Digital Signage enables customers to deploy TV screens in open areas displaying pre-configured content. The content will display in Rooms when not in meeting but in idle status.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	IT admin want meeting rooms to display useful information and engaging content when idle, so that when users sitting in conf room and not attending meeting, they can engage with useful information and content.
Who else has it? Which competitors have this or similar? How is our solution different?	n/a

Feature details & availability
When will this be available for the other RC direct and partner brands?
Is it only available for certain editions?
Is it billable and when? What is the pricing?
How is it enabled by customers?
What are the limitations?
New API? New data analytics fields or reports?
Does it involve voice service?
After the 2nd summary slide, add detail slides describing:
   How to enable, configure, use the feature.
   Screenshots.
   FAQ – what could go wrong, what changes might affect users and their workflow?
   Localization changes?
	- IT admin could turn on "enable digital signage when idle" setting and setup digital signage url on SW.
	- Rooms can display digital signage from Appspace. The IT admin should register and set up the device on Appspace. Then setup Appspace url as digital signage url on SW.

How it works

Once IT admin turn on "enable digital signage when idle" setting and setup digital signage url on SW, the digital signage will display on Rooms when not in meeting.

IT admin can also adjust the digital signage display period in SW.

Call Handling

Configurable company callerID name

What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	We made it even easier to assign a custom callerID name to your main company and site phone numbers. **NOTE: Configurable company callerID name is only available for North American numbers (US/CA). Other numbers use the Company Name as the callerID name**
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Calls placed without a callerID assigned are frequently marked as SPAM and routed to voicemail. Administrators should assign a custom callerID name to company and site main phone numbers to let callers know who is calling.
Who else has it? Which competitors have this or similar? How is our solution different?	NA

Feature details & availability
When will this be available for the other RC direct and partner brands?
Is it only available for certain editions?
Is it billable and when? What is the pricing?
How is it enabled by customers?
What are the limitations?
New API? New data analytics fields or reports?
Does it involve voice service?
After the 2nd summary slide, add detail slides describing:
    How to enable, configure, use the feature.
    Screenshots.
    FAQ – what could go wrong, what changes might affect users and their workflow?
    Localization changes?
	GA for all brands that support North American numbers
	All packages with calling capabilities
	No pricing impacts

How does callerID name (CNAM) work in the US?

Here's how it works in the United States…

- RingCentral publishes your CNAM to the centralized Line Information Database (LIDB).

- When an outgoing call is placed using the company/site number as outgoing callerID, RingCentral sends your call information to the far end including your calling number.

- If CNAM is enabled for the recipient, the receiving carrier dips the LIDB with the calling number to identify your CNAM and display it to the receiving party.

- If the CNAM is absent in LIDB, the receiving party will display the city and state associated with the first six digits of the phone number. However, a blank CNAM can indicate robocalling or the obfuscation of unsolicited dialing. Therefore, the carrier may consider this in their algorithm that determines if a call is likely spam.

- The **receiving carrier** is responsible for displaying callerID names.

How does callerID name (CNAM) work in CA and other countries?

In Canada and other countries, it works a bit differently …

- CA and other countries do not use a centralized Line Information Database (LIDB).

- When an outgoing call is placed using the company/site number as outgoing callerID, RingCentral sends the company/site callerID name in the signaling sent to the far-end, receiving carrier.

- The receiving carrier then displays the CNAM received.

Set an outgoing CNAM for your US/CA company phone numbers

Use a custom name or
Use a blank name

If you use a blank name, your calls may be marked as SPAM.

It takes approximately 48-72 hours for name changes to be reflected.

Configurable company callerID name is only available for North American numbers (US/CA). Other numbers use the Company Name as the callerID name.

Company Info » **Caller ID Name**

Set an outgoing caller ID name for your company phone numbers ⓘ

◉ Use a custom caller ID name

RingCentral

◯ Use a blank caller ID name. Outgoing calls may be marked as SPAM.

Click Publish and Save when finished

Publish & Save ⓘ

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Multi-site customers can use the main site CNAM or all sites

- When this option is selected, the main site callerID name is used for all sites.
- Uncheck this option to set a different callerID name for each site.

Main site

Child site

Caller ID name guidelines

1. Customers may not mislead recipients as to Customer's identity by
    - Creating a false caller ID
    - Falsely representing itself as a government agency
    - Representing itself as another company unless it is that company's authorized agent
    - Any other means

2. Names may not be indecent or use profane language
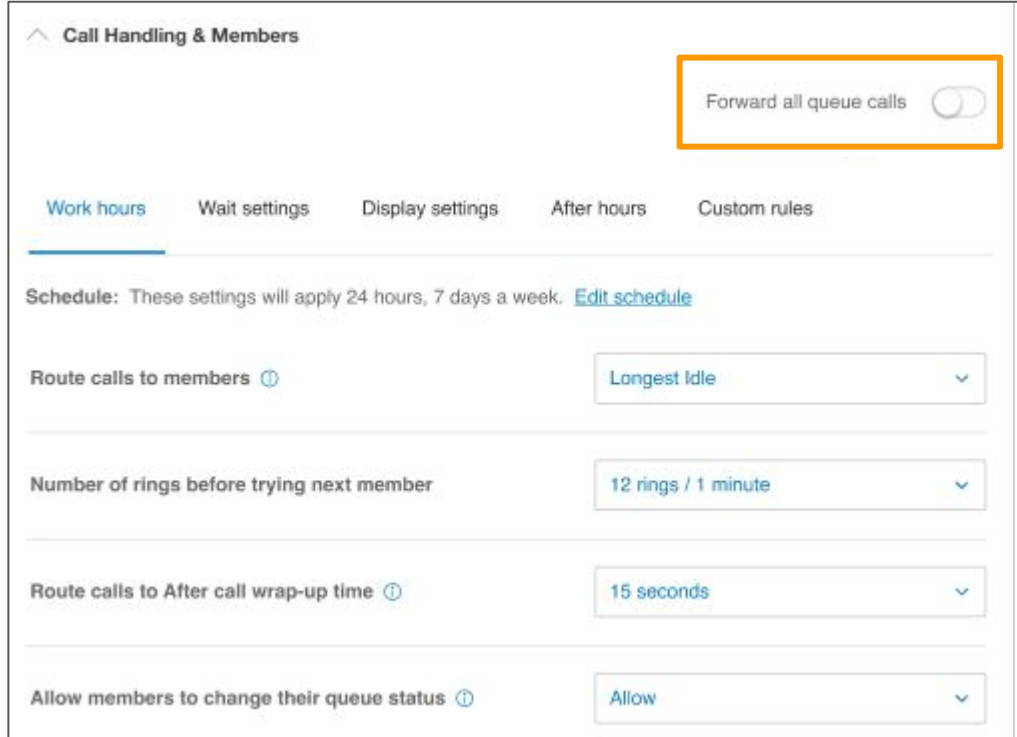
Call Queue Forward All Calls

What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	Call queue managers can easily forward all call queue calls to voicemail, an extension or external number, or an announcement with the click of a switch.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Prior to this release, Administrators needed to setup custom rules to forward queue calls.
Who else has it? Which competitors have this or similar? How is our solution different?	NA

Feature details & availability
When will this be available for the other RC direct and partner brands?
Is it only available for certain editions?
Is it billable and when? What is the pricing?
How is it enabled by customers?
What are the limitations?
New API? New data analytics fields or reports?
Does it involve voice service?
After the 2nd summary slide, add detail slides describing:
    How to enable, configure, use the feature.
    Screenshots.
    FAQ – what could go wrong, what changes might affect users and their workflow?
    Localization changes?
	GA all brands/packages with calling capabilities
	No pricing impacts
	24.1.2 minor

Call Queue Forward All Calls

- Administrators and Call queue managers can easily forward queue calls

- Login to the Admin or Call Queue Management Portal

- Select the desired call queue

- Set Forward all queue calls ON

Call Queue Forward All Calls

- Queue calls may be forwarded to Voicemail, any Extension, an external Number, or an Announcement

Call Queue Forward All Calls

- Calls may be forwarded based on a schedule

Call Queue Forward All Calls

- Banners and toggles indicate when queue calls are forwarded.

Call Queue Forward All Calls

- Administrators and Full access managers can set which queue managers have the 'Forwarding' permission

Call Queue Forward All Calls

- Administrators can forward queue calls from the Admin Portal.

Integrations

MS Teams embedded app Presence sync:
Display list of synced/un-synced users

What's new? A high-level one line description of what the feature is, and what it offers. Link to Aha! ticket for PMM use	Provide the admin user a table of presence synced users in the Service Web -> Presence Sync setting tool.
What customer problem does it solve and why? Why build this feature? What customer pain point does it solve? For (customers) who (need to do something), (our product) is (description) that provides (benefits to customers).	Now that we had provided the Presence Sync function, the admin user does not know the exact status of the syncing. Here we provide the full picture list in a table. So that the admin user can understand the on-going status. And they could re-sync, or ask for help based on the status.
Who else has it? Which competitors? How is our solution different?	None
Feature details & availability? When will it be available for the other brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled? What are the limitations? Screenshot slides? FAQ slides – what could go wrong, what changes might affect users and their workflow?	A table of synced users list and their status will be shown on the Teams Presence Sync configuration tool in the Service Web. In this release on extra action can be taken in the table, but user can understand the real-time status.

Presence sync: Display list of synced/un-synced users

How it works

Hardware

Multi-user Devices | Limited Ext and Country Expansion

What's new? A high-level one line description of what the feature is, and what it offers.	The Multi-user Devices provides the ability for an admin to provision multiple users into one device. We have started supporting an array of high-density analog telephone adapters in 23.4. In this phase (24.1), we are rolling out 1) Limited Extensions for Multi-user Devices and 2) adding country support for Australia and Germany. Supported devices for assisted provisioning: Audiocodes *MP504/4S, MP508/8S, MP124*
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	
Who else has it? Which competitors have this or similar? How is our solution different?	

Feature details & availability
When will this be available for the other RC direct and partner brands?
Is it only available for certain editions?
Is it billable and when? What is the pricing?
How is it enabled by customers?
What are the limitations?
New API? New data analytics fields or reports?
Does it involve voice service?
After the 2nd summary slide, add detail slides describing:
   How to enable, configure, use the feature.
   Screenshots.
   FAQ – what could go wrong, what changes might affect users and their workflow?
	First GA: 24.1
	RC Direct Brands: All brands
	Scope: O@H 2.0
	Billing: Use Office DLs (LC_DL-UNL_50) to register as a port in the Multi-user device (1 DL per port)
	Limitations: Voice and Fax support only.

How it works   **Limited Extension on Multi-user Device**

1. Go to *Phone System > Groups > Limited Extensions*

2. Click +New Limited Extension and select a device from the Multi-user Devices tab
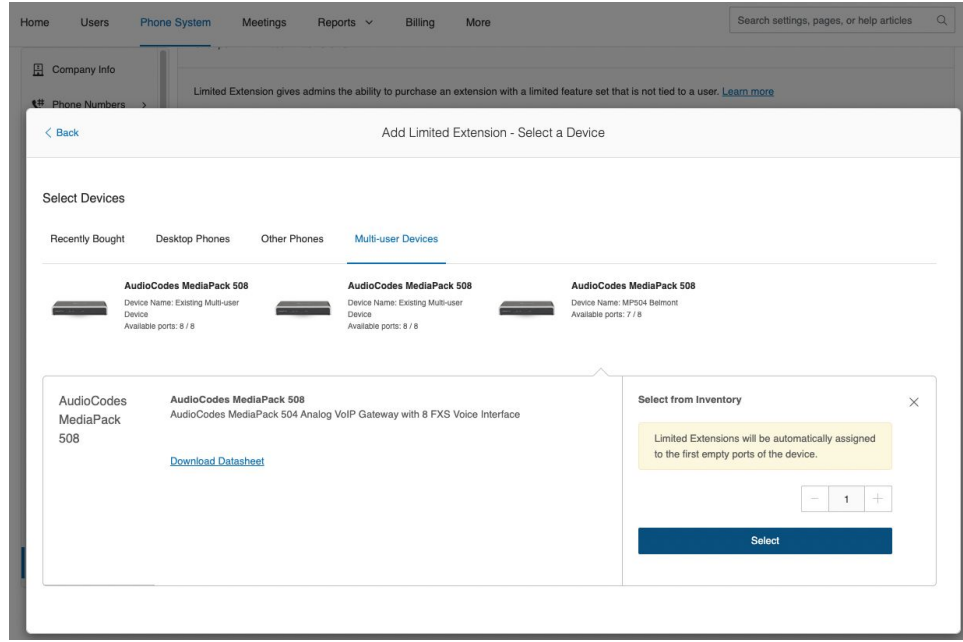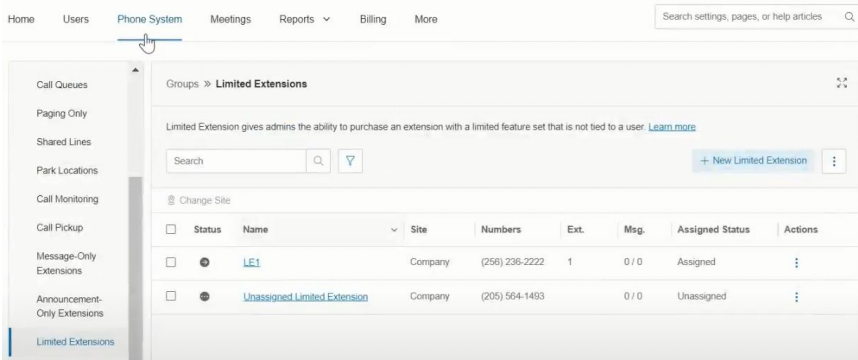
How it works   **Country Expansion**

New Countries Supported:
- Germany
- Australia

On top of US, CA, PR and UK.

FAQs

Which domains do I need to whitelist for device to connect successfully to Audiocodes' Redirection (ZT) server?
- *.audiocodes.com (HTTPS)

Does Zero-Touch support mean the device can be bought from RingCentral?
- No, Zero-Touch is just another provisioning convenience feature.

Where should I look around if my device is not provisioned correctly
- Ensure your device local network is whitelisted correctly for devices to reach the Audiocodes servers.
- Double-check the serial number or MAC address of the device and try this wizard again.
- Ensure the Audiocodes devices are these specific SKU variants:
    - Audiocodes MP124: MP124/24S/AC/SIP/RS
    - Audiocodes MP504: MP504/4S/SIP/RS
    - Audiocodes MP508: MP508/8S/SIP/RS.
- Ensure no configuration changes are made after the MAC address is registered to RingCentral. If so, please perform a factory reset on the device.
- Perform the Manual Configuration Instructions.

Can I add Limited Extensions from a Site that's different from the device's assigned Site?
- No, just like our single-user devices, DLs and Extensions in multi-user devices has to share the same Site assignment.

Are there limits to the assignments of limited extensions?
- A Limited Extension cannot exist without a DL.

Phone Firmware Quarterly Update Schedule

What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	Phone firmware upgrades now follow a quarterly schedule, making it easier for IT administrators to plan around rollout events. When testing and certification of new phone firmware has completed, it will be rolled out to applicable models starting on the third Monday of every March, June, September, and November. The upgrade process typically takes two weeks to complete. New firmware availability will be communicated via a new Phone Firmware section in the Release Notes.
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	Prior to this process, firmware updates took place at random times throughout the year.
Who else has it? Which competitors have this or similar? How is our solution different?	

Feature details & availability
When will this be available for the other RC direct and partner brands?
Is it only available for certain editions?
Is it billable and when? What is the pricing?
How is it enabled by customers?
What are the limitations?
New API? New data analytics fields or reports?
Does it involve voice service?
After the 2nd summary slide, add detail slides describing:
    How to enable, configure, use the feature.
    Screenshots.
    FAQ – what could go wrong, what changes
	GA for all RC & Partner brands
	All packages with calling capabilities
	No pricing impacts

*Alpha and Beta releases are normally not applicable to SPs and GSPs unless otherwise noted.

What's new

Phone Firmware Quarterly Update Schedule

- Phone firmware upgrades will follow a quarterly schedule, making it easier for IT administrators to plan around update events.

- When RingCentral has completed testing and certification of new phone firmware, applicable models will be upgraded starting on the third Monday of every January, April, July, and October.

- The upgrade process typically takes two weeks to complete.

- New firmware availability will be communicated in using the same channels as new features.

    - Including: Phone model(s), FW version, Link to FW release notes (if available)

What's new

Phone Firmware Quarterly Update Schedule

- Phone firmware upgrades will follow a quarterly schedule, making it easier for IT administrators to plan around update events.

- When RingCentral has completed testing and certification of new phone firmware, applicable models will be upgraded starting on the first Monday of every March, June, September, and November.

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What's new

**Phone Firmware
Quarterly Update
Schedule**

- New firmware
  availability will be
  communicated in a
  new section of
  Release Notes

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Release Notes > Phone Firmware

RELEASE NOTES

RingCentral Phone Firmware

Stay up to date with the latest features, improvements, and bug fixes for RingCentral Firmware.

ARCHIVE

Current

Q4 2023 RELEASES

Release Dates: Q4 2023

Please refer to tables below for release notes for firmware updates for specific phone models. In addition, refer to this article for process detail and FAQ. *Dates subject to change.*

Admin

Vendor	Model	Firmware version	Release Notes	Start firmware rollout *	End firmware rollout *
Cisco	6821	12.0.1	6800 12.0.1 Release Notes	Oct 16, 2023	Oct 30, 2023
Cisco	6861	12.0.1	6800 12.0.1 Release Notes	Oct 16, 2023	Oct 30, 2023

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Example

Phone Firmware Quarterly Update Schedule

- Phone firmware upgrades will follow a quarterly schedule, making it easier for IT administrators to plan around update events.

Release	Release Note Publication	Start firmware upgrade	Firmware upgrade completed
n.1.0 (eg 24.1)	**mid-Jan**	**March**, 1st Monday **(3/4/24)**	~2 weeks after start
n.2.0 (eg 24.2)	**mid-April**	**June**, 1st Monday **(6/3/24)**	~2 weeks after start
n.3.0 (eg 24.3)	**mid-July**	**September**, 1st Monday **(9/2/24)**	~2 weeks after start
n.4.0 (eg 24.4)	**mid-Oct**	**November**, 4th Monday **(11/25/24)**	~2 weeks after start

FAQ

What is the benefit of upgrading phone firmware?
- The firmware upgrade addresses security issues and fixes bugs while adding support for upcoming features.

Has this firmware version already been tested in the RingCentral environment?
- Yes, all firmware versions have been extensively tested by RingCentral before the firmware updates are rolled out.

When will my device be upgraded?
- Devices are upgraded during the two-week rollout period between 00:00 (12a, midnight) to 06:00 (6a) LOCAL time (time on the device).

Will this update all of the phones in my account at once?
- Yes, the firmware is pushed to all applicable phones within the account.

Will the phones reboot after the firmware upgrade?
- Yes, the phone will automatically reboot after the firmware is upgraded.   Active calls are NOT affected.   The phone will only reboot after the active call(s) are ended and the device is idle.

FAQ

What happens if the upgrade does not complete?
- Large accounts may see the upgrade take a few days to complete depending on the total number of phones within the account.

What happens if the firmware upgrade is interrupted (e.g. loss of network connection)? Will the device resume the upgrade?
- Yes, the device will resume upgrading automatically after network connectivity is restored.

If the firmware update fails or the phone does not appear to work properly, what should I do?
- Contact Support.

Can I downgrade the firmware?
- No. Once the device firmware is upgraded to a newer version, it cannot be downgraded.

FAQ

Can I delay my firmware upgrade?
- No, this is a required upgrade for all applicable phone models. RingCentral has thoroughly tested and certified the firmware to address security issues and bug fixes. RingCentral does not support older firmware versions after the rollout period has ended.

Phone Firmware
Q1CY2024

What's new? A high-level one line description of what the feature is, and what it offers. Link to Jira ticket	Phone firmware updates for the following models: ● Cisco SPA series models ● Yealink T4xU, T5xW, W60P, W69P
What customer problem does it solve and why? Why did we develop this feature? What customer pain point does it solve? "For (customers) who need to (do something), (our product) is (description) that provides (benefits to customers)."	The firmware upgrade addresses security issues and fixes bugs while adding support for upcoming features.
Who else has it? Which competitors have this or similar? How is our solution different?	NA
Feature details & availability When will this be available for the other RC direct and partner brands? Is it only available for certain editions? Is it billable and when? What is the pricing? How is it enabled by customers? What are the limitations? New API? New data analytics fields or reports? Does it involve voice service? After the 2nd summary slide, add detail slides describing: 　How to enable, configure, use the feature. 　Screenshots. 　FAQ – what could go wrong, what changes might affect users and their workflow? 　Localization changes?	GA for all RC & Partner brands All packages with calling capabilities No pricing impacts See Firmware Updates Schedule for specific details

Cisco Phones

* Firmware start and completion dates are subject to change and may vary based on the number of devices to be upgraded.

Vendor	Model	Firmware version	Release Notes	Start firmware rollout *	Firmware rollout completed *
Cisco	SPA122	1.4.1	[SPA122 1.4.1 Release Notes](#)	Mar 4, 2024	Mar 18, 2024

Yealink Phones

* Firmware start and completion dates are subject to change and may vary based on the number of devices to be upgraded.

Vendor	Model	Firmware version	Release Notes	Start firmware rollout *	End firmware rollout *
Yealink	W60P	77.85.25.4 (W60B - base station)	[Yealink DECT v85 Release Notes](#)	Mar 4, 2024	Mar 18, 2024
Yealink	W69P	77.85.25.4 (W60B - base station)	[Yealink DECT v85 Release Notes](#)	Mar 4, 2024	Mar 18, 2024
Yealink	CP930W	77.85.25.4 (W60B - base station)	[Yealink DECT v85 Release Notes](#)	Mar 4, 2024	Mar 18, 2024
Yealink	T42S	66.86.25.5	[Release notes](#)	Mar 4, 2024	Mar 4, 2024
Yealink	T46S	66.86.25.5	[Release notes](#)	Mar 4, 2024	Mar 4, 2024
Yealink	T48S	66.86.25.5	[Release notes](#)	Mar 4, 2024	Mar 4, 2024

Yealink Phones

* Firmware start and completion dates are subject to change and may vary based on the number of devices to be upgraded.

Vendor	Model	Firmware version	Release Notes	Start firmware rollout *	End firmware rollout *
Yealink	T43U	Coming	Coming	Mar 4, 2024	Mar 18, 2024
Yealink	T46U	Coming	Coming	Mar 4, 2024	Mar 18, 2024
Yealink	T48U	Coming	Coming	Mar 4, 2024	Mar 18, 2024
Yealink	T53W	Coming	Coming	Mar 4, 2024	Mar 18, 2024
Yealink	T54W	Coming	Coming	Mar 4, 2024	Mar 18, 2024
Yealink	T57W	Coming	Coming	Mar 4, 2024	Mar 18, 2024

FAQ

Why is the firmware upgrade planned?
- The firmware upgrade addresses security issues and fixes bugs while adding support for upcoming features. This is a required upgrade for all applicable phone models.

Has this firmware version already been tested in the RC environment?
- Yes, all firmware versions have been extensively tested by RingCentral before the firmware updates are rolled out.

When will my device be upgraded?
- Devices are upgraded during the two-week rollout period between 00:00 (12a, midnight) to 06:00 (6a) LOCAL time (time on the device).

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RingCentral

Thank you.