

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



# 24.1 Table of Contents

## Desktop/Web Apps

- App Version Report Export
- Live transcription support for German and Spanish
- Ringer Volume control
- Upload custom ringtone
- E2EE phone call
- Improved call merging
- 'Swap' during Active call
- Pop out conversation
- Expanded emoji library
- Call-specific ringtones
- Message reminders

## Admin & Core

- External Shared Directory
- Password Rule Update

## Rooms

- Reboot Android Room devices
- Digital signage for regular meeting room

## Integrations

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

## Mobile Apps

- Video tab UI Improvements
- Show dialed number on iOS's incoming call screen

## Call Handling

- Configurable company callerID name
- Call Queue Forward All Calls

## Hardware

- Multi-user Devices | Limited Ext and Country Expansion
- Phone Firmware Quarterly Update Schedule
- Phone Firmware Q1CY2024

## 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		

# Desktop/Web Apps





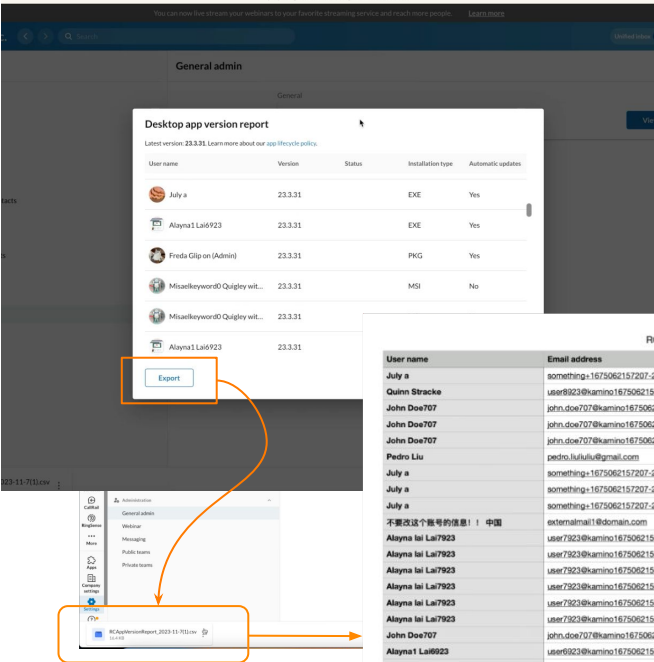
# App Version Report Export

<b>What's new?</b> 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.
<b>What customer problem does it solve and why?</b> 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)."	<p>Our Desktop UI was designed to provide a quick snapshot of who are using Unsupported and Outdated versions. But when the #s of those users are high, the list of Unsupported and Outdated spans across multiple pages, which makes it difficult for Admins to navigate and process the information.</p> <p>Many customers with larger user base have requested this feature, and marked this as critical for in compliance of App Version Control.</p>
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	N/A
<b>Feature details &amp; availability</b> 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



The screenshot shows the 'General admin' section of the Desktop app. A modal window titled 'Desktop app version report' is displayed, showing a table of user information. The 'Export' button is highlighted with an orange box. An orange arrow points from the 'Export' button to a download bar at the bottom of the screen, which contains a file named 'RCAppVersionReport\_2023-11-7 (1)'. The download bar also shows a file icon and a download status.

User name	Email address	Version	OS	OS version	Status	Installation type	Automatic updates
July a	something+1675062157207-2667@ringcentral.com	23.3.35	Windows	10.0.0	Unsupported	EXE	Yes
Quinn Stracke	user8923@haminio1675062156961.com	23.1.12	MacOS	13.4.1	Unsupported	PKG	No
John Doe707	john.doe707@haminio1675062156961.com	23.1.30	Windows	10.0.0	Unsupported	MSI	No
John Doe707	john.doe707@haminio1675062156961.com	23.1.30	Windows	10.0.0	Unsupported	MSI	No
John Doe707	john.doe707@haminio1675062156961.com	23.1.30	Windows	10.0.0	Unsupported	MSI	No
Pedro Liu	pedro.liu@haminio1675062156961.com	23.1.22	Windows	15.0.0	Unsupported	MSI	No
July a	something+1675062157207-2667@ringcentral.com	23.3.30	MacOS	13.3.1	Unsupported	PKG	No
July a	something+1675062157207-2667@ringcentral.com	23.3.30	MacOS	13.3.1	Unsupported	PKG	No
July a	something+1675062157207-2667@ringcentral.com	23.3.30	MacOS	13.3.1	Unsupported	PKG	No
Alayna Lai Lu7923	user7823@haminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna Lai Lu7923	user7823@haminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna Lai Lu7923	user7823@haminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna Lai Lu7923	user7823@haminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna Lai Lu7923	user7823@haminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna Lai Lu7923	user7823@haminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
John Doe707	john.doe707@haminio1675062156961.com	23.3.23	MacOS	13.1.0	PKG	Yes	Yes
Alayna Lai Lu7923	user8923@haminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna Lai Lu7923	user8923@haminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
Alayna Lai Lu7923	user8923@haminio1675062156961.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
July a	something+1675062157207-2667@ringcentral.com	23.3.23	Windows	10.0.0	EXE	Yes	Yes
John Doe707	john.doe707@haminio1675062156961.com	23.3.23	MacOS	13.1.0	PKG	Yes	Yes
Freda Glop (Admin)	freda.song+230201@ringcentral.com	23.3.30	MacOS	12.6.9	PKG	Yes	Yes
July a	something+1675062157207-2667@ringcentral.com	23.3.31	MacOS	13.4.0	PKG	Yes	Yes
John Doe705	john.doe705@haminio1675062156961.com	23.3.31	Mac	13.5.1	PKG	Yes	Yes
Misaelkeywor0 Quigley with suffix	user2051@haminio1675062156961.com	23.3.31	Windows	10.0.0	MSI	No	No
Misaelkeywor0 Quigley with suffix	user2051@haminio1675062156961.com	23.3.31	Windows	10.0.0	MSI	No	No
July a	something+1675062157207-2667@ringcentral.com	23.3.31	Windows	10.0.0	EXE	Yes	Yes
Misaelkeywor0 Quigley with suffix	user2051@haminio1675062156961.com	23.3.31	Windows	10.0.0	MSI	No	No
Freda Glop (Admin)	freda.song+230201@ringcentral.com	23.3.31	MacOS	13.5.2	PKG	Yes	Yes
Misaelkeywor0 Quigley with suffix	user2051@haminio1675062156961.com	23.3.31	Windows	10.0.0	MSI	No	No
Antonio Bashirian	user2052@haminio1675062156961.com	23.3.31	Windows	10.0.0	MSI	No	No

# 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

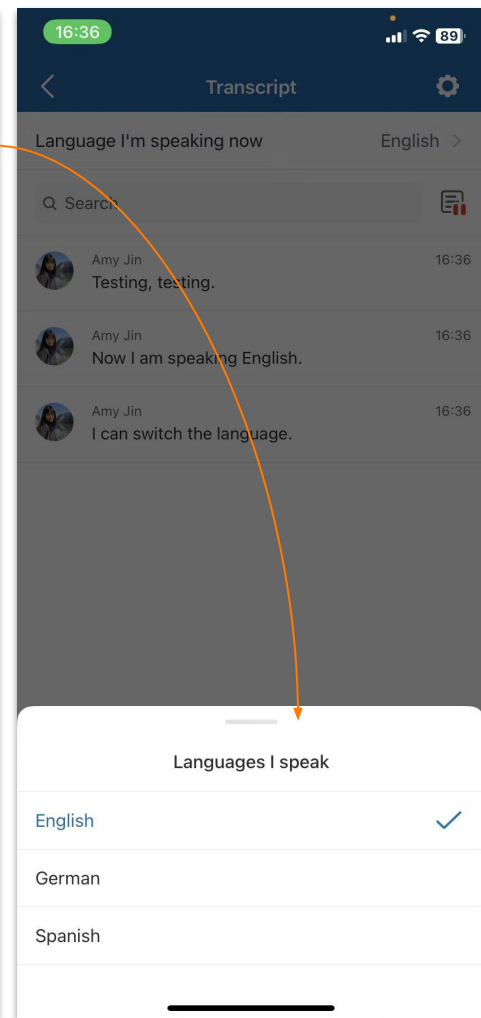
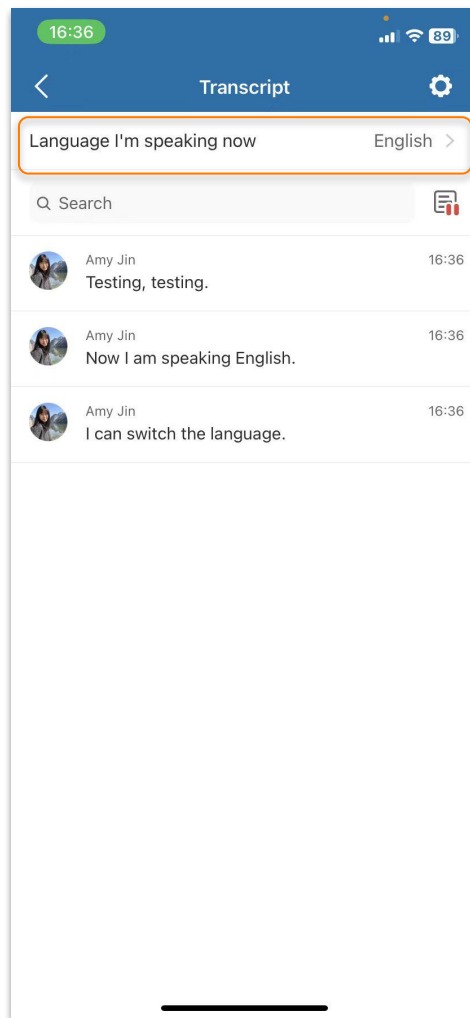
When will this be available for the other RC direct and partner brands?  
Is it only available for certain editions?  
Is it billable and when? What is the pricing?  
How is it enabled by customers?  
What are the limitations?  
New API? New data analytics fields or reports?  
Does it involve voice service?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

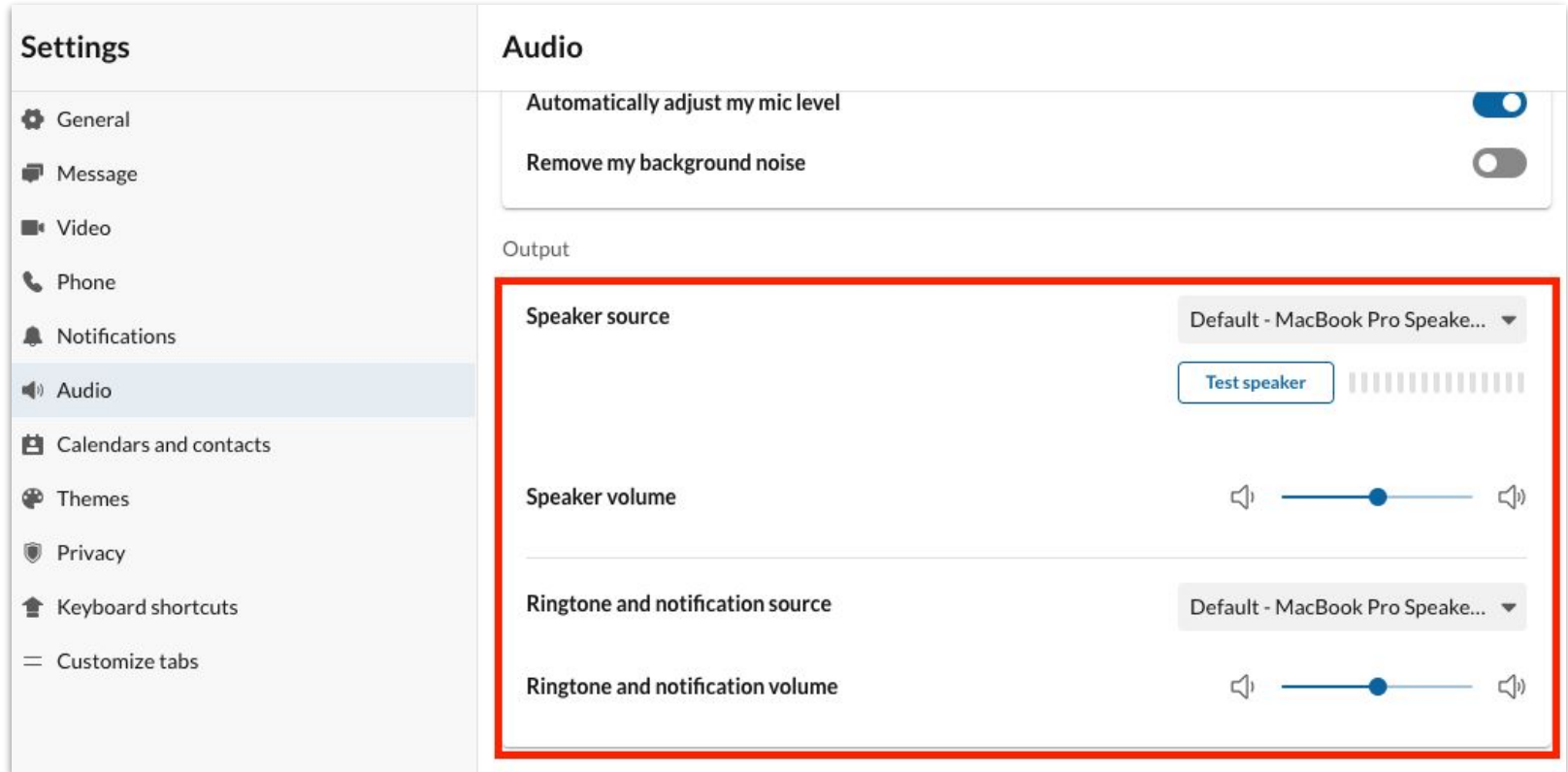


# Ringer Volume control

<p><b>What’s new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p>	<p>Now you can adjust the ringer volume separately from the general app volume.</p>
<p><b>What customer problem does it solve and why?</b></p> <p>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).”</p>	<p>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.</p>
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	<p>8X8</p>
<p><b>Feature details &amp; availability</b></p> <p>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?</p>	<p>All phone users in all brands (including MS Teams embedded app – need to update 23.4.20)</p>



# How it works (Desktop App)

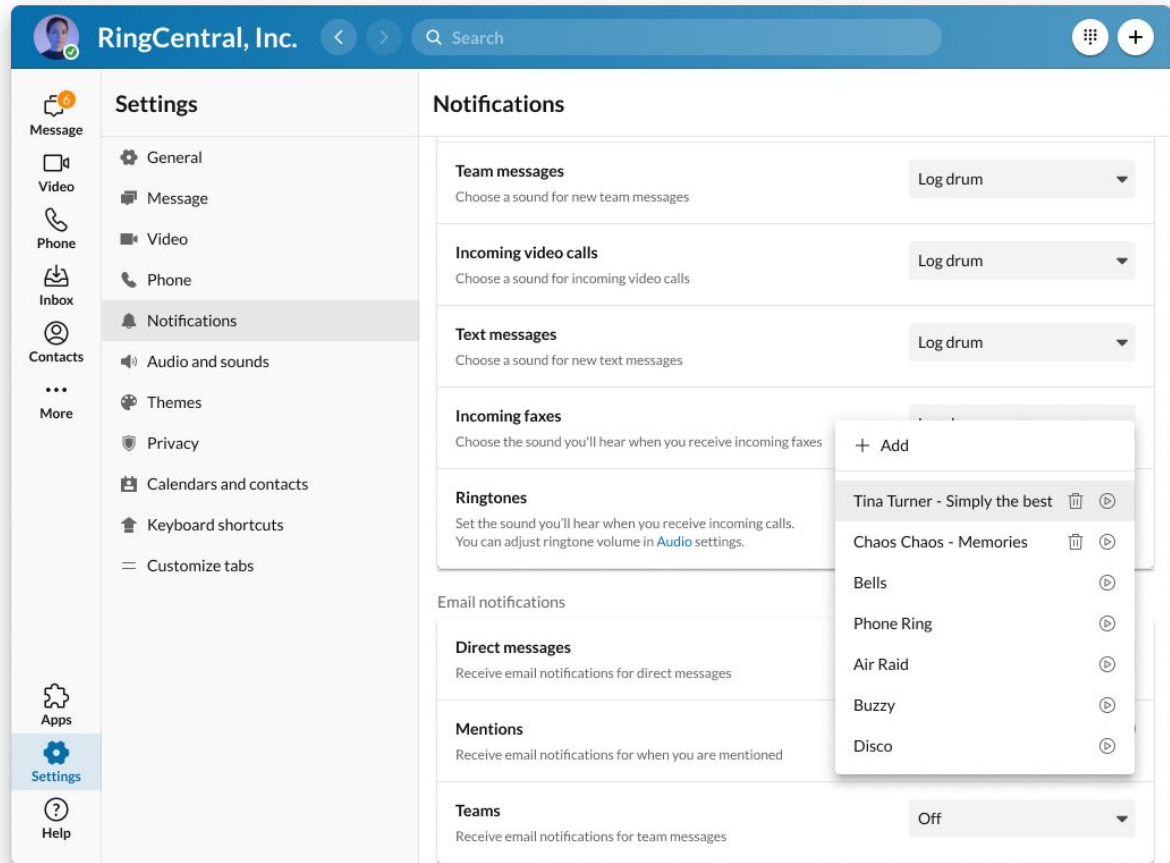


# Upload custom ringtone

<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p> <p>Link to Jira ticket</p>	<p>Allow users to upload audio files to use as more appealing personalized ringtones.</p>
<p><b>What customer problem does it solve and why?</b></p> <p>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)."</p>	<p>Users are unable to use custom ringtone.</p>
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	<p>N/A</p>
<p><b>Feature details &amp; availability</b></p> <p>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?</p>	<p>Available for all on desktop &amp; web:</p> <ol style="list-style-type: none"><li>Settings - Phone - Incoming calls - Ringtone: + Add</li><li>Settings - Notifications - Sounds - Ringtone: + Add</li></ol> <p>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.</p> <p>The feature can be hidden through the feature flag on demand.</p>

Upload custom ringtone

# How it works





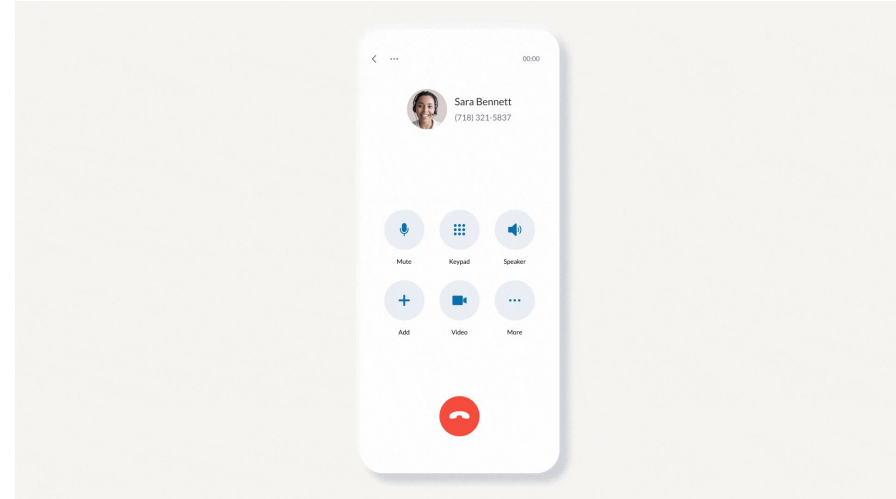
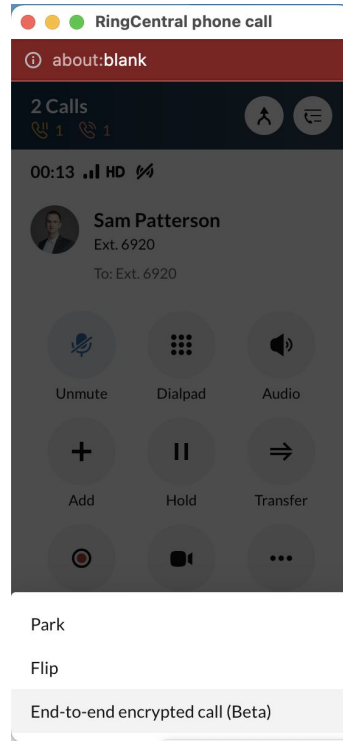
## E2EE phone call

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.	E2EE phone calling
<b>What customer problem does it solve and why?</b> 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
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	Zoom
<b>Feature details &amp; availability</b> 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?	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



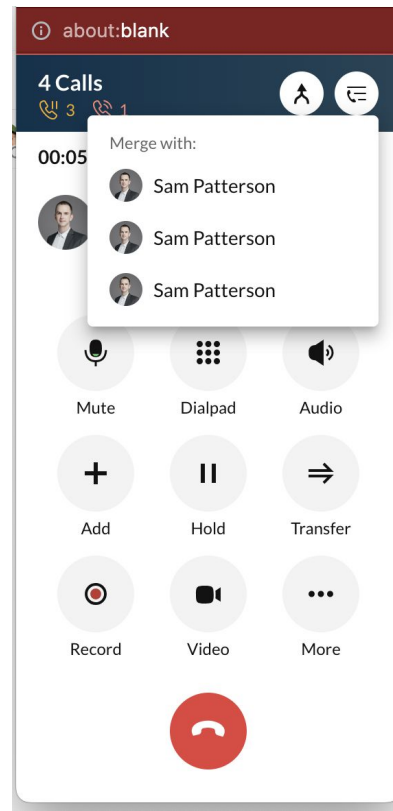
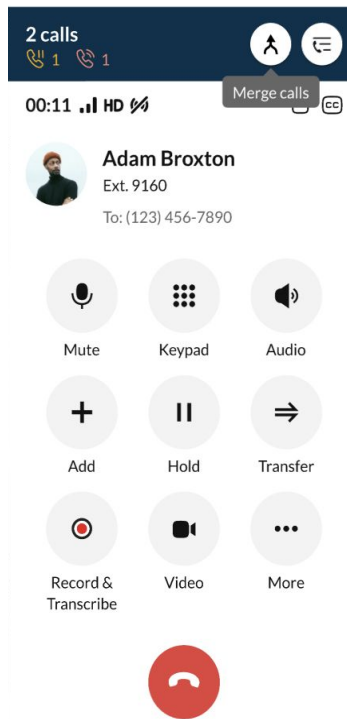
# Improved call merging

<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p> <p>Link to Jira ticket</p>	Improved experience for call merging in our desktop clients
<p><b>What customer problem does it solve and why?</b></p> <p>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)."</p>	Previous entry point for call merging was too hidden. This entry point is much easier to find and accessible.
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	N/A
<p><b>Feature details &amp; availability</b></p> <p>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?</p>	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

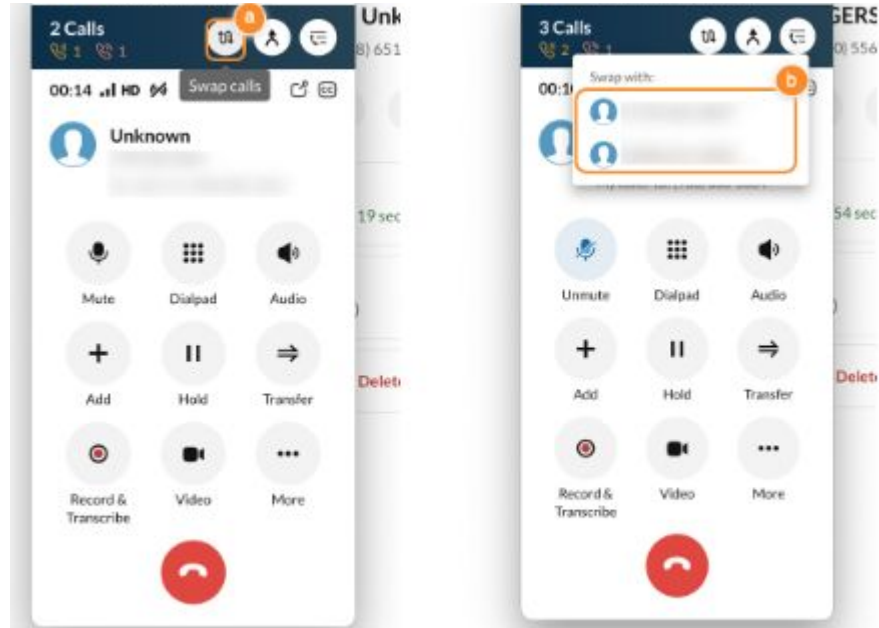
<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.	Improved experience for swapping calls in our desktop clients
<b>What customer problem does it solve and why?</b> Why did we develop this feature? What customer pain point does it solve? "For (customers) 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.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	N/A
<b>Feature details &amp; availability</b> 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 in 24.2

'Swap' during Active call

# 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).

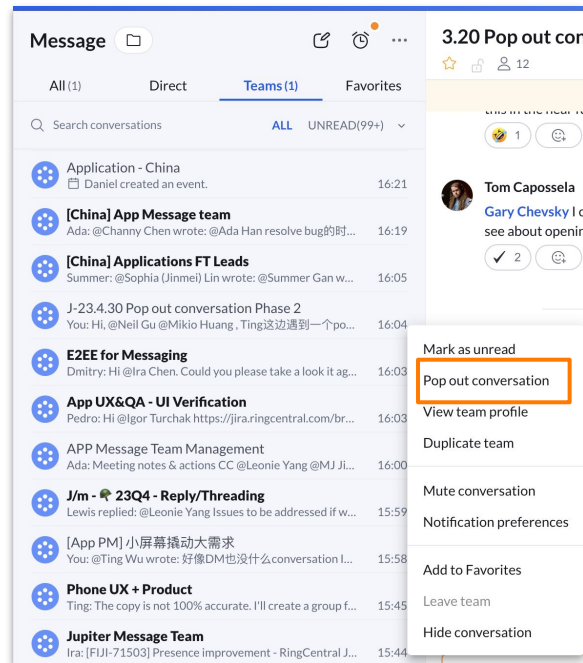
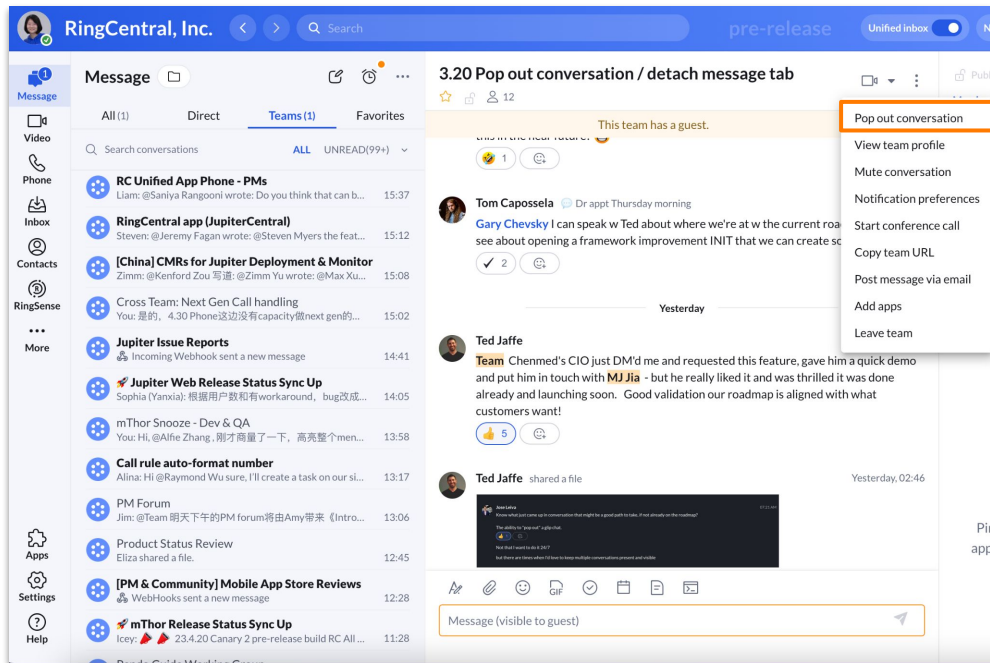


# Pop out conversation

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.  <a href="#">Link to Jira ticket</a>	Allow user to pop out multiple conversations into separate new windows for better multi-tasking.
<b>What customer problem does it solve and why?</b> 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.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	MS Teams / Zoom
<b>Feature details &amp; availability</b> 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?	Available for all users with message permission. 24.1.20

Pop out conversation

# How it works



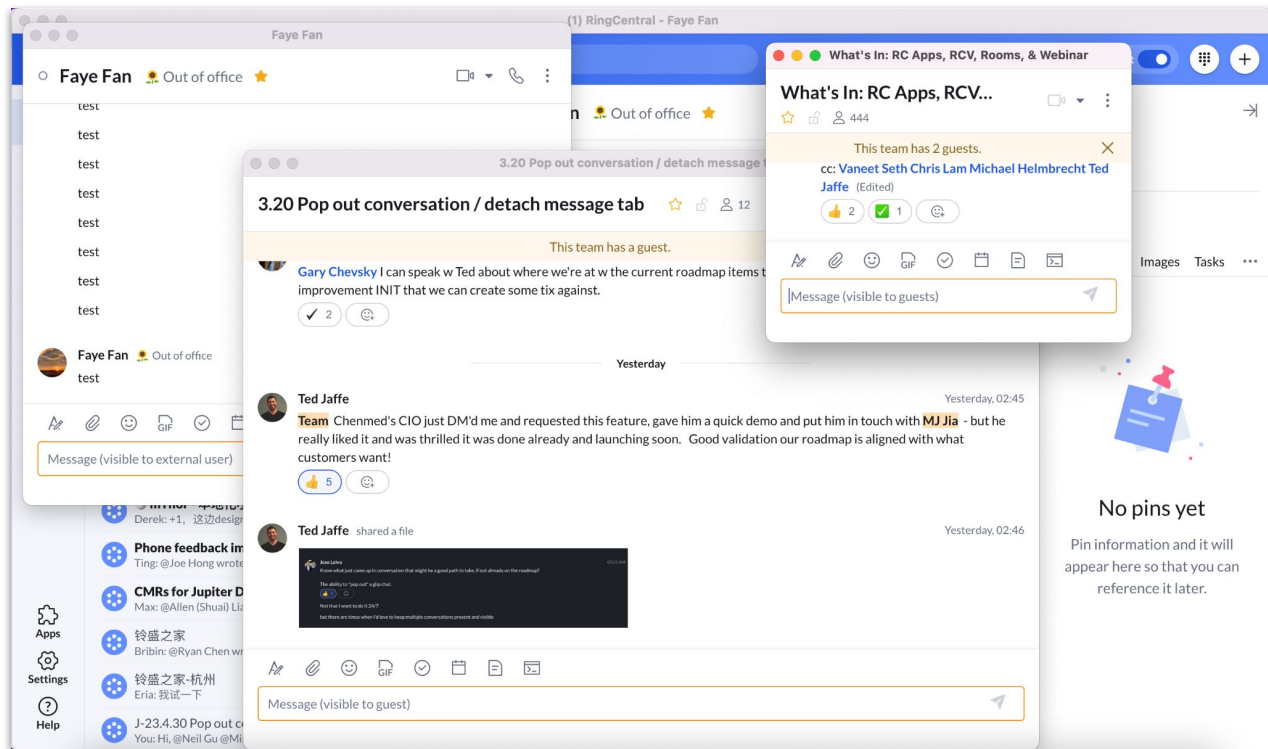
2 entry points to pop out conversation:

- Conversation list -> More menu
- Conversation header -> More menu



# 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.

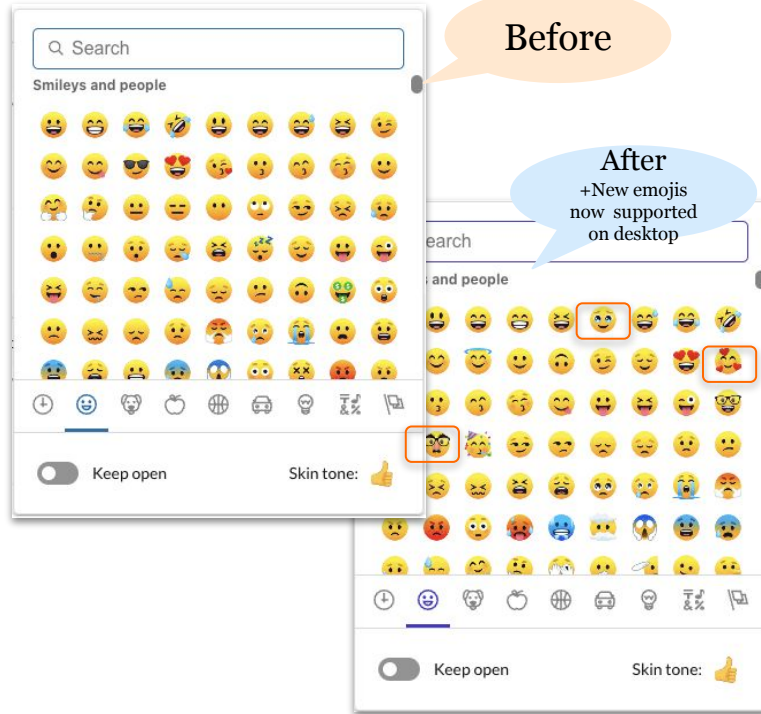


# Expanded emoji library

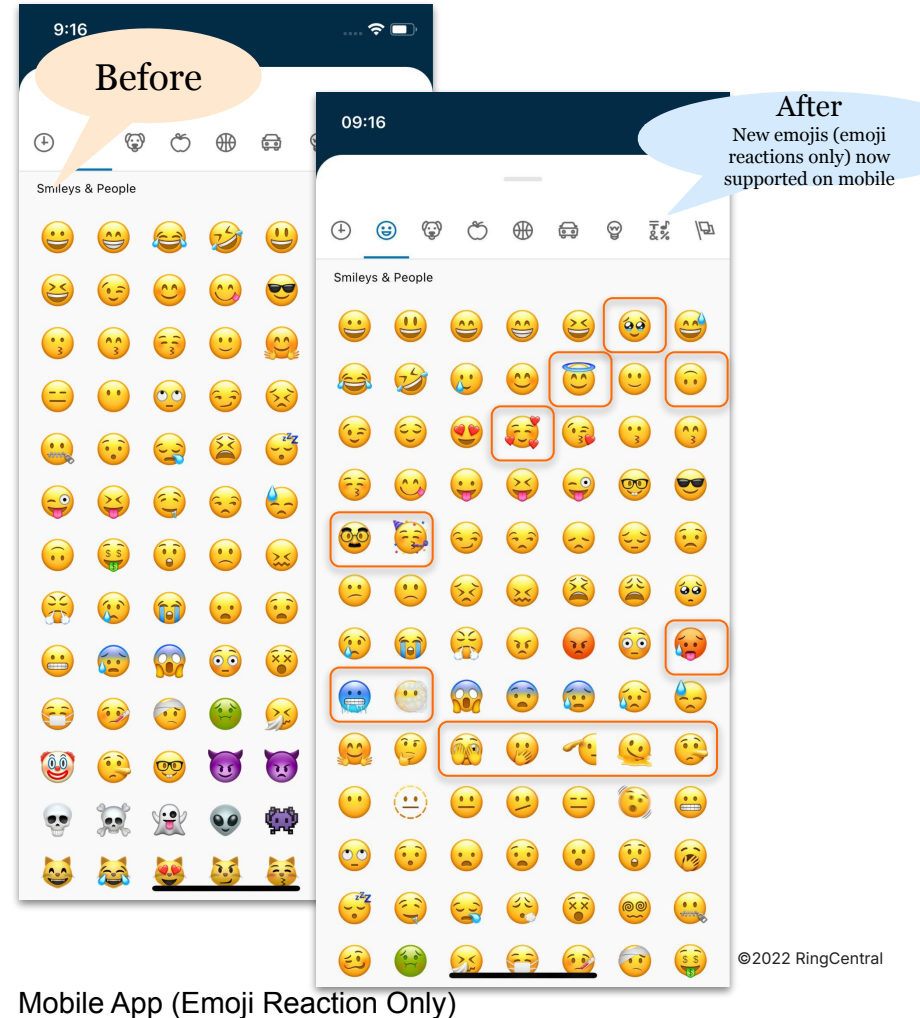
<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p> <p><a href="#">Link to Jira ticket</a></p>	<p>Our emoji library just got a lot bigger. We've added more emojis to liven up your conversations. Share your mood or sprinkle some fun into your chats with new faces, gestures, objects, and more.</p>
<p><b>What customer problem does it solve and why?</b></p> <p>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)."</p>	<p>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.</p>
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	<p>MS Teams / Zoom / Slack / WhatsApp/ iMessage</p>
<p><b>Feature details &amp; availability</b></p> <p>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?</p>	<p>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.</p>

Expanded emoji library

# How it works



Desktop App

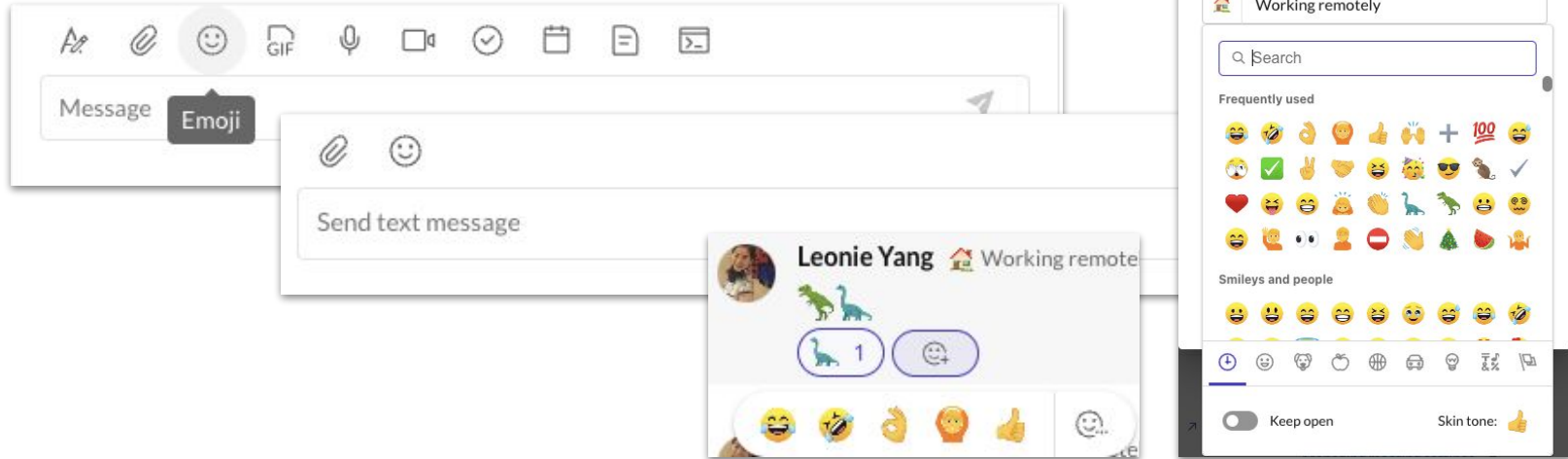


Mobile App (Emoji Reaction Only)

# 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

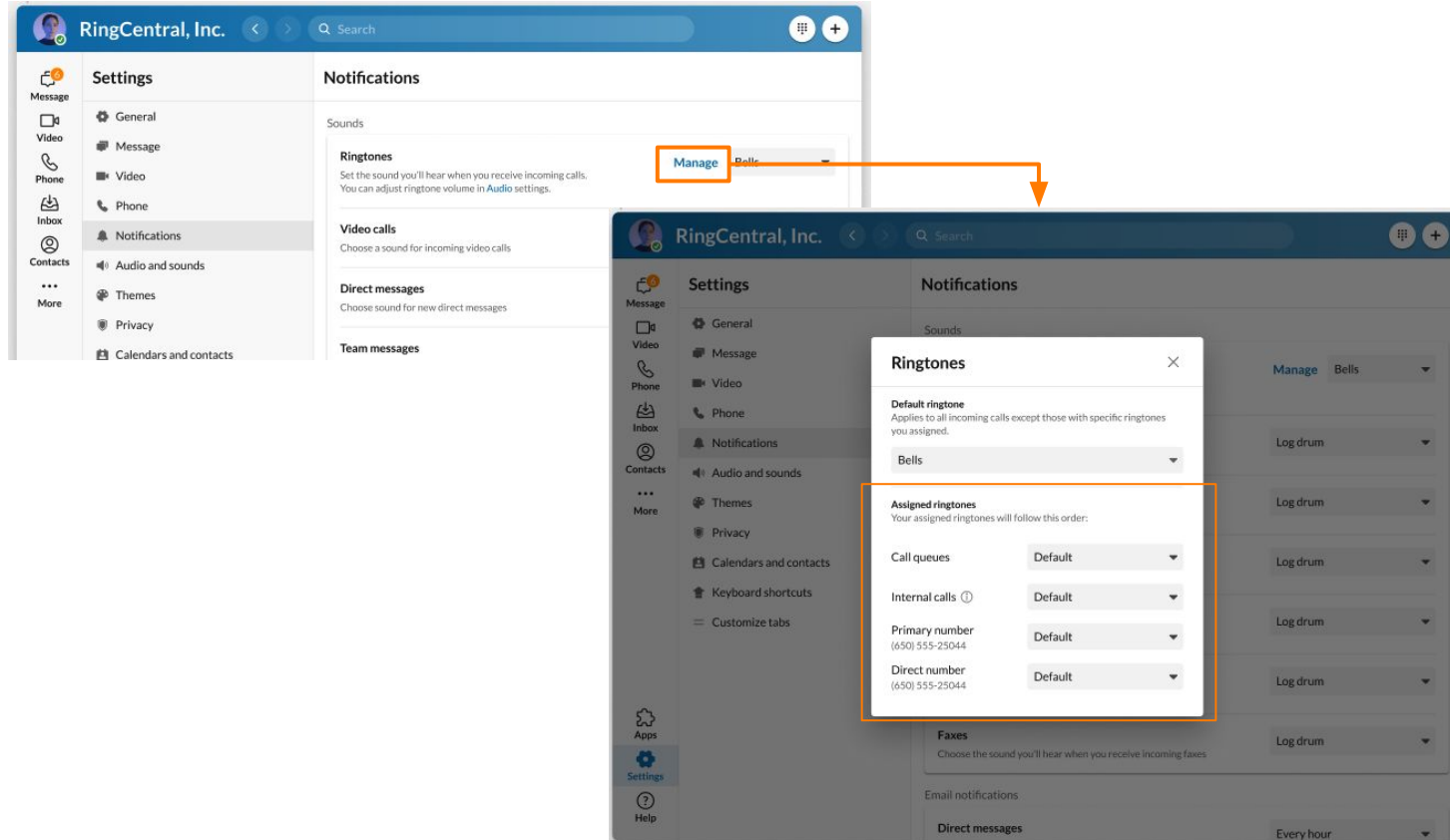


# Call-specific ringtones

<b>What's new?</b> 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.
<b>What customer problem does it solve and why?</b> 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.)
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	Mitel
<b>Feature details &amp; availability</b> 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	<ul style="list-style-type: none"><li>24.1.20: <u>mobile and desktop app</u></li></ul>

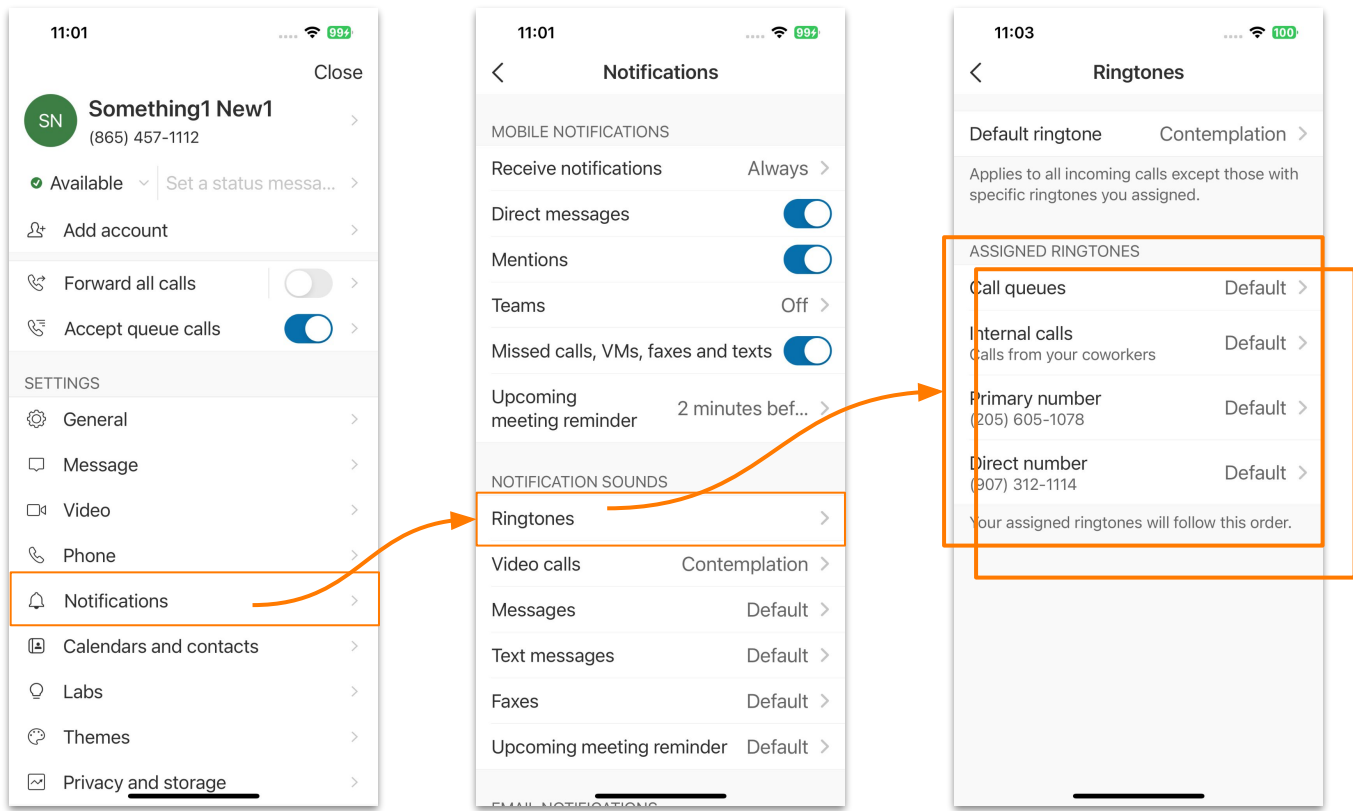


# How it works (RingCentral Desktop)





# How it works

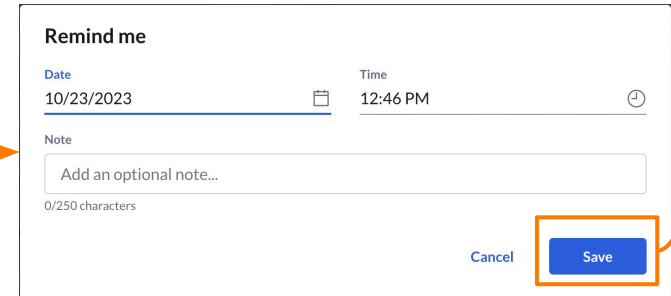
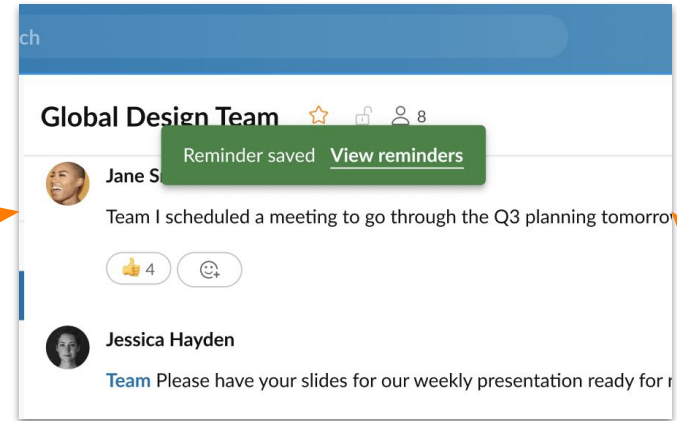
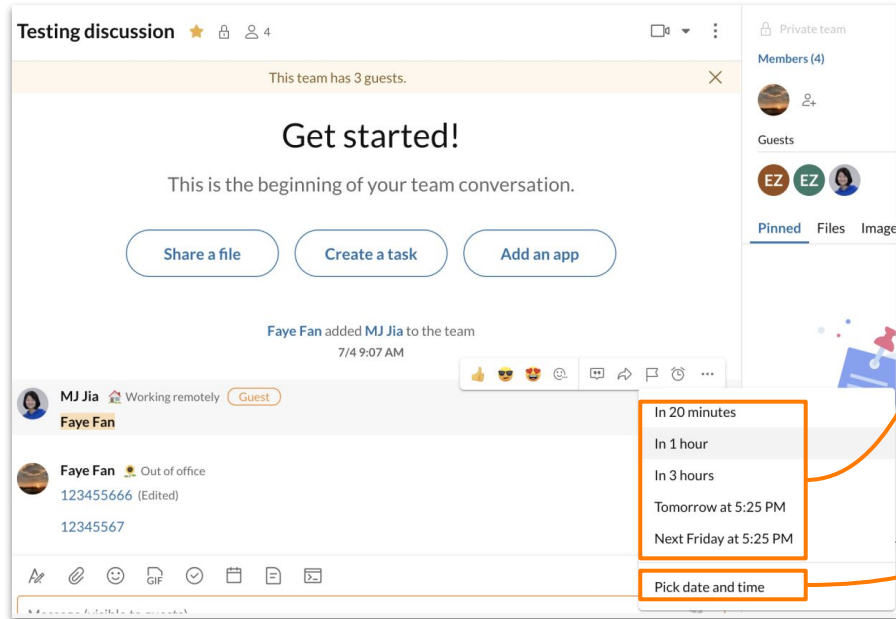


# Message reminders

<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p> <p><a href="#">Link to Jira ticket</a></p>	<p>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.</p>
<p><b>What customer problem does it solve and why?</b></p> <p>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).”</p>	<p>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.</p> <p>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.</p>
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	<p>Slack/Zoom</p>
<p><b>Feature details &amp; availability</b></p> <p>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?</p>	<p>Available for all users with message permission.</p>



# How it works

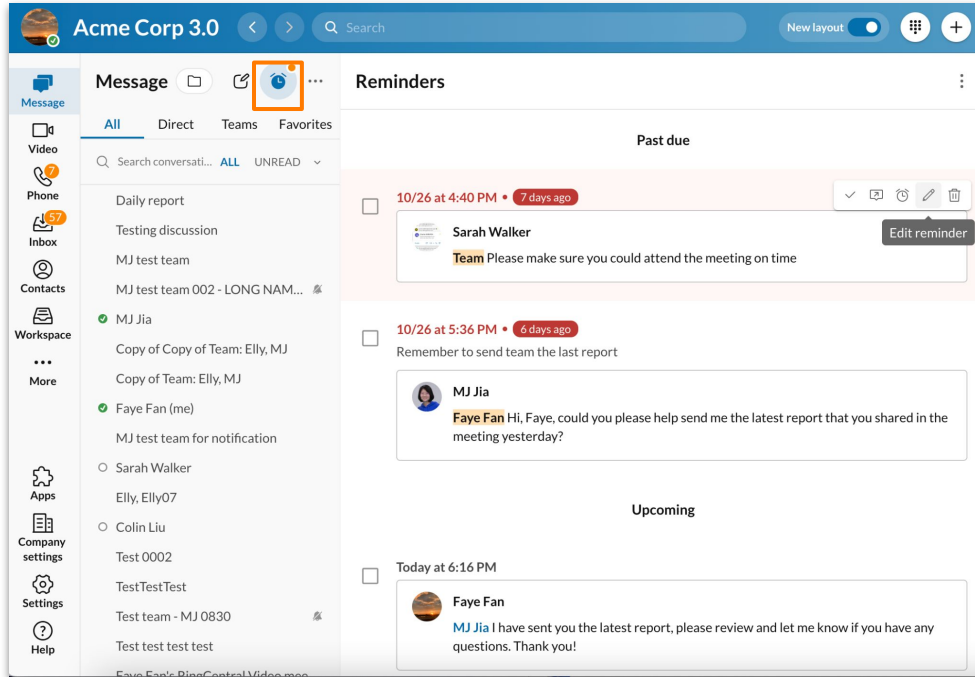


Set a time for a post so that a notification will be sent to you later to revisit the message: You can choose from one of the default options, or customize the date & time.

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.



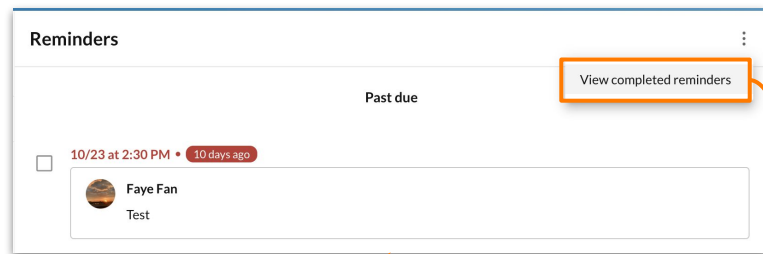
When there are any due reminders, an orange dot will be shown in the Reminders page entry.

User can manage the reminders by:

- Edit the reminder to a new time
- Mark the reminder as complete
- Delete the reminder

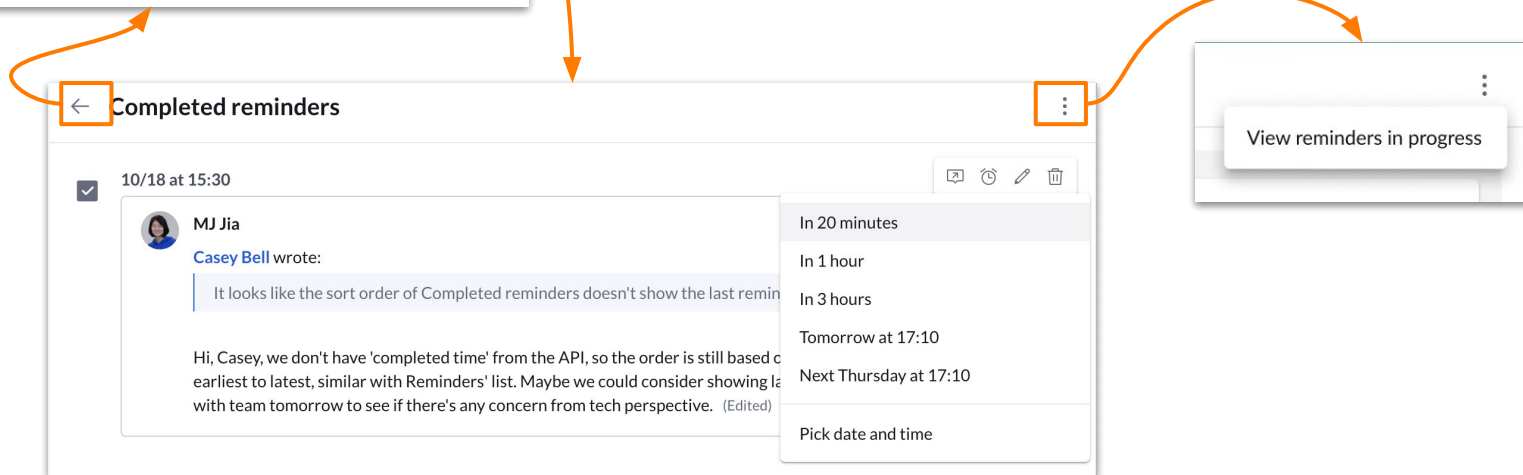
User can also click the card to view the message in the original conversation.

# How it works



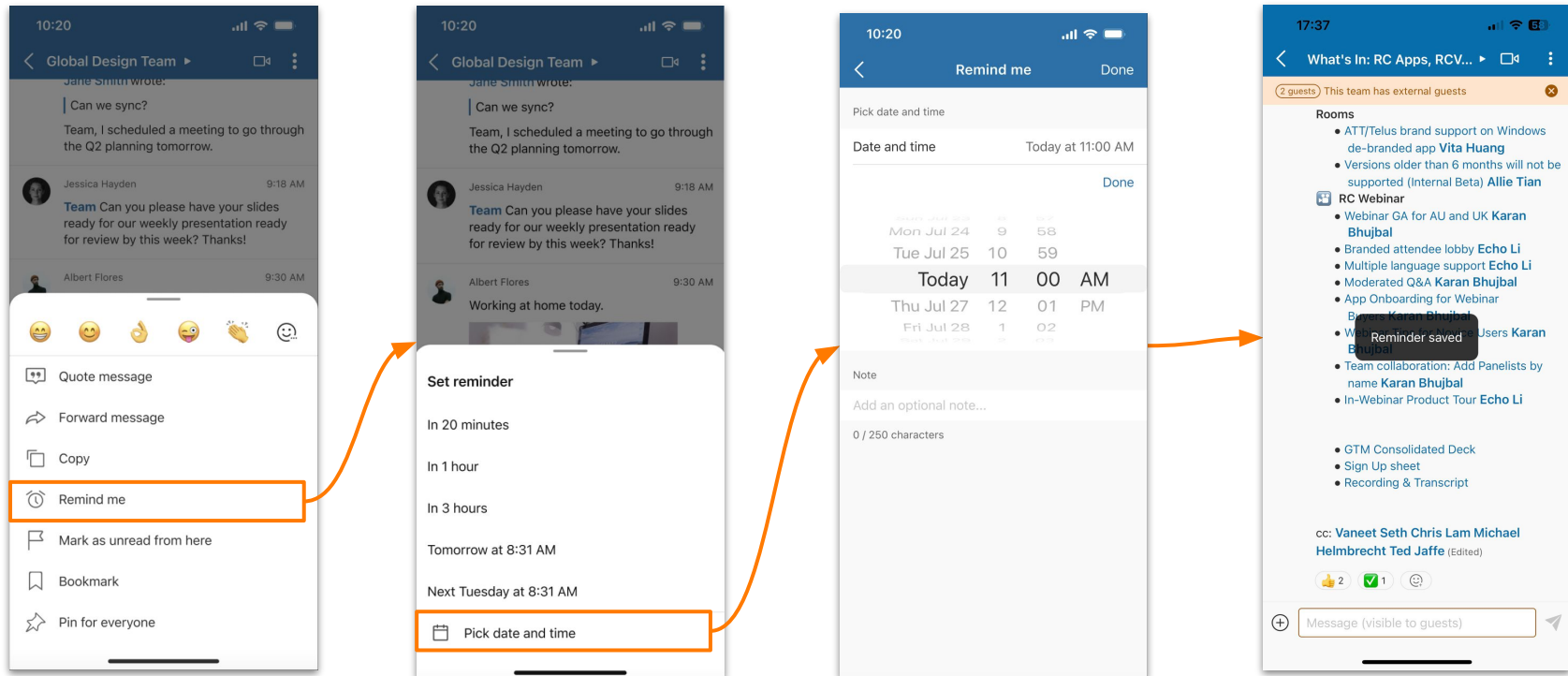
User can also view all completed reminders in the 'Completed reminders' page.

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



## Message reminders

# How it works



# Mobile App



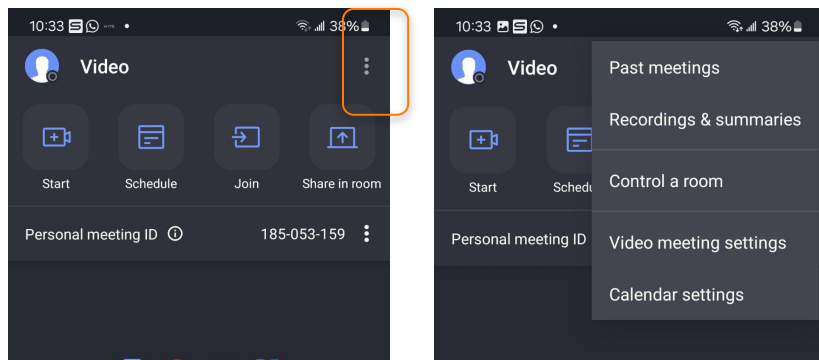
## Video tab UI Improvements

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.	Video tab redesign, including: <ul style="list-style-type: none"><li>• Show past meetings &amp; recordings in video tab home screen</li><li>• Move PMI and room control menu as quick buttons</li></ul>
<b>What customer problem does it solve and why?</b> 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
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	N/A
<b>Feature details &amp; availability</b> 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

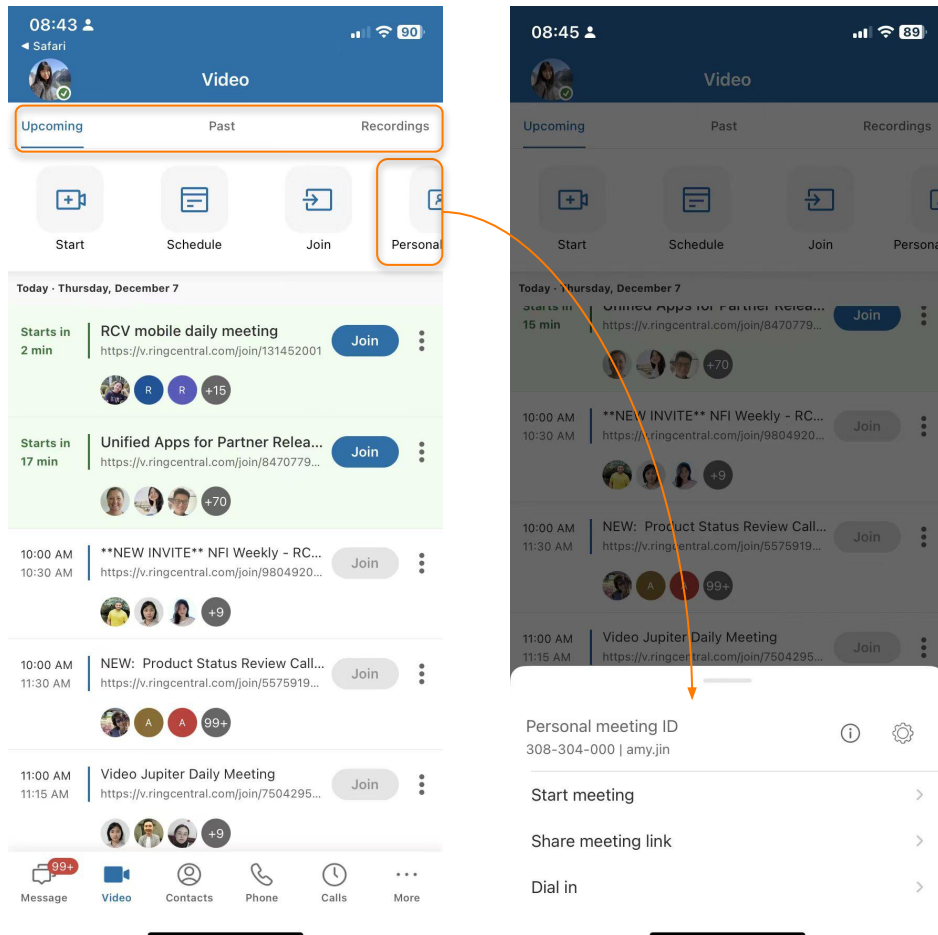
# How it works

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

## Old



## New



# Show dialed number on iOS's incoming call screen

<b>What's new?</b> 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.
<b>What customer problem does it solve and why?</b> 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.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	Desktop app / Mobile Android App
<b>Feature details &amp; availability</b> 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?	Availability <ul style="list-style-type: none"><li>- GA for all brands</li></ul> Configuration <ul style="list-style-type: none"><li>- Once the setting is changed, it will only take effect when the app relaunch or after 24 hours.</li></ul>

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



Show dialed number on iOS's incoming call screen

# How it works

## Pre-condition Settings

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

Allow incoming calls to be answered while on an active call.

On >

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

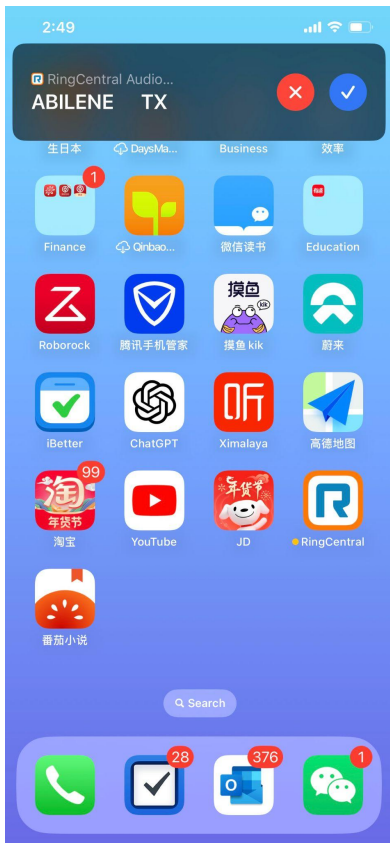
☒ Personal and mobile phones only ⓘ

☐ All apps and phones

Cancel Save

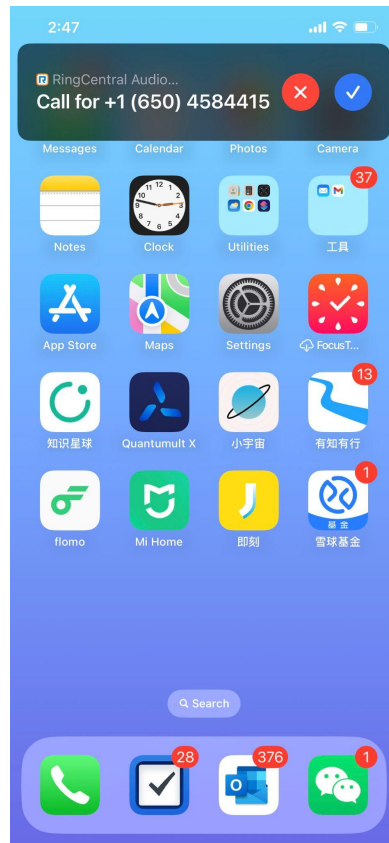
Show dialed number on iOS's incoming call screen

# How it works



Showing  
“Incoming caller ID”

Behavior on iOS incoming call screen



Showing  
“Dialed number”

# Admin & Core



# External Shared Directory

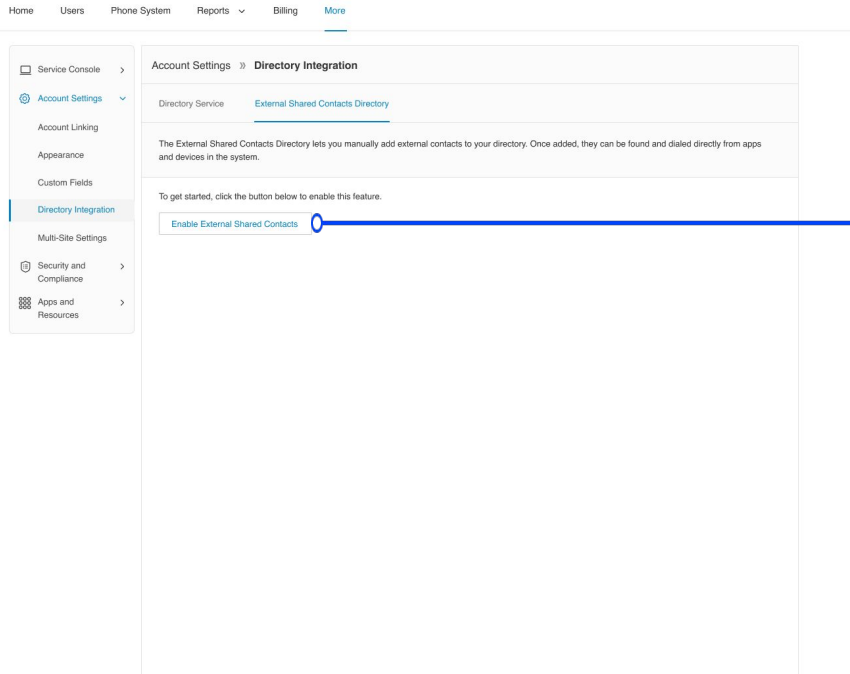
<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p> <p>Link to Jira ticket</p>	<p>External Shared Directory allows the Customer Admin to upload a list of external contacts that will be available in the various endpoints (deskphones, desktop app and mobile app) to all extensions/users on the account.</p>
<p><b>What customer problem does it solve and why?</b></p> <p>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)."</p>	<p>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..</p>
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	<p>Standard PBX feature, Zoom, Cisco.</p>
<p><b>Feature details &amp; availability</b></p> <p>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?</p>	<ul style="list-style-type: none"><li>• non billable feature.</li><li>• The feature will be controlled by Service Parameter. Customer will enable the feature in ServiceWeb</li><li>• Limited to 50,000 users, subject to stress test.</li><li>• Contacts will be uploaded via CSV bulk upload feature. No Analytics updates.</li><li>• Voice service can be invoked by dialing out from External Shared Directory contact cards</li><li>• Available on Standard/Premium/Enterprise.</li><li>• <b>Scope:</b> O@H 2.0</li></ul>

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

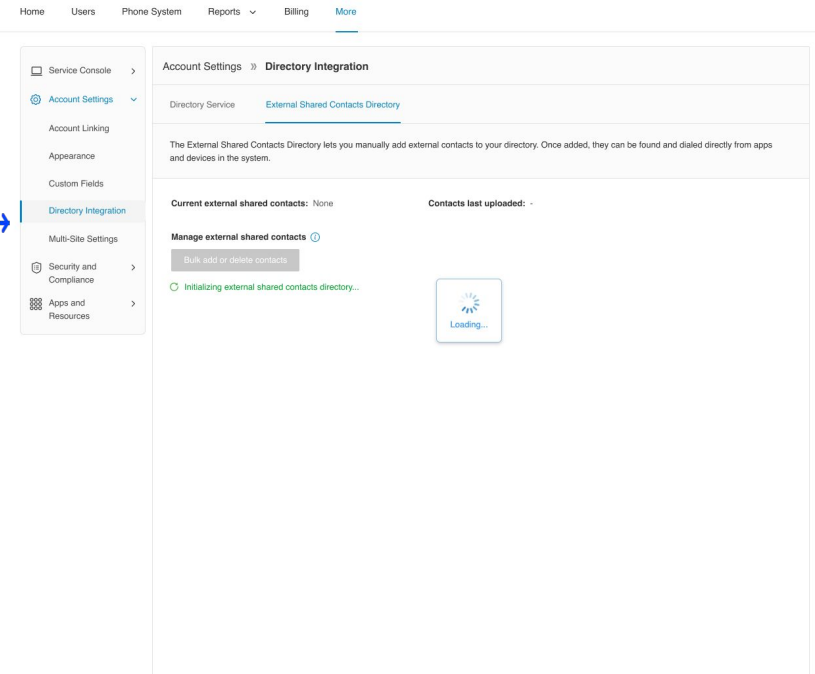
Service Web UX

# First time user - Enable External Shared Directory

First time screen - Not yet initialized



Processing screen



# Enable External Shared Directory

External directory ready with no contacts added yet

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](#)

**Manage external shared contacts** ⓘ

[Bulk add or delete contacts](#)

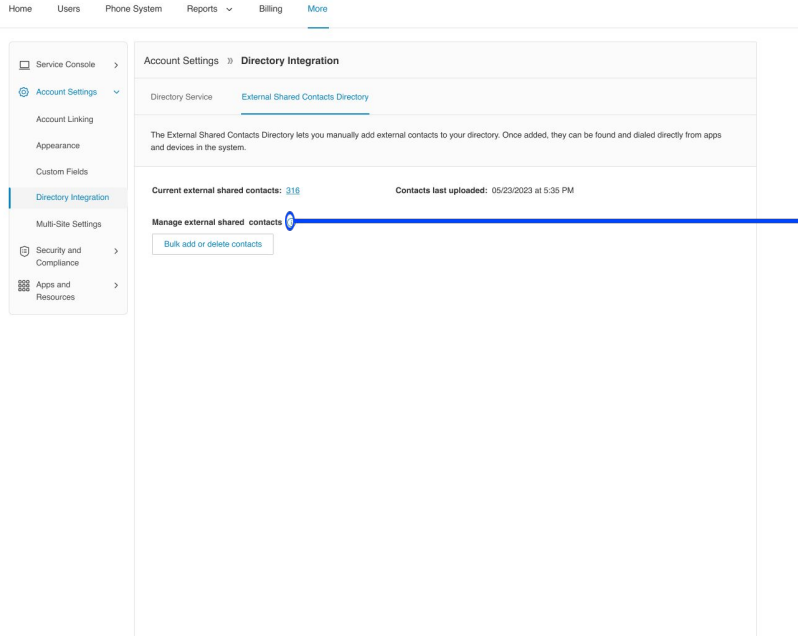
To edit external shared contacts included in your directory, add or delete them from the template.

Adding numbers in the template will add them to your directory.

Deleting numbers from the template will remove them from the directory.

# 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   or

**Step 2: Add or delete contacts from the list**

**Step 3: Upload the updated file**

2

**Confirmation** ✕

158 contacts will be uploaded to your 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:**

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.



# External Shared Directory

## ERROR - Invalid file (3)

The screenshot shows the RingCentral Admin Portal interface. The left sidebar contains navigation links: Service Console, Account Settings, Account Linking, Appearance, Custom Fields, Directory Integration (highlighted), Multi-Site Settings, Security and Compliance, and Apps and Resources. The main content area is titled 'Account Settings > Directory Integration'. Under 'Directory Service', the 'External Shared Contacts Directory' is selected. A description states: '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.' It shows 'Current external shared contacts: 318' and 'Contacts last uploaded: 05/23/2023 at 5:35 PM'. Under 'Manage external shared contacts', there is a button labeled 'Bulk add or delete contacts'. A blue arrow points from this button to the first step of the error sequence.

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   or

**Step 2: Add or delete contacts from the list**

**Step 3: Upload the updated file**

2

**Confirmation** ✕

158 contacts will be uploaded to your 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:**

3

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

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

A1 ABC Comp. < > Q m

Message

Video

Phone

Contacts

More

App

Company settings

Settings

Resource Center

CONTACTS

Company

Personal

Guests

Other

Quick contacts

TEAMS

All teams

My teams

Public teams

Archived teams

Company

All directories

Search company contacts

AS A B Supplies

gbe+15658a59-b109-4d3f-86a7-4d18d95158b9+accounts@vfone.net

AC A J Rod Co

testmail1451@vodafone.com

AZ A Z

160257976155134177alexey.zhuk@nordigy.ru

aaaa

aaaa@ABC.com

Ext. 11122

AT AAD Test

aad.test@ABC.com

Ext. 11297

Aaliyah Gan

aaliyah.gan@ringcentral.com

Aamir Ilyas

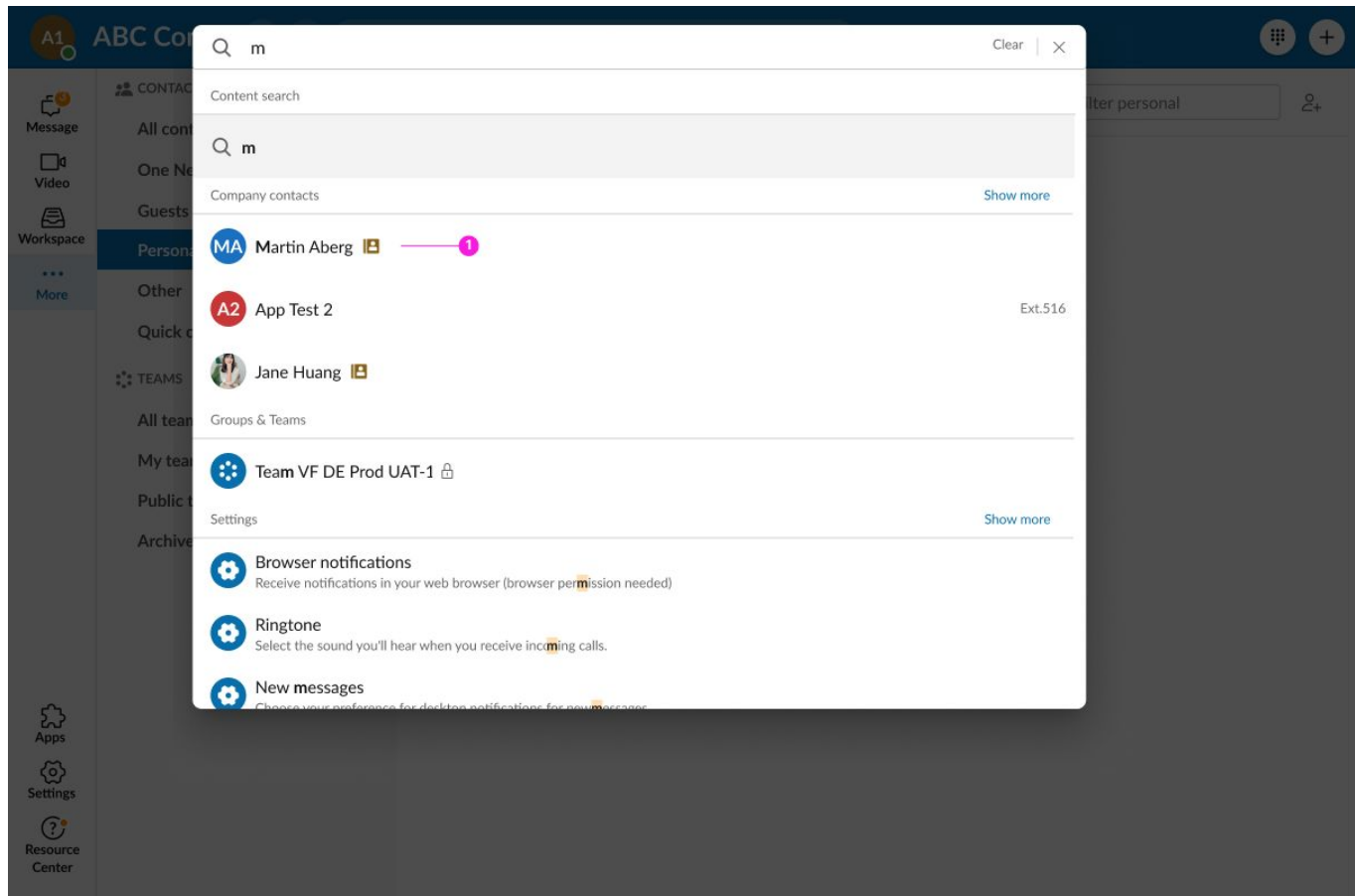
aamir.ilyas@XYZ.com

Ext. 9297

AO Aamir Ilyas Office

3405524020@37439510.room.glip.net

# Contacts in global search



# Dial pad

A1 ABC Comp. < > Search X

Message

Video

Phone 14

Contacts

More

Apps

Company settings

Settings

Resource Center

CALL HISTORY + ^

All calls

Missed calls

Call recordings

VOICEMAIL ^

All voicemail 14

HUD ^

Extensions

CONFERENCE + ^

Conference calls

Make a call

All calls ...

Filter call history

New Call

j

Call from: 0211 957004048

Jane Huang 1650 437 1022 - Mobile number

John Smith

Ext. 8790

3350 437 1023 - Primary number

879 - Ext. 2

3350 437 1024 - Mobile number

A2 App Ext. Outbound call 2/27, 3:21 AM

A2 App Ext. Outbound call 2/27, 3:18 AM

A2 App Ext. Outbound call 2/27, 3:18 AM

A2 App Ext. Outbound call 2/27, 3:15 AM

A2 App Ext. Outbound call 2/27, 3:13 AM

A2 App Ext. Outbound call 2/27, 2:56 AM

A2 App Ext. Outbound call 2/27, 2:54 AM

# Mobile app UX



# Company


9:41


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

Message

Video

Phone

Contacts

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

# Personal


9:41


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

Message

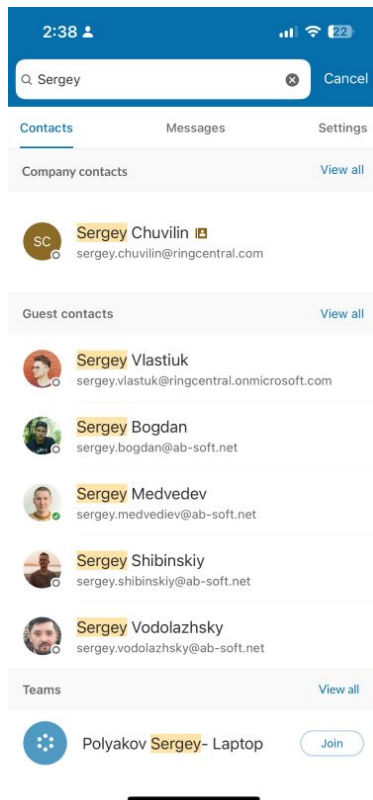
Video

Phone

Contacts

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

# Global search



# Dialpad

2:18



Q Sergey vl



Cancel



Enable your iPhone contacts



Company contacts



Sergey Vlastuk  
(804) 444-5555



Sergey Vlastuk  
8124



Sergey Vlastiuk  
Ext. 8790



1650

Ext. 2

(650) 376-0396

Primary number

# Password Rule Update

<b>What's new?</b> 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.
<b>What customer problem does it solve and why?</b> 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.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	NA
<b>Feature details &amp; availability</b> 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 an 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

✓ At least one letter (latin characters)

✓ At least one number (0-9)

✓ 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

lowercase letter

both upper case and special char

Previous 5 passwords not allowed

# Number Porting eLOA change

<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p> <p>Link to Jira ticket</p>	<p>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.</p> <p>AT&amp;T utilizes the same eLOA template as RC since AT&amp;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.</p>
<p><b>What customer problem does it solve and why?</b></p> <p>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)."</p>	
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	<p>n/a</p>
<p><b>Feature details &amp; availability</b></p> <p>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.</p>	<p>All brands' eLOA template will be updated before 24.1.2.</p> <p><b>Scope:</b> O@H 2.0</p>

[eLOA change]

# How it works

Dear Customer,

Thank you for selecting RingCentral as your service provider. As you are aware, you may continue to use your existing telephone number(s) with RingCentral VoIP service. To transition your current telephone number to RingCentral VoIP service, RingCentral must work with your previous service provider to ensure that your service is uninterrupted, and where applicable, to ensure that your number(s) are transferred.

Your prior service provider requires this letter as proof that you have explicitly authorized and requested that your service and current telephone number(s) be transferred to another service provider. By filling in all the information requested below, signing, and dating this letter, you provide us with the authorization to initiate the process of transferring your service and telephone numbers to RingCentral and its supporting network providers (RCLEC, Inteliquent, Bandwidth, and Level 3 Communications) for VoIP Service. You will then be able to use your old number(s) with your new RingCentral service.

Please ensure the following information is completed accurately, which will help prevent possible delays.

Company Name: a

(Note that all TN's listed below must be associated with this Company Name)

Person authorized to make this request if a business: a a

Street Address: (Service Address) a a a Alberta 22222

City: a Province: Alberta ZIP: 22222

Current Service Provider: Level3

Account Number: \_\_\_\_\_

Telephone Number Begin	Telephone Number End	Provide BTN (Billing TelephoneNumber) for all ported numbers REQUIRED	Customer Requested Port Date
(501) 313-0024	N/A	(479) 314-9995	10/10/2023
(501) 313-0025	N/A	(479) 314-9995	10/10/2023

PLEASE REMOVE ANY FEATURES (i.e. Hunt Group) ASSOCIATED WITH THESE NUMBERS PRIOR TO SUBMITTING THIS LOA. ADDITIONALLY, PLEASE DO NOT PLACE ANY NEW SERVICE ORDERS WITH YOUR CURRENT SERVICE PROVIDER ON THIS ACCOUNT, AS THIS WILL CAUSE A DELAY IN PORTING YOUR NUMBERS.

By signing below, I authorize/designate RingCentral and its supporting network providers to:

- Transfer my service from my current provider to one, or all, of RingCentral's supporting network providers.
- Transfer my current telephone number(s) used to provide service so that RingCentral and its supporting network providers can provide its service to me.
- To obtain billing information, customer service records and other network information required to provide me with RingCentral service. I understand that I may consult with RingCentral as to whether a fee will apply to this change.

Print Name: a a Date: October 10, 2023 3:49 PM

Signature: a a

# 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?

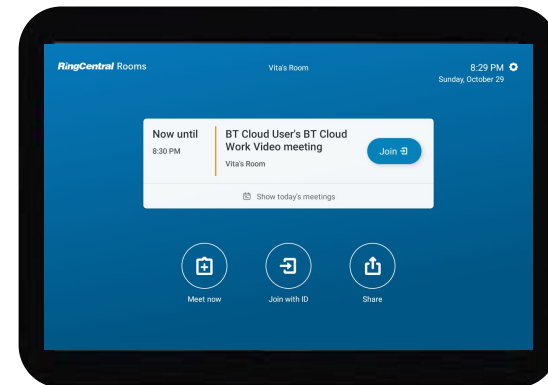
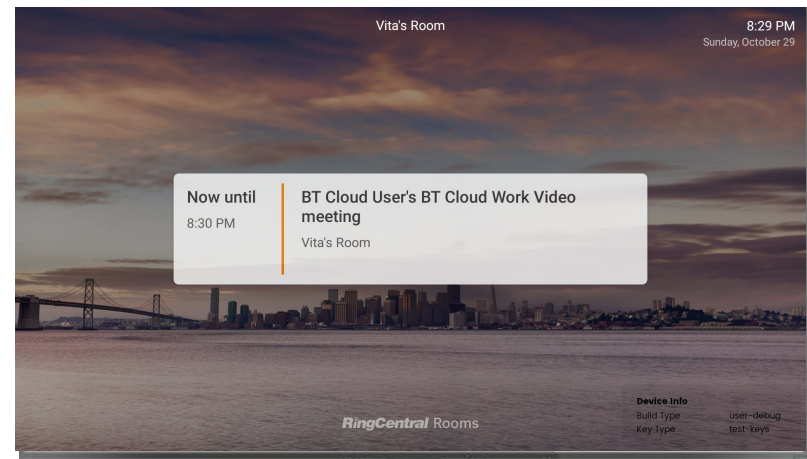
23.4.20.

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

<b>What's new?</b> 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.
<b>What customer problem does it solve and why?</b> 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
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	NA
<b>Feature details &amp; availability</b> 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

### Restart Devices ⓘ

Sunday 12:00 AM - 1:00 AM

Schedule Restart

Restart Now

### Update Device Software ⓘ

Version: 23.1.20 ↻

No Update Scheduled

Schedule Update

Update 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?

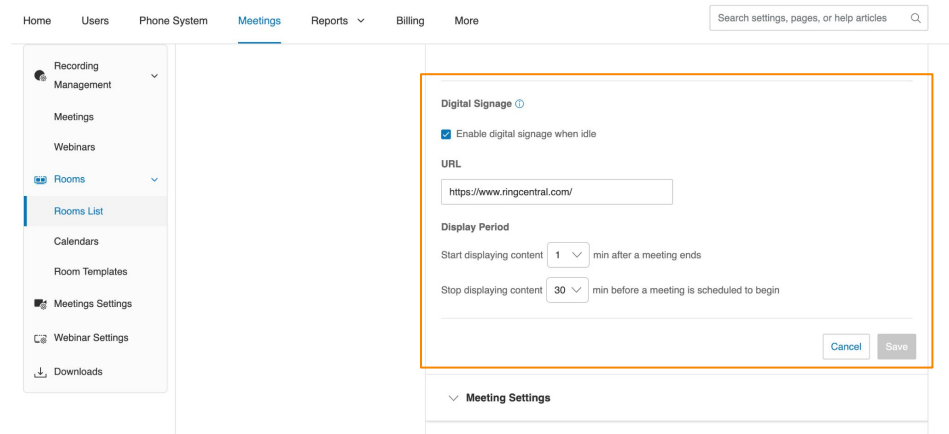
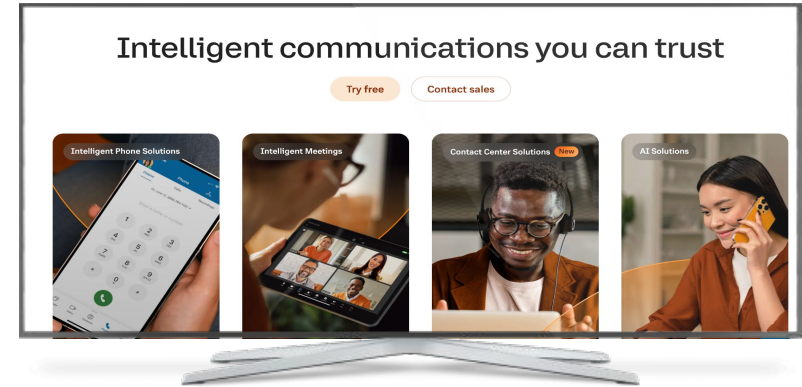
Localization changes?

- 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

<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p> <p>Link to Jira ticket</p>	<p>We made it even easier to assign a custom callerID name to your main company and site phone numbers.</p> <p><b>NOTE: Configurable company callerID name is only available for North American numbers (US/CA). Other numbers use the Company Name as the callerID name</b></p>
<p><b>What customer problem does it solve and why?</b></p> <p>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)."</p>	<p>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.</p>
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	<p>NA</p>
<p><b>Feature details &amp; availability</b></p> <p>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?</p>	<p>GA for all brands that support North American numbers All packages with calling capabilities No pricing impacts</p>

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



## 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.

Configurable company callerID name

## 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

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

Click Publish and Save when finished

**Publish & Save** ⓘ

Configurable company callerID name

## 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

General Info Company Address **Caller ID Name** Directory Assistance ×

Set an outgoing caller ID name for phone numbers assigned to the Main site ⓘ

☒ Use a custom caller ID name

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

☒ Use Main site caller ID name for all sites.

Save and Publish

### Child site

General Info Address **Caller ID Name** Directory Assistance ×

Set an outgoing caller ID name for phone numbers assigned to <site name> ⓘ

☒ Use the Main site caller ID name.

☐ Use a custom caller ID name.

Save and Publish

# 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

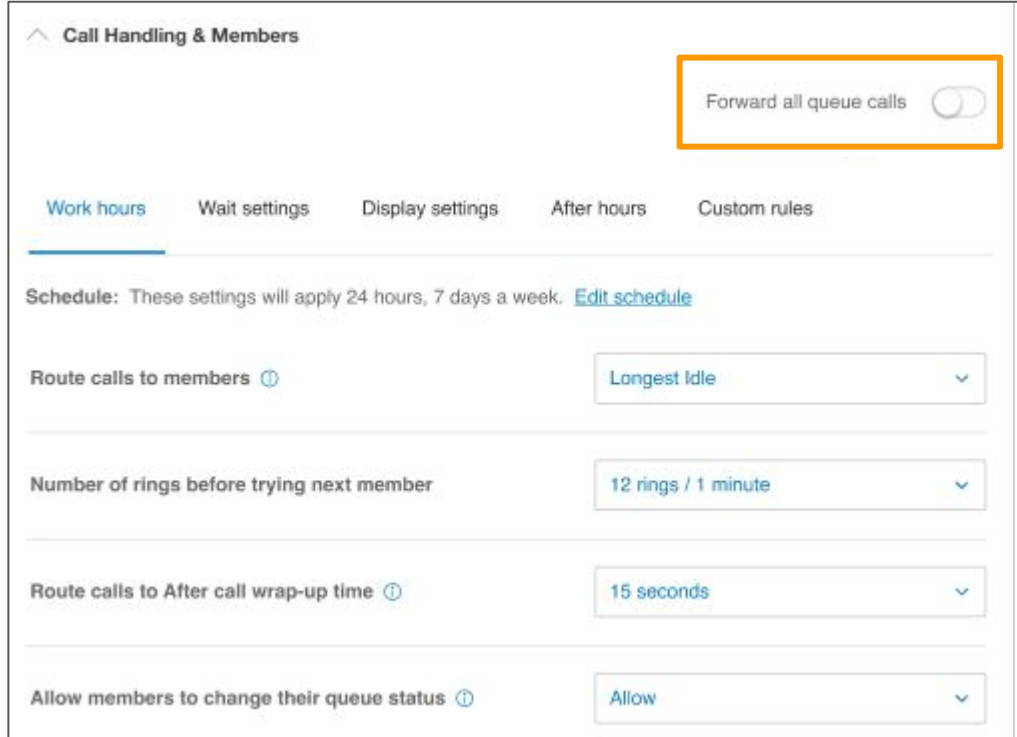
# Call Queue Forward All Calls

<b>What's new?</b> 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.
<b>What customer problem does it solve and why?</b> 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.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	NA
<b>Feature details &amp; availability</b> 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

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

# 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 Handling & Members

Forward all queue calls ☒

Work hours Wait settings Display settings After hours Custom rules

Schedule: These settings will apply 24 hours, 7 days a week. [Edit schedule](#)

Route calls to members ⓘ Longest Idle

Number of rings before trying next member 12 rings / 1 minute

Route calls to After call wrap-up time ⓘ 15 seconds

Allow members to change their queue status ⓘ Allow

# Call Queue Forward All Calls

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

Forward all queue calls - Customer Support 03

Where would you like to forward your calls?

☐ Announcement

☐ Voicemail

☒ A specific user

☐ Multiple users - call queue

[Show more options](#)

☐ Specify start and end dates

Start date and time

11/17/2023 4:00 AM

End date and time

11/17/2023 4:00 AM

(GMT-08:00) Pacific Time (US & Canada)

User extension

David Simms, Ext. 11034

[Edit](#)

Cancel

Save



# Call Queue Forward All Calls

- Calls may be forwarded based on a schedule

Forward all queue calls - Customer Support 03

Where would you like to forward your calls?

☐ Announcement

☐ Voicemail

☒ A specific user

☐ Multiple users - call queue

Show more options

User extension

David Simms, Ext. 11034

Edit

☐ Specify start and end dates

Start date and time

11/17/2023 4:00 AM

End date and time

11/17/2023 4:00 AM

(GMT-08:00) Pacific Time (US & Canada)

Cancel

Save

# Call Queue Forward All Calls

- Banners and toggles indicate when queue calls are forwarded.

The screenshot displays the 'Call Queue Management' interface for 'Customer Support 03 | Ext. 12003'. A red banner at the top indicates '1 queue forwarding all calls.' with a 'View details' link. The left sidebar shows navigation options: Overview, Messages, Call Log, Contacts, Settings (selected), and More. The main content area is titled 'Call Queue Details' and includes sections for 'Direct Numbers', 'Greetings & Hold Music', and 'Call Handling & Members'. In the 'Call Handling & Members' section, a toggle switch for 'Forward all queue calls' is turned on. Below this, a 'Schedule' section states 'These settings will apply 24 hours, 7 days a week.' with an 'Edit schedule' link. A yellow banner at the bottom shows 'Forwarding all queue calls to David Simms (Ext. 11106)' with an 'Edit' link.

1 queue forwarding all calls. [View details](#)

Customer Support 03 | Ext. 12003 Call Queue Management

Overview Messages Call Log Contacts Settings More

Customer Support 03  
Ext. 12003

Call Queue Details

Direct Numbers

Greetings & Hold Music

Call Handling & Members

Forward all queue calls ☒

Work hours Wait settings Display settings After hours Custom rules

Schedule: These settings will apply 24 hours, 7 days a week. [Edit schedule](#)

Forwarding all queue calls to David Simms (Ext. 11106) [Edit](#)

# Call Queue Forward All Calls

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

**Home Sales (Ext. 14)**

**Call Queue Details**

General Settings

Extension Number: 14

Record Group Name: Home Sales (Default)

Group Name: Home Sales

Company Name:

Contact Phone:

Publish in Company Directory

Status: Enabled

Managers: Full Access: 2, Messages: 1

Call Queue PIN: Change Call Queue PIN

Include Call Queue in Company Directory

**Edit Managers**

Select Managers

Select desired managers and assign each on a permission type "Full Access", "Member Management", or "Messages". At least one manager must be assigned "Full Access".

alice Sites

Show All | Show Selected (4)

Name	Ext.	Site	Permission
Alice Smith	346	Company	Full Access

Full Access

Member Management

Messages

Member Management w/ Forwarding

Messages w/ Forwarding

Forwarding Only

# Call Queue Forward All Calls

- Administrators can forward queue calls from the Admin Portal.

The screenshot displays the 'Call Queues' management interface in the RingCentral Admin Portal. The sidebar on the left contains navigation links: Company Info, Phone Numbers, Auto Receptionist, Groups, Call Queues (selected), Paging Only, Shared Lines, Delegated Lines, Park Locations, Call Pickup, Others, Phones & Devices, and Emergency Calling. The main content area is titled 'Groups » Call Queues' and includes a search bar, a 'Sites' dropdown, and a '+ New Call Queue' button. Below these are links for 'Show All' and 'Show queues forwarding all calls (0)'. A table lists the call queues, with columns for Status, Name, Site, Ext., Msg., Members Availability, and Forward all queue calls. The 'Forward all queue calls' column contains toggle switches, and a yellow callout box explains their function: 'During a holiday or in the case of an emergency, override the queue's normal call handling by forwarding all calls to another number, extension, voicemail, or special announcement.'

	Status	Name	Site	Ext.	Msg.	Members Availability	Forward all queue calls
<input type="checkbox"/>	✓	<a href="#">Customer Support 01</a>	Company	12003	0 / 36	3 / 8	<input type="checkbox"/>
<input type="checkbox"/>	✓	<a href="#">Customer Support 01</a>	Company	12003	0 / 36	3 / 8	<input type="checkbox"/>
<input type="checkbox"/>	✓	<a href="#">Customer Support 01</a>	Company	12003	0 / 36	3 / 8	<input type="checkbox"/>
<input type="checkbox"/>	✓	<a href="#">Customer Support 01</a>	Company	12003	0 / 36	3 / 8	<input type="checkbox"/>
<input type="checkbox"/>	✓	<a href="#">Customer Support 01</a>	Company	12003	0 / 36	3 / 8	<input type="checkbox"/>
<input type="checkbox"/>	✓	<a href="#">Customer Support 01</a>	Company	12003	0 / 36	3 / 8	<input type="checkbox"/>
<input type="checkbox"/>	✓	<a href="#">Customer Support 01</a>	Company	12003	0 / 36	3 / 8	<input type="checkbox"/>

# 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

The screenshot shows the RingCentral Admin console interface. The left sidebar contains navigation options: Service Console, Audit Trail, Service Status, Account Settings (selected), Appearance, Archiver Settings, Directory Integration, Multi-Site Settings, Microsoft Teams (highlighted), Security and Compliance, and Apps and Resources. The main content area is titled 'Account Settings > Microsoft Teams' and has two tabs: 'Presence sync' (active) and 'Embedded app'. It guides the user through two steps: connecting a Microsoft 365 account and syncing presence status. Below the steps, it shows a summary: '8 RingCentral users: 8 synced, 0 not synced'. A search bar and a table of users are provided. The table lists 8 users, all with a 'Synced' status. At the bottom, there is a pagination control showing 'Total: 8', 'Show: 10', and page numbers '< 1 2 >'.

Home Users Phone System Meetings Reports Billing More

Service Console

Audit Trail

Service Status

Account Settings

Appearance

Archiver Settings

Directory Integration

Multi-Site Settings

Microsoft Teams

Security and Compliance

Apps and Resources

Account Settings > Microsoft Teams

Presence sync Embedded app

Step 1: Connect your Microsoft 365 account

- You've signed in as GenieSW@ty5r6j.onmicrosoft.com
- You authorized RingCentral to update the presence status of your Microsoft Teams users.

Revoke

Step 2: Sync presence status

- All users that synced successfully show the same presence status in RingCentral and Microsoft Teams. Did we miss anyone? Ensure all users use the same email address for signing in to RingCentral and Microsoft Teams. Then try again.

Undo sync

8 RingCentral users: 8 synced, 0 not synced

Search user

All status

Status	RingCentral Name	RingCentral Email
Synced	Julia Jane	julia.jane@teams.onmicrosoft.com
Synced	Sebastian Flyte	sebastian.flyte@teams.onmicrosoft.com
Synced	Sebastian Flyte	sebastian.flyte@teams.onmicrosoft.com
Synced	Annette Black	annette.black@teams.onmicrosoft.com
Synced	Jenny Wilson	jenny.wilson@teams.onmicrosoft.com
Synced	Theresa Webb	theresa.webb@teams.onmicrosoft.com
Synced	Jerome Bell	jerome.bell@teams.onmicrosoft.com
Synced	Albert Flores	albert.flores@teams.onmicrosoft.com

Total: 8

Show: 10 < 1 2 >

# Hardware





# Multi-user Devices | Limited Ext and Country Expansion

<b>What's new?</b> A high-level one line description of what the feature is, and what it offers.	<p>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.</p> <p>Supported devices for assisted provisioning: Audiocodes <i>MP504/4S, MP508/8S, MP124</i></p>
<b>What customer problem does it solve and why?</b> 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)."	
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	
<b>Feature details &amp; availability</b> 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.	<p><b>First GA:</b> 24.1 <b>RC Direct Brands:</b> All brands <b>Scope:</b> O@H 2.0 <b>Billing:</b> Use Office DLs (LC_DL-UNL_50) to register as a port in the Multi-user device (1 DL per port) <b>Limitations:</b> Voice and Fax support only.</p>

FAQ – what could go wrong, what changes might affect users and their workflow?

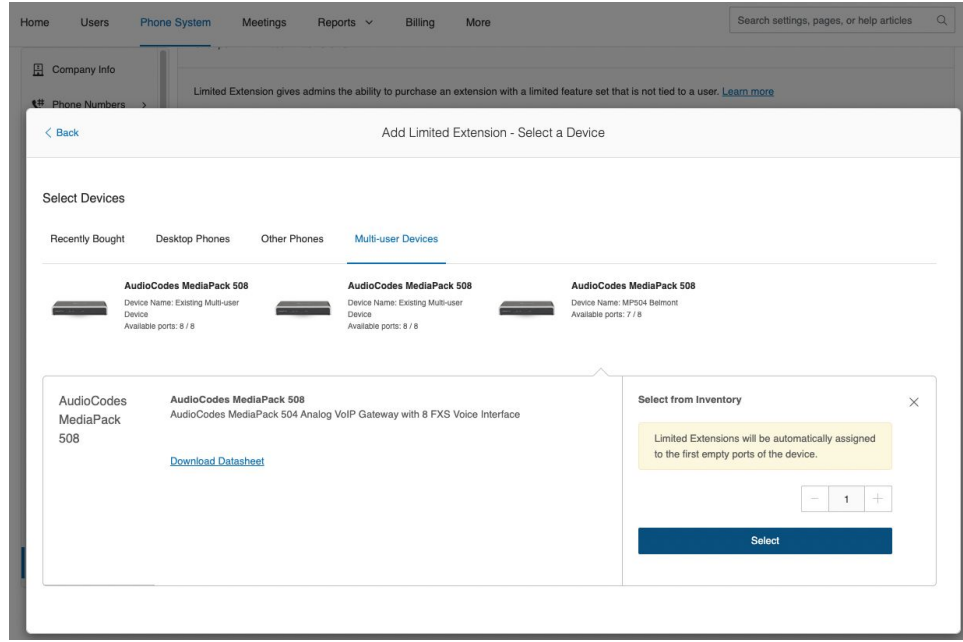
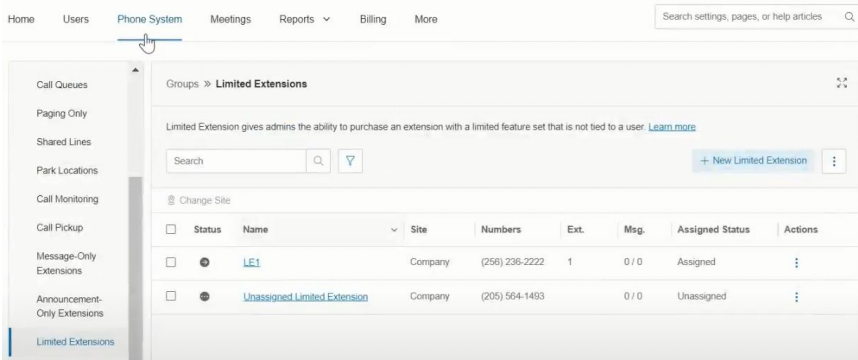
[Multi-user Devices | Zero Touch, Limited Extensions and Country Expansion]

# 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.

The screenshot displays the 'Add Multi-user Devices' workflow in the RingCentral interface. The top navigation bar includes links for Home, Users, Phone System (active), Meetings, Reports, Billing, and More. The workflow progress bar shows four steps: 1. Select Location (active), 2. Select Devices, 3. Add Shipping Info, and 4. Confirm.

The 'Select Location' step is active, showing a 'Select a Location' heading and a 'Select Country' dropdown menu. The dropdown menu is open, displaying a search bar and two sections of countries:

- Domestic countries:**
  - Canada
  - Puerto Rico
  - United States
- Agent supported countries:**
  - Australia
  - Germany
  - United Kingdom

The bottom of the screen shows a sidebar with links for Communication, Phone, Paging, Share, and Multi-User Devices. The RingCentral logo is visible in the bottom right corner.

# 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

<p><b>What's new?</b></p> <p>A high-level one line description of what the feature is, and what it offers.</p> <p>Link to Jira ticket</p>	<p>Phone firmware upgrades now follow a quarterly schedule, making it easier for IT administrators to plan around rollout events.</p> <p>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.</p> <p>New firmware availability will be communicated via a new Phone Firmware section in the Release Notes.</p>
<p><b>What customer problem does it solve and why?</b></p> <p>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)."</p>	<p>Prior to this process, firmware updates took place at random times throughout the year.</p>
<p><b>Who else has it?</b></p> <p>Which competitors have this or similar? How is our solution different?</p>	
<p><b>Feature details &amp; availability</b></p> <p>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.</p>	<p>GA for all RC &amp; Partner brands All packages with calling capabilities No pricing impacts</p>

\*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.
- 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

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

The screenshot shows the RingCentral website's 'Release Notes > Phone Firmware' page. The header includes the RingCentral logo, a tagline 'Access, service, and grow your account from here.', a US flag, a search bar, and a 'Contact us' link. The main content area is titled 'RELEASE NOTES RingCentral Phone Firmware' and includes a sub-header 'Q4 2023 RELEASES'. Below this, it states 'Release Dates: Q4 2023' and provides instructions to refer to tables for release notes for specific phone models. A table titled 'Admin' lists two Cisco models (6821 and 6861) with their firmware version (12.0.1), release notes links (6800 12.0.1 Release Notes), and rollout dates (Oct 16, 2023 to Oct 30, 2023). On the right side of the page, there is an 'ARCHIVE' section with a 'Current' link.

RingCentral Access, service, and grow your account from here. Search Contact us

Release Notes > Phone Firmware

RELEASE NOTES

## RingCentral Phone Firmware

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

**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	<a href="#">6800 12.0.1 Release Notes</a>	Oct 16, 2023	Oct 30, 2023
Cisco	6861	12.0.1	<a href="#">6800 12.0.1 Release Notes</a>	Oct 16, 2023	Oct 30, 2023

ARCHIVE | [Current](#)



# 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	<b>March</b> , 1st Monday ( <b>3/4/24</b> )	~2 weeks after start
n.2.0 (eg 24.2)	mid-April	<b>June</b> , 1st Monday ( <b>6/3/24</b> )	~2 weeks after start
n.3.0 (eg 24.3)	mid-July	<b>September</b> , 1st Monday ( <b>9/2/24</b> )	~2 weeks after start
n.4.0 (eg 24.4)	mid-Oct	<b>November</b> , 4th Monday ( <b>11/25/24</b> )	~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

<b>What's new?</b> 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: <ul style="list-style-type: none"><li>Cisco SPA series models</li><li>Yealink T4xU, T5xW, W60P, W69P</li></ul>
<b>What customer problem does it solve and why?</b> 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.
<b>Who else has it?</b> Which competitors have this or similar? How is our solution different?	NA
<b>Feature details &amp; availability</b> 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: <ul style="list-style-type: none"><li>How to enable, configure, use the feature. Screenshots.</li><li>FAQ – what could go wrong, what changes might affect users and their workflow?</li><li>Localization changes?</li></ul>	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	<a href="#">SPA122 1.4.1 Release Notes</a>	Mar 4, 2024	Mar 18, 2024

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

# Yealink Phones

Vendor	Model	Firmware version	Release Notes	Start firmware rollout *	End firmware rollout *
Yealink	W60P	77.85.25.4 (W60B - base station)	<a href="#">Yealink DECT v85 Release Notes</a>	Mar 4, 2024	Mar 18, 2024
Yealink	W69P	77.85.25.4 (W60B - base station)	<a href="#">Yealink DECT v85 Release Notes</a>	Mar 4, 2024	Mar 18, 2024
Yealink	CP930W	77.85.25.4 (W60B - base station)	<a href="#">Yealink DECT v85 Release Notes</a>	Mar 4, 2024	Mar 18, 2024
Yealink	T42S	66.86.25.5	<a href="#">Release notes</a>	Mar 4, 2024	Mar 4, 2024
Yealink	T46S	66.86.25.5	<a href="#">Release notes</a>	Mar 4, 2024	Mar 4, 2024
Yealink	T48S	66.86.25.5	<a href="#">Release notes</a>	Mar 4, 2024	Mar 4, 2024

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

# Yealink Phones

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).

## **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. RC 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.

# Thank you.

