

What's In Deck 24.4 AT&T Office@Hand

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24.4 Deployment Schedule - AT&T Office@Hand

Item	Release	Dates	Status	Comments
Admin, New Licenses, New Hardphones	24.4	11/22		
Office@Hand Mobile App	24.4.20	tbd		Handoff tbd
Office@Hand Desktop/Web App	24.4	12/3		

Desktop/Web Apps

Feature: Mute SMS conversation

What's new

- Ability to mute SMS conversation threads similar to muting functionality offered in Messaging today

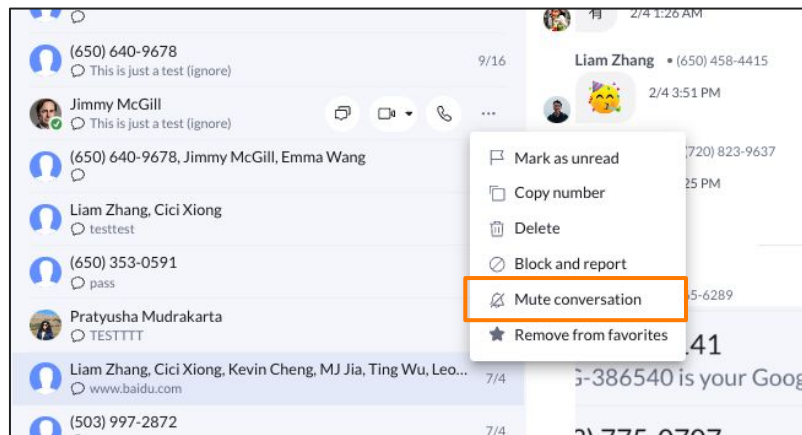
What problem does it solve

- Distraction of SMS conversation threads that user doesn't want to be bothered by

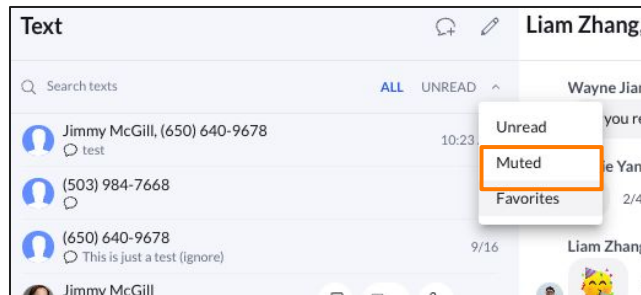
Rollout plan

- 24.4.20

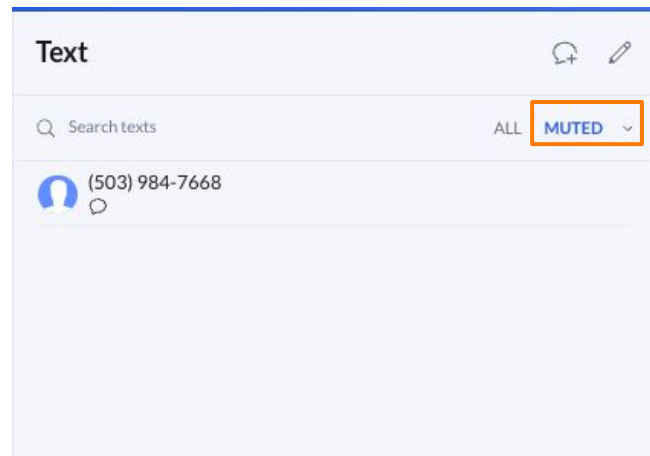
Feature: Mute SMS conversation



Mute / Unmute
conversation.



Show only muted conversation using
existing filter pattern



Feature: Favorite SMS conversation

What's new

- Ability to favorite SMS conversation threads similar to favoriting functionality offered in Messaging

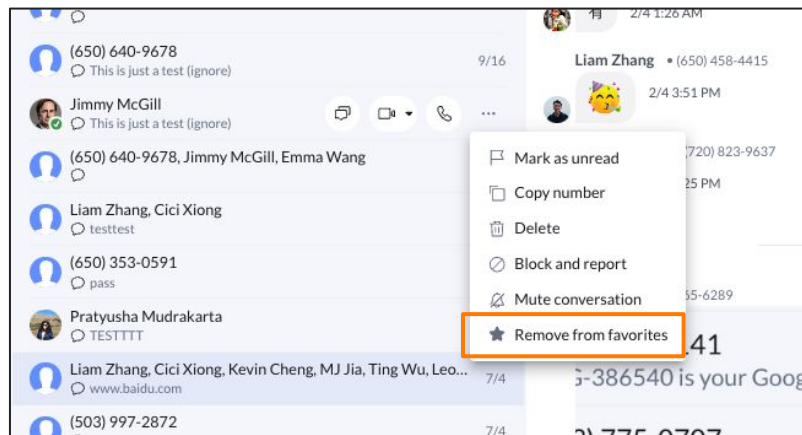
What problem does it solve

- Difficulty finding highest priority SMS conversation threads

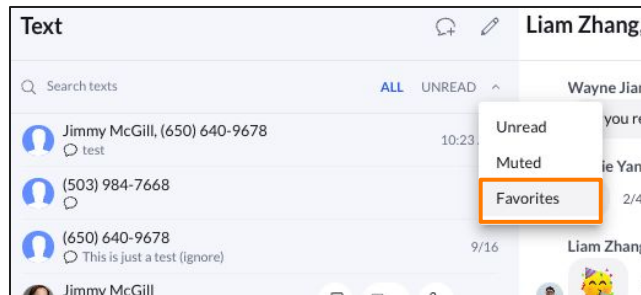
Rollout plan

- 24.4.20

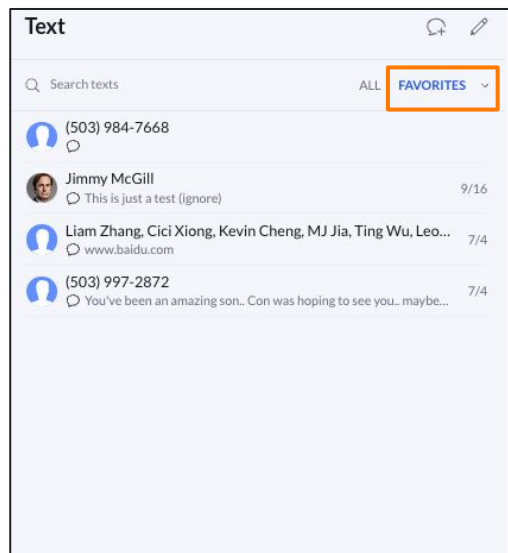
Feature: Favorite SMS conversation



Add / remove to favorites from list of quick actions.



Show only favorites conversations using existing filter pattern



Feature: Change name of group MMS conversation

What's new

- Ability to rename a group MMS conversation

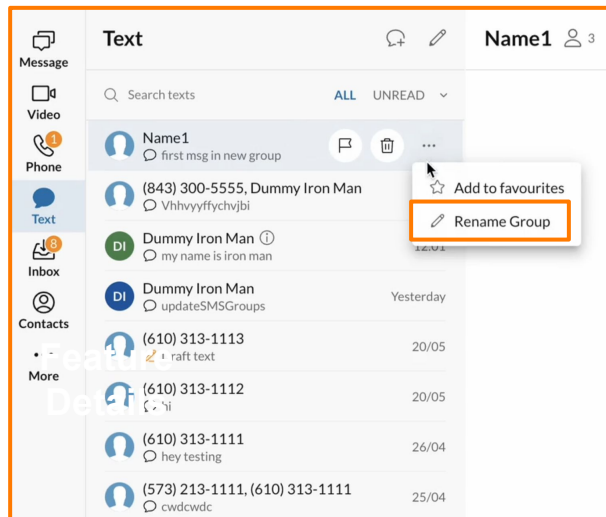
What problem does it solve

- Hard to identify SMS groups, closing a gap users have become accustomed to from native phone messaging apps (iOS, Android)

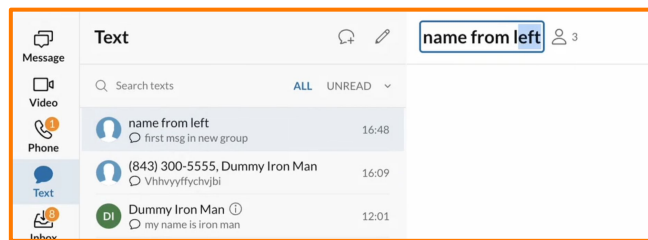
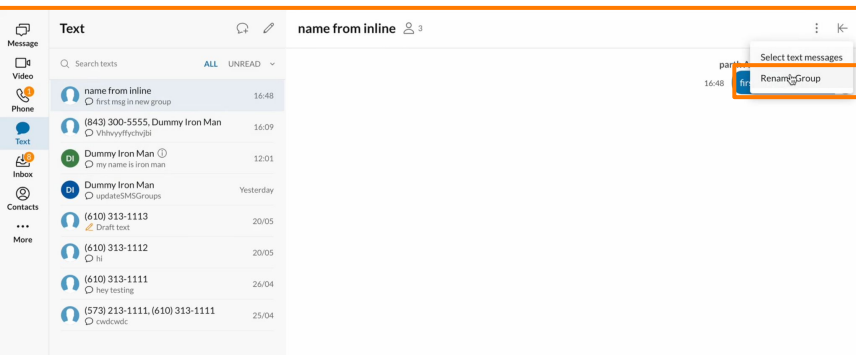
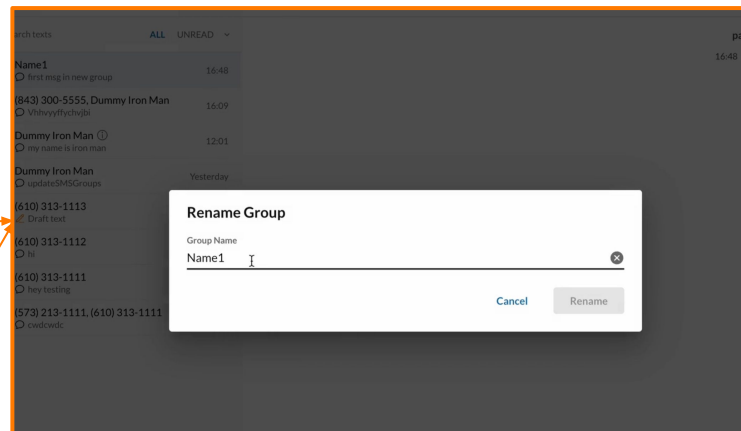
Rollout plan

- 24.4.20

Feature: Change name of group SMS conversation



Two entry points that take you to the rename group window



As well as a third option to edit group name directly in header

Feature: Change name of group SMS conversation

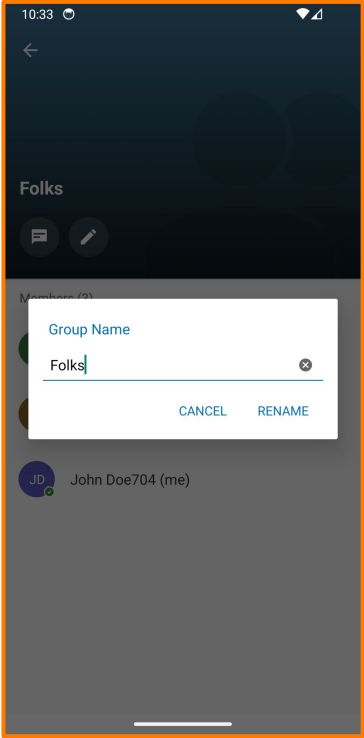
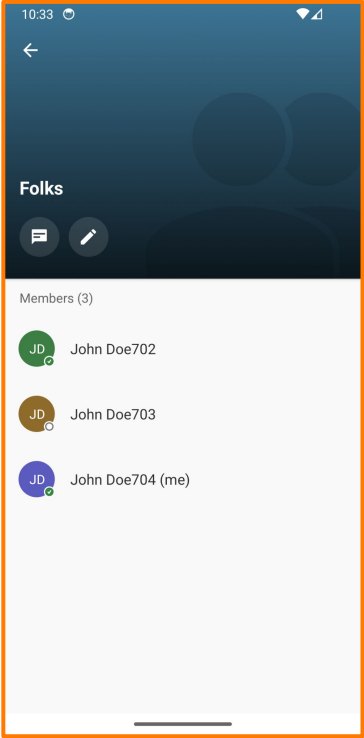
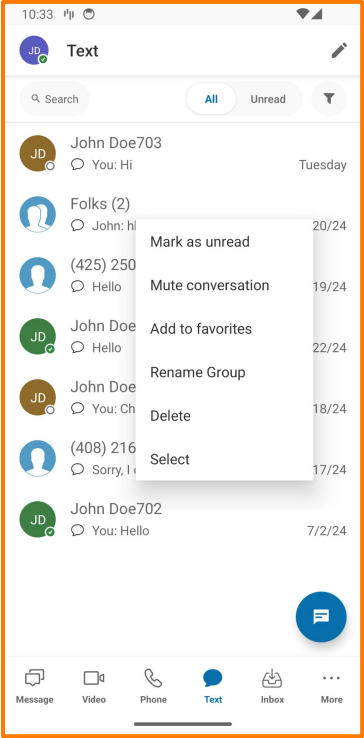
The screenshot shows a 'New text' dialog box. At the top, it says 'Text from (205) 378-1268'. Below that, the 'To' field contains two contacts: 'Dummy Iron Man' and 'John Doe'. A checkbox labeled 'Create group text' is checked. Below this, there is a field for 'Group Name' with the placeholder text 'Optional'. At the bottom right, there are 'Cancel' and 'Next' buttons.

Opportunity to add group name inside create group sms flow

The screenshot shows a 'New text' dialog box. At the top, it says 'Text from (205) 378-1268'. Below that, the 'To' field contains two contacts: 'Dummy Iron Man' and 'John Doe'. A checkbox labeled 'Create group text' is unchecked. Below this, there is a 'Send text message' button. At the bottom right, there are 'Cancel' and 'Send' buttons.

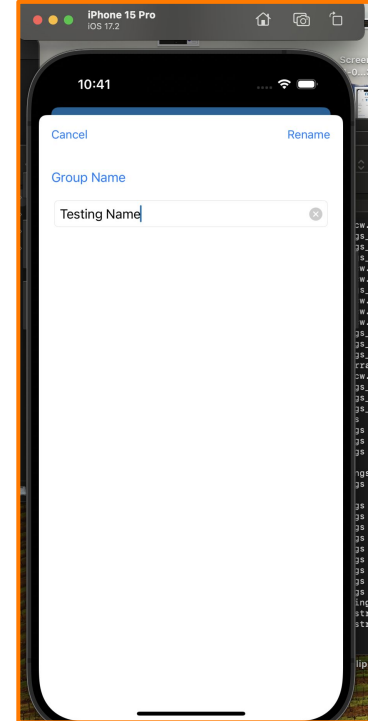
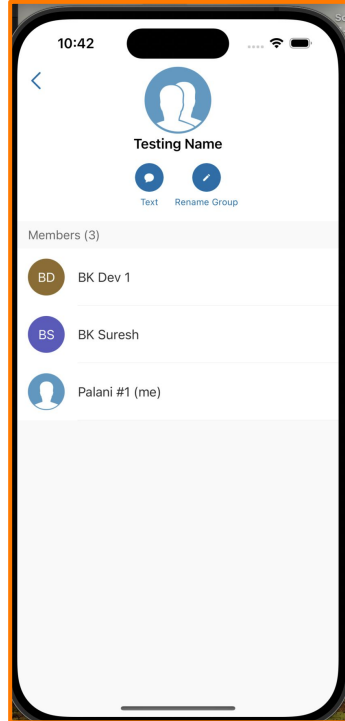
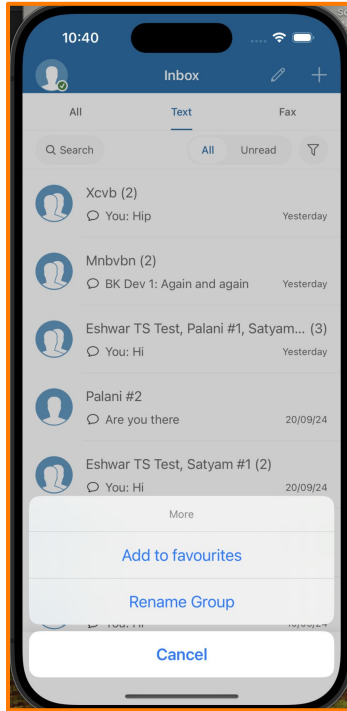
Hidden when not sending group text

Feature: Change name of group SMS conversation



Android

Feature: Change name of group SMS conversation



iOS

Feature: New voicemail setting entry point

What's new

- Add "Voicemail settings" entry point directly in the UI where user access Voicemail (avoid digging around for this setting)

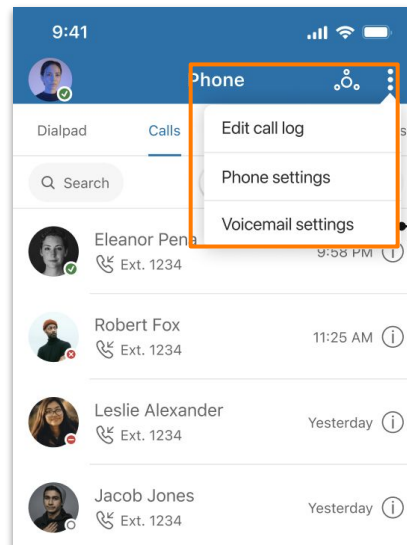
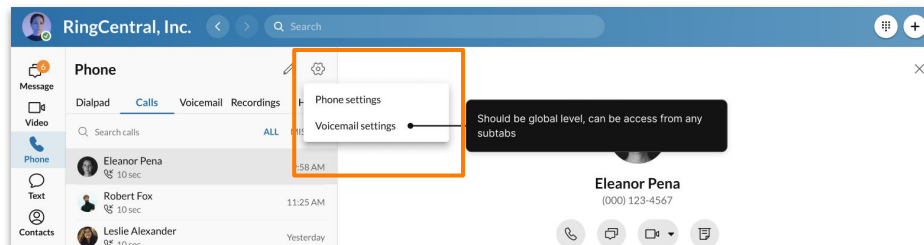
What problem does it solve

- Friction created when user tries to get to voicemail settings

Rollout plan

- 24.4.20

Feature: New voicemail setting entry point



Feature: New entry to create a new contact in Desktop app

What's new

- Quick entry point to create new contact / add number to existing contact when number in dialpad doesn't match any current contacts

What problem does it solve



- Improved usability to quickly add new contact while entering number into dialpad
- Closes feature gap with Mobile app

Rollout plan

- 24.4.20


New entry to create a new contact in Desktop app

How it works


Phone  

Dialpad Calls Recordings HUD

My caller ID: (555) 234-5678 ▼

(555) 12-3456 


[Add number](#)


 **Dial:**
(555) 12-3456

Create new contact

Add to existing

Create new contact


 **CT**

First name  **Last name**


Company **Title**

Enter company Enter title



Email

Enter email address 

Phone number **Label**

+1555123456 Mobile 

Source

 RingCentral (default) 

[Expand](#) [Cancel](#) [Save](#)

Feature: Download faxes from bulk editing view

What's new

- Ability to bulk download faxes while in the bulk editing view

What problem does it solve

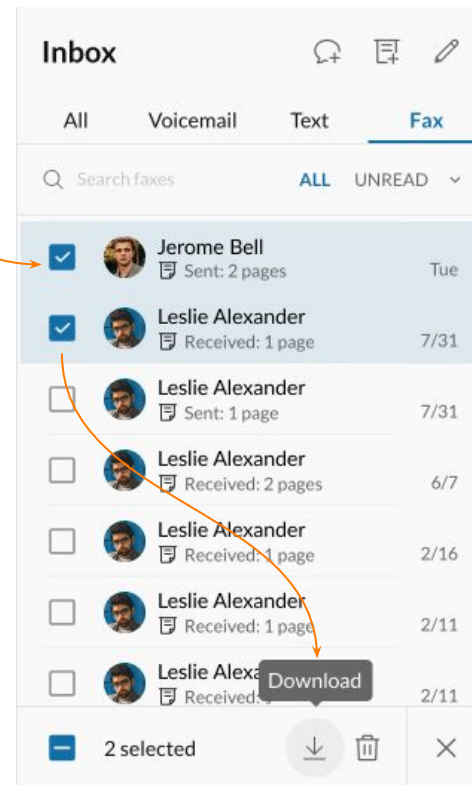
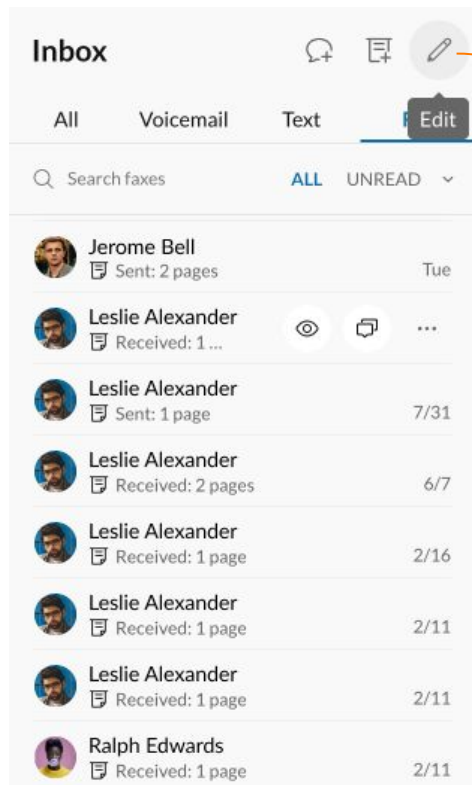
- Cumbersome process of downloading faxes one by one

Rollout plan

- 24.4

Download faxes from bulk editing view

How it works



Feature: Audio and Video Messaging (GA)

What's new

- Now you can send audio and video messages to your contacts. Easily record and send an audio or video message to save time and add context to your conversations.

What problem does it solve

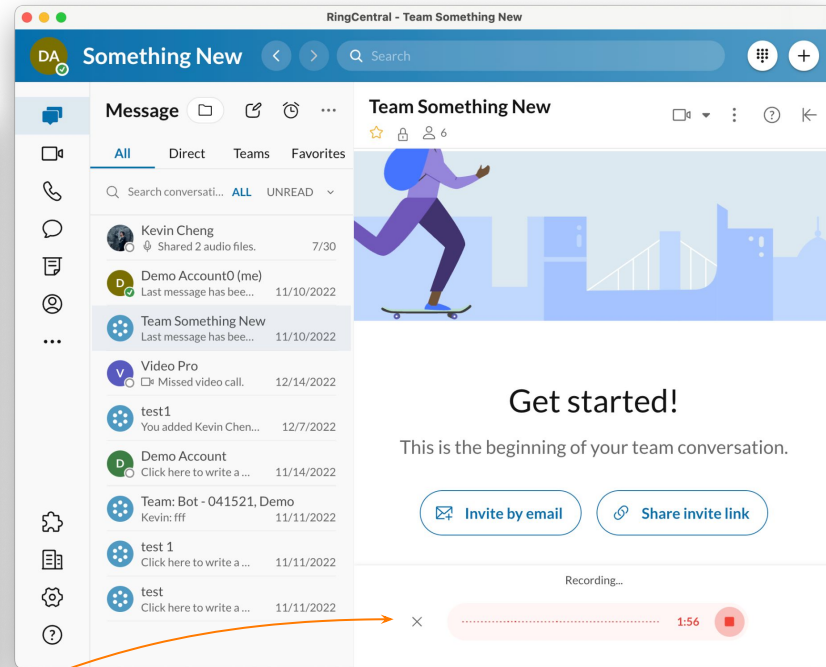
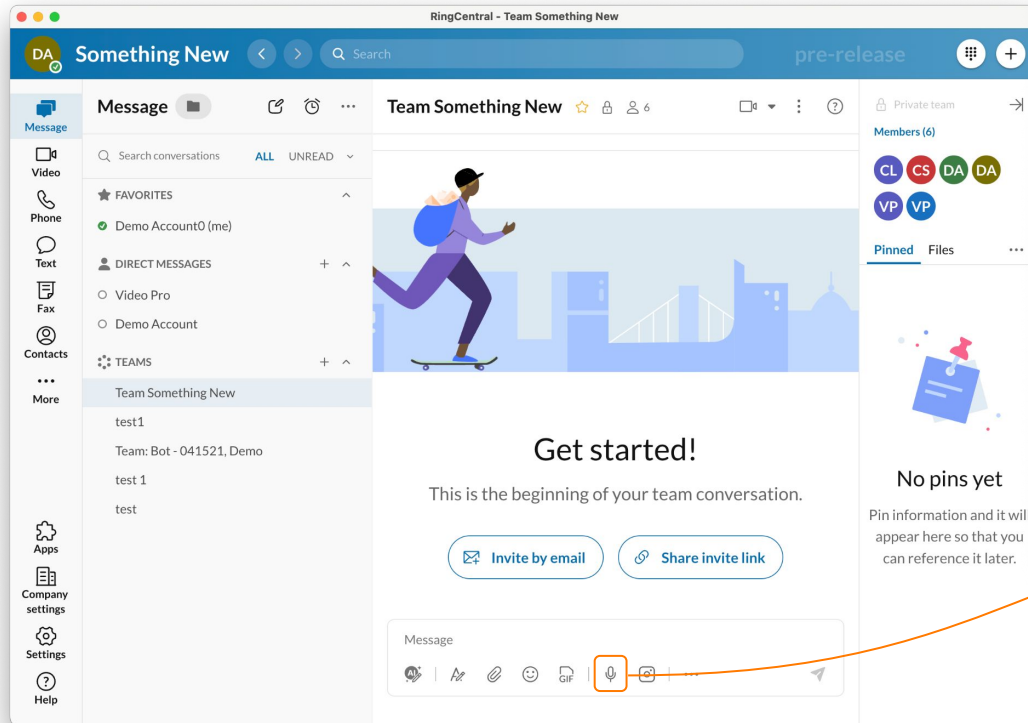
- Existing messaging feature offers no way to send a video or audio messages like most competitors, it is not hard to do using existing OS level features like audio recording, video record using cam/mic.
- Supported by key competitors: Slack, MS Teams, Zoom Chat

Rollout plan

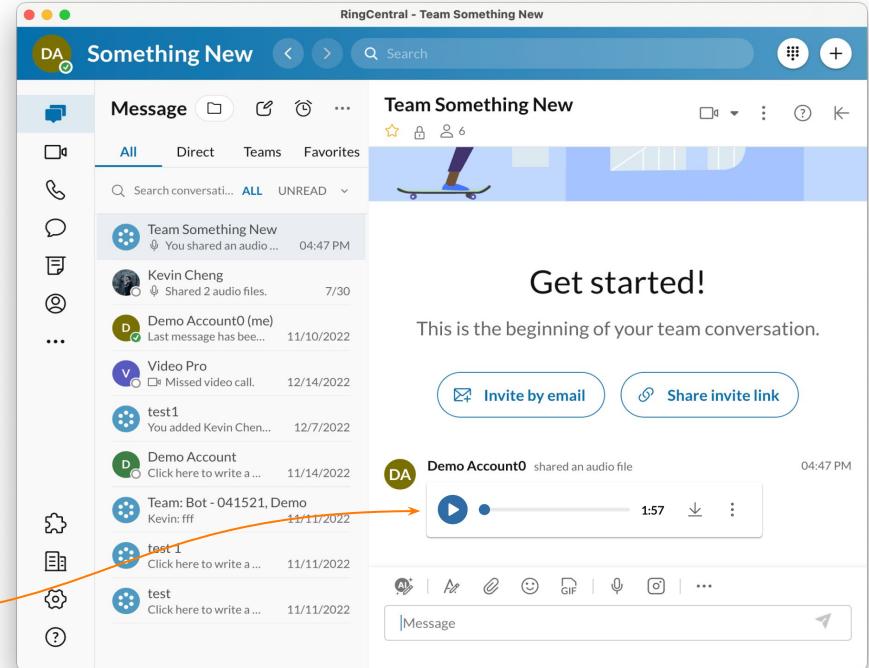
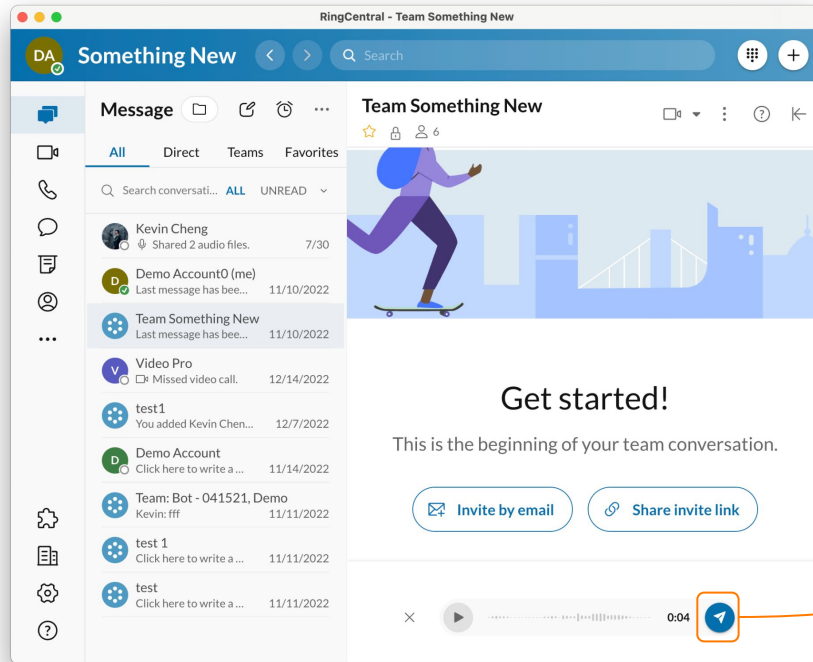
- **24.4.20**

Audio messaging - Desktop

How it works - Record audio message



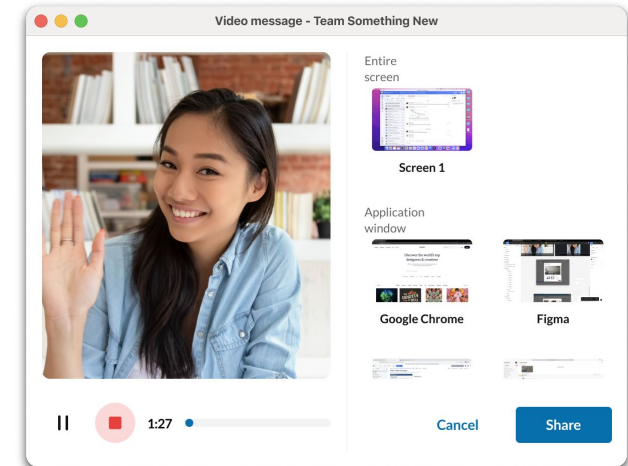
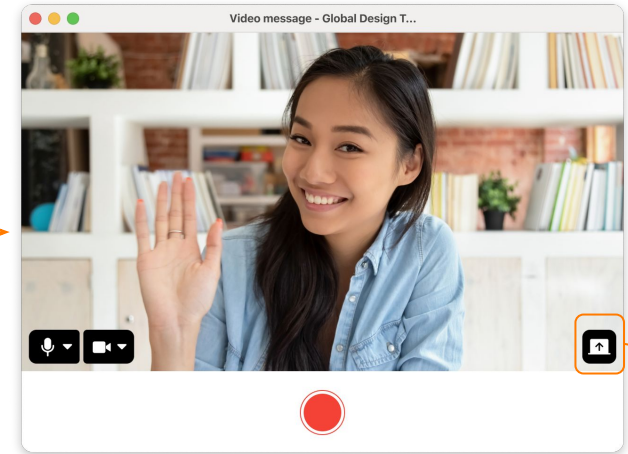
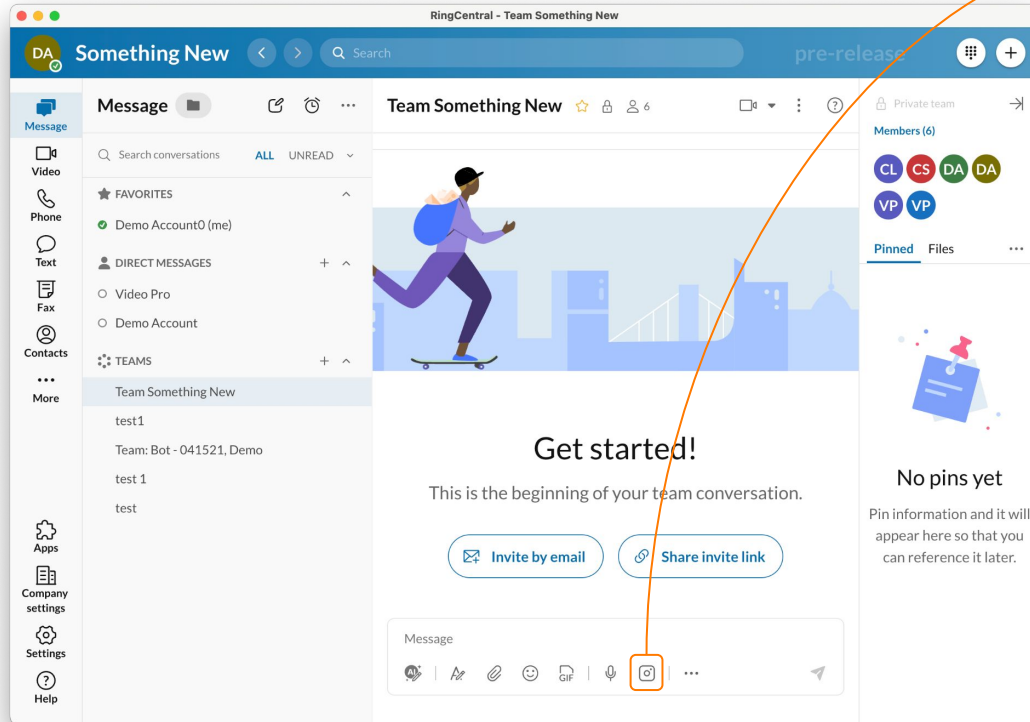
How it works - Send audio message



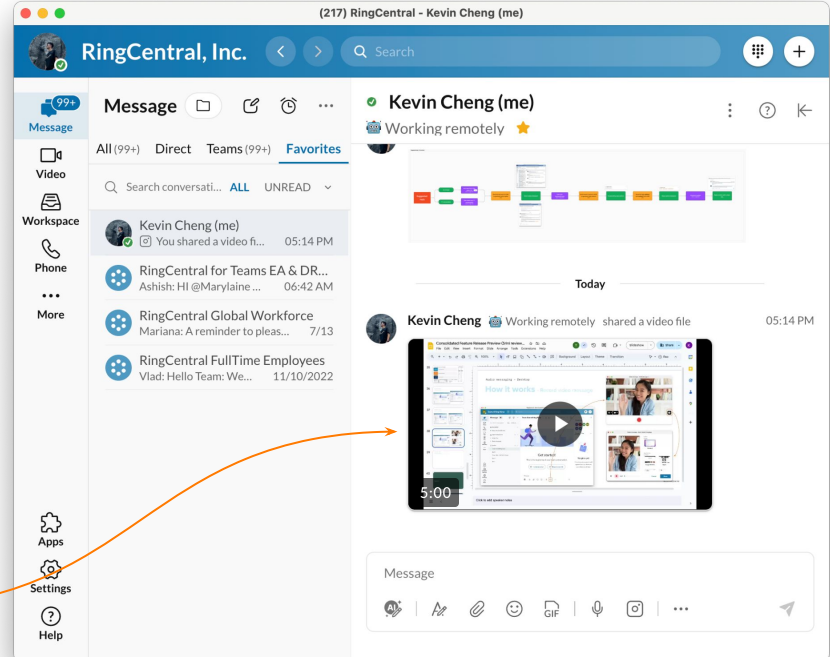
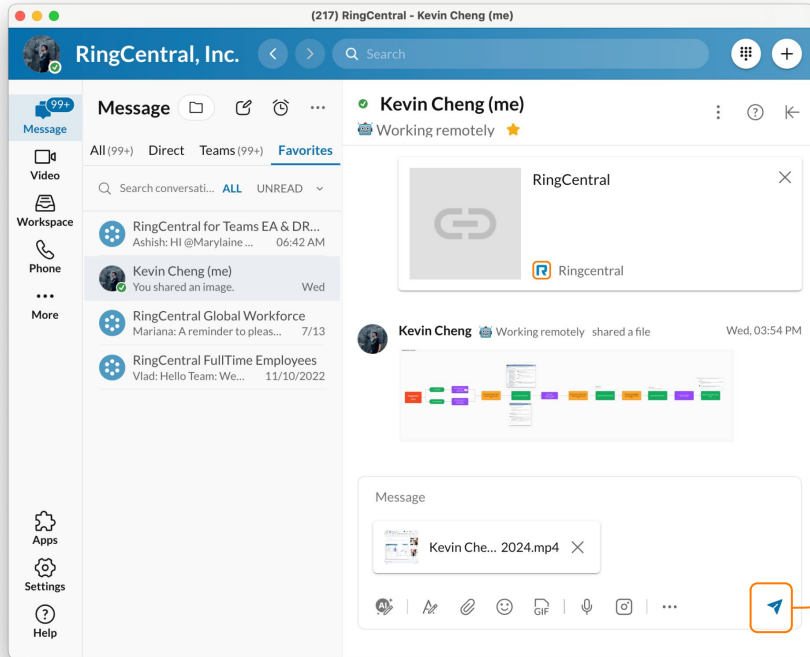
Video messaging - Desktop

How it works -

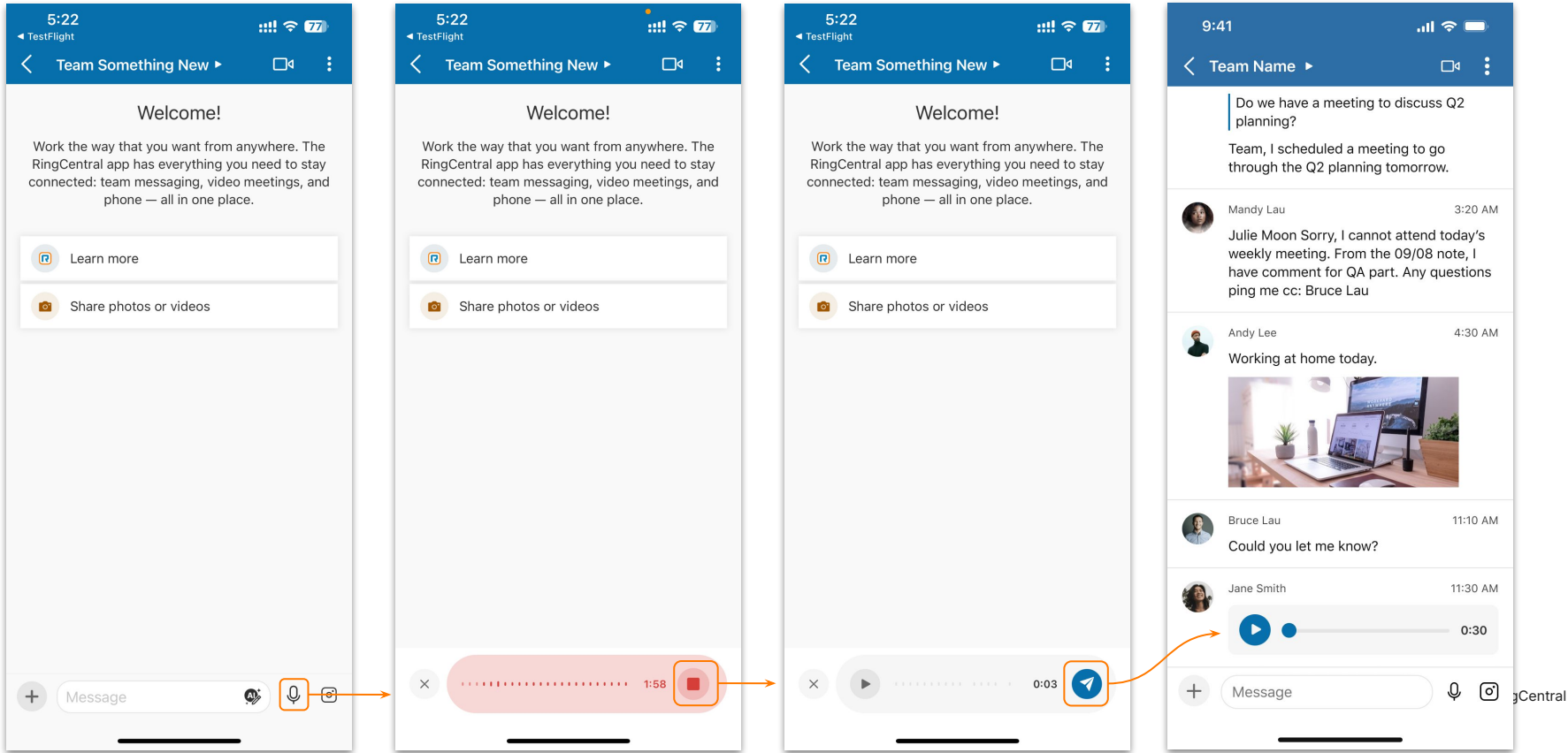
Record video message and share screen



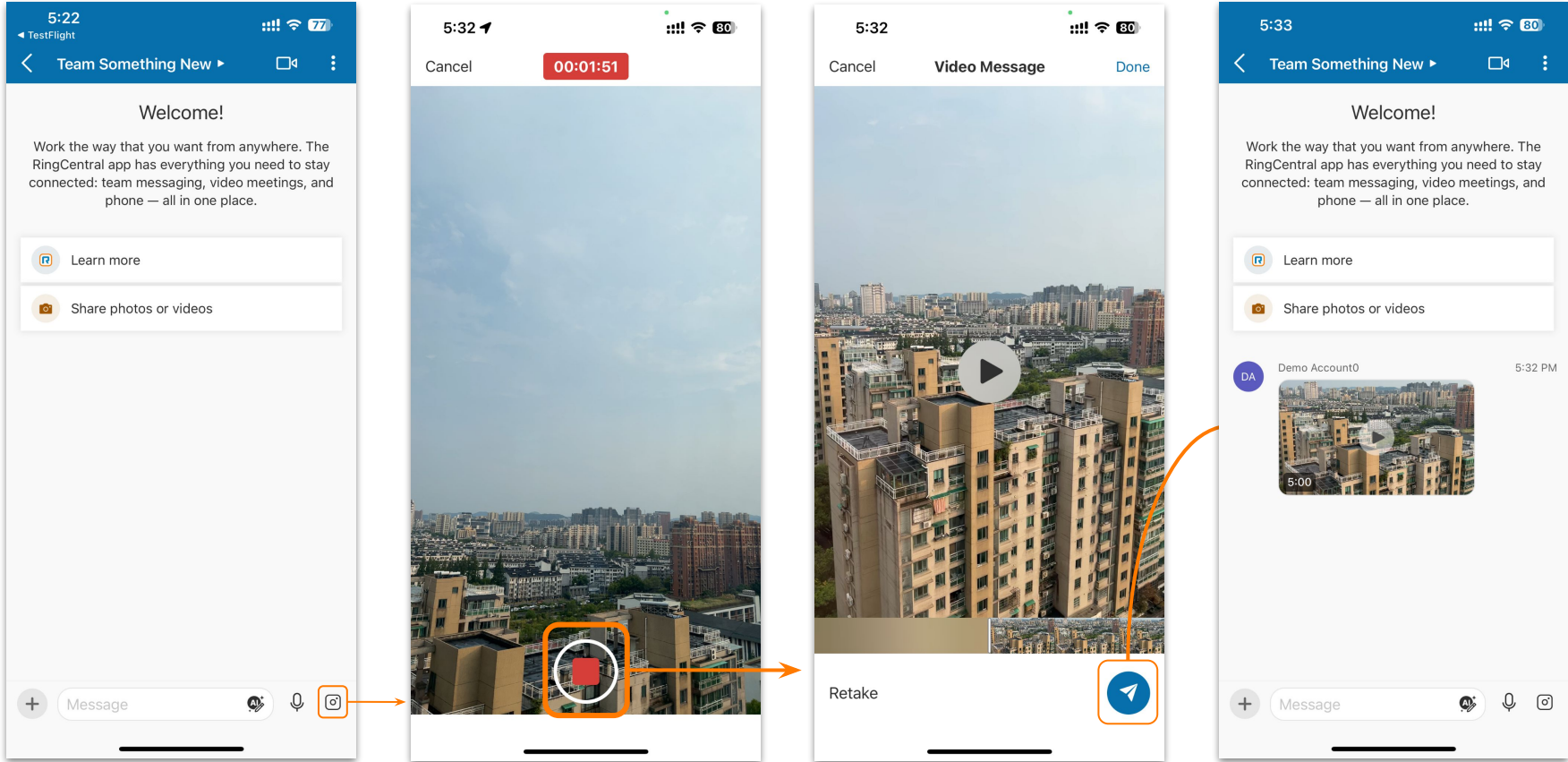
How it works - Send video message



How it works



How it works



Known Limitations

- **On Web app, Safari and Firefox are not supported regarding this feature.**

Feature: Closed captions and live transcription during phone calls

What's new

During a phone call in the Unified app, you can turn on closed captions and live transcription.

What problem does it solve

Closed captions and live transcripts can improve accessibility for your call, and help you catch up with anything you may have missed.

Rollout plan

- November 2024 (Desktop and Mobile)
- Premium/Enterprise packages only
- O@H 2.0 only

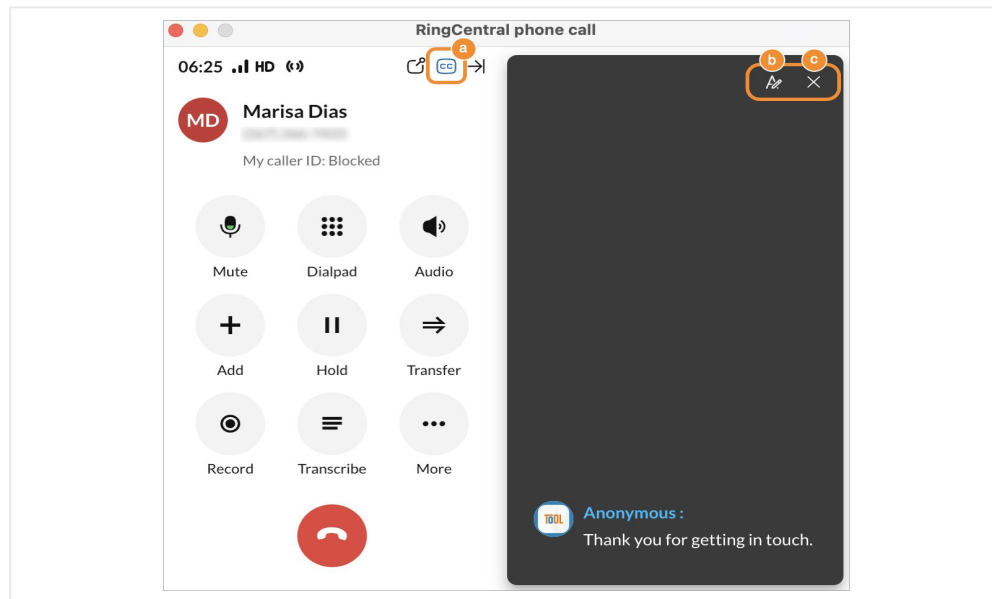
Feature: Closed captions and live transcription during phone calls

How to use closed captions during a phone call

During a phone call in the Unified app, you can turn on closed captions by clicking the **Turn on closed captions** icon (a) at the top right of the call window.

A panel will appear to the right, showing scrolling captions of what's being said on the call. Click the **Font size** icon (b) to make the text small, medium, or large.

To turn off closed captions, click the **Close** icon (c) at the top right of the caption panel, or click the **closed captions** icon (a) again.

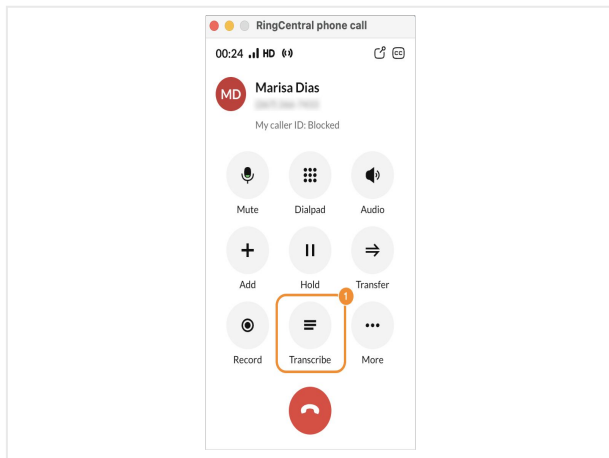


Feature: Closed captions and live transcription during phone calls

How to use live transcription during a phone call

1. During a phone call in the RingCentral desktop and web app, you can turn on live transcription.

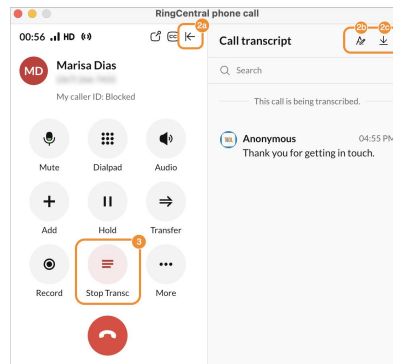
Click **Transcribe** on the dialpad.



2. The Call transcript will appear to the right, and a prerecorded voice will notify all parties on the call that transcription is on.

- a. Click the arrow at the top of the dialpad to show or hide the transcript window.
- b. Click the **Font size** icon to adjust the size of the transcript text.
- c. Click the **Download** icon to download a copy of the transcript so far.

3. To stop transcribing the call, click the **Stop Transc** button on the dialpad.



Admin & Core

Feature: Bulk delete unassigned extensions

What's new

Bulk delete unassigned extensions in SW

What problem does it solve

- Currently we only have single delete action for unassigned extensions. If the admin wants to delete obsolete unassigned extensions, he needs to go through the extensions one by one. The manual process is exceedingly cumbersome for bulk deletes.

Rollout plan

- GA in 24.4
- O@H 2.0
- All brands

How it works

- Customers could select multiple unassigned extensions in UI and delete them via bulk delete operation.
- The max number for bulk delete operation is 25.

User List » **Unassigned Extensions**

Search

☒ **Delete**

<input checked="" type="checkbox"/>	Name	Serial No.	Number	Actions
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1252	⋮
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1377	⋮
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1093	⋮
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1828	⋮
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1308	⋮
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1514	⋮
<input checked="" type="checkbox"/>	Ext. with Avaya IX Conference Phone B199		(205) 624-1802	⋮

Feature: *Assign CNAM to specific phone numbers*

What's new

- Today, CNAM can only be assigned to all numbers on a per-Site basis.
- The goal of this feature is to allow customers to set CNAM on a per-number basis.

What problem does it solve

- Contact center customers often have different business identities, so they need the ability to set CNAM on a per number basis. As an Admin, I need the ability to assign CNAM per number, so I can override company/site CNAM.

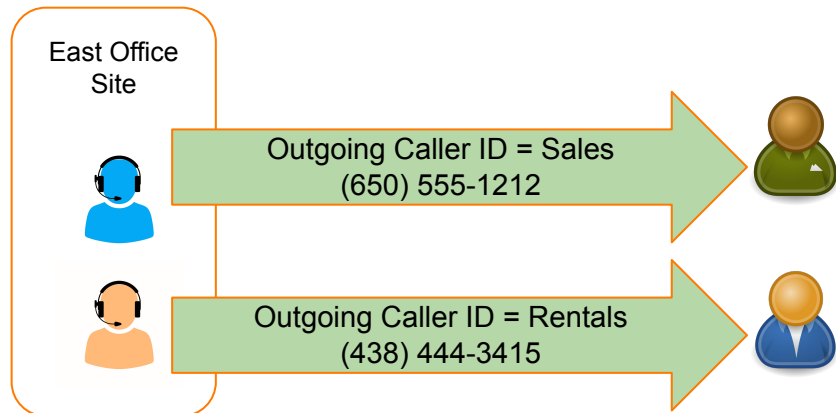
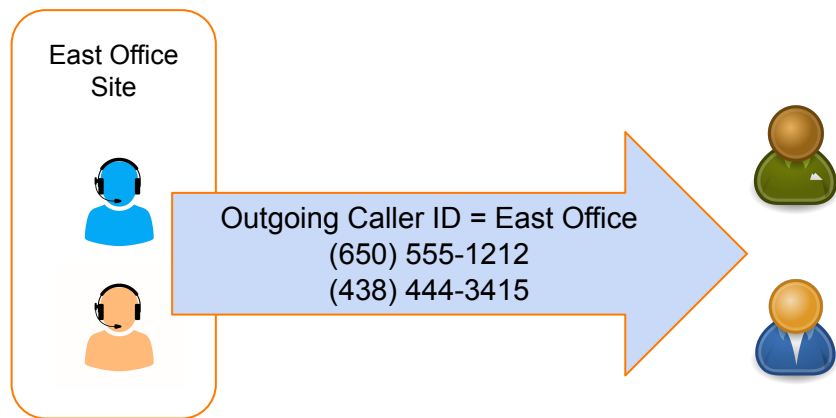
Rollout plan

- GA for all brands that support North American numbers
- Applies to all packages with calling capabilities
- No pricing impacts

How It Works

Today outgoing caller ID is configured for the company/site

Now outgoing caller ID can be configured for individual phone numbers



Feature: Assign CNAM to specific phone numbers

NEW SETTING TO USE SITE CNAM

In the **MAIN SITE** Caller ID Name section two new settings are available

- Use the Main site caller ID name for Main site phone numbers
- Use the Main site caller ID name for all sites and phone numbers

These options allow the admin to enforce new CNAM enforcement options

The screenshot displays the 'Phone System' configuration page. On the left, a sidebar menu includes 'Company Info', 'Phone Numbers', 'Auto-Receptionist', 'Groups', 'Phones & Devices', and 'Automatic Location Updates'. The main content area has a top navigation bar with 'Home', 'Users', 'Phone System' (active), 'Reports', 'Billing', and 'More'. Below this is a search bar and a '+ New Site' button. A table lists phone numbers and their associated sites, with 'Main Site' selected. The right panel shows the 'Caller ID Name' settings for the 'Main site'. It includes a title 'Set an outgoing caller ID name for phone numbers assigned to the Main site', a radio button for 'Use a custom caller ID name' (selected) with a text input field containing 'TYCO MOTORS', and a radio button for 'Use a blank caller ID name. Outgoing calls may be marked as SPAM'. Two checkboxes are highlighted with an orange box: 'Use the Main site caller ID name for Main site phone numbers' and 'Use the Main site caller ID name for all sites and phone numbers'. A 'Save and Publish' button is at the bottom right.

Ext.	Site
	Main Site
1231	Boston Office
1552	Denver Office
1234	Edmonton Office
2356	Houston Office
2345	Jefferson Office
3466	Los Angeles Office
3466	New York Office
1223	San Diego Office
2332	San Francisco Office

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

TYCO MOTORS

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

☐ Use the **Main site** caller ID name for Main site phone numbers

☐ Use the **Main site** caller ID name for all sites and phone numbers

Save and Publish

Feature: Assign CNAM to specific phone numbers

NEW SETTING TO USE SITE CNAM

When

- Use the Main site caller ID name for Main site phone numbers

AND

- Use the Main site caller ID name for all sites and phone numbers

Are checked

On the Other Sites the selection will
checked and locked

Phone Numbers for all sites will
have the selection checked and
locked

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

- ☒ Use a custom caller ID name

TYCO MOTORS

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

- ☒ Use the **Main site** caller ID name for **Main site** phone numbers

- ☒ Use the **Main site** caller ID name for all sites and phone numbers



Set an outgoing caller ID name for phone numbers assigned to the Boston Office ⓘ

- ☐ Use the Main site caller ID name

TYCO MOTORS

- ☐ Use a custom caller ID name

- ☒ Use the **Boston Office** caller ID name for all **Boston Office** phone numbers



Caller ID Name ⓘ

- ☐ Use Boston Office caller ID name

TYCO MOTORS

- ☐ Use a custom caller ID name

Main Site

Other Sites

Phone Numbers

Feature: Assign CNAM to specific phone numbers

NEW SETTING TO USE SITE CNAM

When

- Use the Main site caller ID name for Main site phone numbers

Is checked

Phone Numbers for the main site
will have the selection checked and
locked

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

☒ Use a custom caller ID name

TYCO MOTORS

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

☒ Use the **Main site** caller ID name for **Main site** phone numbers

☐ Use the **Main site** caller ID name for all sites and phone numbers

Main Site



Caller ID Name ⓘ

☒ Use **Main site** caller ID name

TYCO MOTORS

☐ Use a custom caller ID name

Phone Numbers
Of Main Site

Feature: Assign CNAM to specific phone numbers

NEW SETTING TO USE SITE CNAM

In the Caller ID Name section a new setting is available for Other Sites

- Use the “Site Name” of the other site caller ID name for all site phone numbers

The screenshot displays the 'Phone System' configuration page. On the left, a sidebar menu includes 'Company Info', 'Phone Numbers', 'Auto-Receptionist', 'Groups', 'Phones & Devices', and 'Automatic Location Updates'. The main content area features a search bar and a '+ New Site' button. Below these is a table listing phone numbers and their associated sites. The 'Caller ID Name' tab is selected, showing settings for the 'Boston Office'. The settings include a dropdown for 'Main Site', a radio button for 'Use the Main site caller ID name' (selected), a text input field containing 'TYCO MOTORS', and a checkbox for 'Use the Boston Office caller ID name for all Boston Office phone numbers'. A 'Save and Publish' button is at the bottom right.

Ext.	Site
	Main Site
1231	Boston Office
1552	Denver Office
1234	Edmonton Office
2356	Houston Office
2345	Jefferson Office
3466	Los Angeles Office
3466	New York Office
1223	San Diego Office
2332	San Francisco Office

Search

+ New Site

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

Set an outgoing caller ID name for phone numbers assigned to the Boston Office

☒ Use the Main site caller ID name

TYCO MOTORS

☐ Use a custom caller ID name

☐ Use the Boston Office caller ID name for all Boston Office phone numbers

Save and Publish

Feature: Assign CNAM to specific phone numbers

NEW SETTING TO USE SITE CNAM

In the Phone Number section a new setting is available for Calling ID Name allowing for a Custom CLID to be set per Number

The image displays two screenshots of a web interface for configuring a phone number. The top screenshot shows the 'Direct Number: (617) 412-3759' configuration page. The 'Number Type' is set to 'Voice and Fax'. The 'Calls to this number will be connected to:' section has 'Extension' selected, with 'Philip Lawson, Ext. 11390' listed. The 'Caller ID Name' section has 'Use Boston Office caller ID name' selected, with 'TYCO MOTORS' entered in the text field. The bottom screenshot shows the same configuration page, but with 'Use a custom caller ID name' selected, and 'DAVE SIMMS' entered in the text field. The 'Number Type' and 'Calls to this number will be connected to:' settings are identical in both screenshots.

Feature: *Assist Customer with Company CNAM Registration*

What's new

- Today, some customers report their outgoing calls do not reflect their desired CNAM and may be displayed as SPAM.
- The goal of this INIT is to provide the customer with better guidance and tools to help them register with the Free Caller Registry. <https://freecallerregistry.com/fcr/>

What problem does it solve

- Free Caller Registry enables entities making legitimate outbound phone calls to submit their data to the three major providers of call management services supporting the major US wireless carriers once via a standard, centralized experience.

Rollout plan

- 24.4.2 minor
- GA for all brands that support North American numbers
- Applies to all packages with calling capabilities
- No pricing impacts

NEW OPTION TO EXPORT COMPANY CNAMs

In the **MAIN SITE** Caller ID Name section a new Register your phone numbers with “Free Caller Registry” is available

By clicking on Free Caller Registry, this will open a new window that would allow to download the number to CNAM mapping in the format expected by Free Caller Registry as well as provide the link to Free Caller Registry

The screenshot shows the 'Phone System' interface with the 'Caller ID Name' tab selected. A table lists phone numbers and their associated sites. A modal window is open for setting an outgoing caller ID name. The modal has three tabs: 'Company Address', 'Caller ID Name', and 'Directory Assistance'. The 'Caller ID Name' tab is active, showing options to set an outgoing caller ID name for phone numbers assigned to the Main site. The options are: 'Use a custom caller ID name' (selected), 'Use a blank caller ID name. Outgoing calls may be marked as SPAM', 'Use the Main site caller ID name for Main site phone numbers', and 'Use the Main site caller ID name for all sites and phone numbers'. A text input field contains 'TYCO MOTORS'. A link to 'Free Caller Registry' is highlighted in the modal.

Ext.	Site
	Main Site
1231	Boston Office
1552	Denver Office
1234	Edmonton Office
2356	Houston Office
2345	Jefferson Office
3466	Los Angeles Office
3466	New York Office

The modal window is titled 'Register with the Free Caller Registry'. It contains the following text: 'If your numbers are still getting marked as SPAM, you can register with the Free Caller Registry. It's a third-party service that helps make sure your Caller ID names are registered with all the major carriers. To register:'. Below this, there are three steps: 1. Download your numbers and Caller ID names: (with a 'Download Caller ID names file' button), 2. Go to <https://freecallerregistry.com/> and click Register Here., and 3. Fill out the form. Click Choose File to upload your Caller ID names. A 'Close' button is at the bottom right.

Register with the Free Caller Registry

If your numbers are still getting marked as SPAM, you can register with the Free Caller Registry. It's a third-party service that helps make sure your Caller ID names are registered with all the major carriers. To register:

1. Download your numbers and Caller ID names:
[Download Caller ID names file](#)
2. Go to <https://freecallerregistry.com/> and click Register Here.
3. Fill out the form. Click Choose File to upload your Caller ID names.

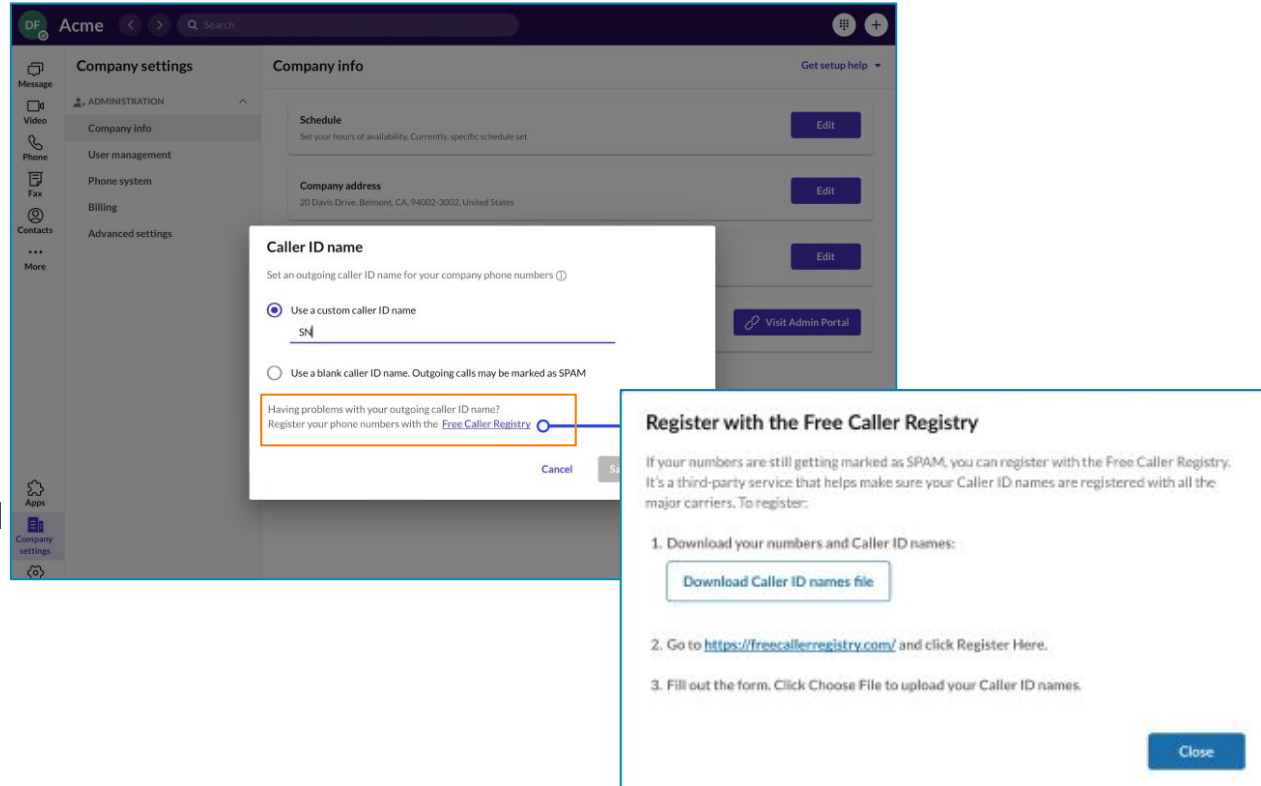
[Close](#)

Feature: Assist Customer with Company CNAM Registration

NEW OPTION TO EXPORT COMPANY CNAMs

In Desktop app in **Company Info** under Caller ID Name section a new Register your phone numbers with “Free Caller Registry” is available

By clicking on Free Caller Registry, this will open a new window that would allow to download the number to CNAM mapping in the format expected by Free Caller Registry as well as provide the link to Free Caller Registry



Feature: *Ability to set caller ID for all phones / features*

What's new

- Customer admins (Service Web admins) and end customers (Service web MyExtension users) now have the ability to set caller ID for all phones or features at once.
- [INIT-12962](#)

What problem does it solve

- Previously a user had to update the caller ID settings one by one, or use bulk caller ID capabilities (which is sometimes overkill for some quick ad-hoc changes and also not available to end customer)

Rollout plan

- 24.4
- All Brands
- All Packages supporting caller ID

Ability to set caller ID for all phones / features

View Number activation status (bulk)

The screenshot shows the RingCentral Admin Portal interface. The main navigation bar includes Home, Users, Phone System, Reports, Billing, and More. The 'Users' section is active, and the 'Users with Extensions' page is displayed. A list of users is shown on the left, including Lance Gutin Smith, Jarred John Smith, Todd Moy Karen, Monthi Jersey, Lester Anderson Jarred, Kevin Vigneault, Todd Moy, and Karen Monthi. The 'John Smith' user is selected, and a modal window is open for editing their settings. The modal has tabs for 'Outbound Calls/Faxes', 'Meetings', and 'Notifications'. Under the 'Outbound Calls/Faxes' tab, there are sections for 'Caller ID', 'By Phone', 'By Feature', 'RingOut from Web', 'Call Flip', 'Mobile App', 'SPA ATA', 'RingMe (Outgoing to Caller)', 'Fax Number', and 'Additional Desktop App'. The 'Caller ID' section has a dropdown menu with 'Set Caller ID for all phones' and 'Set Caller ID for all features' options. The 'By Phone' section shows 'Hyatt VVX500' with a 'Main Company Number' and an 'Edit' button. The 'By Feature' section shows 'RingOut from Web' with a 'Main Company Number' and an 'Edit' button. The 'SPA ATA' section shows '(123) 222-6666 - Main Company Number' with an 'Edit' button. The 'RingMe (Outgoing to Caller)' section shows '(123) 222-6666 - Main Company Number' with an 'Edit' button. The 'Call Flip' section shows '(123) 222-6666 - Main Company Number' with an 'Edit' button. The 'Fax Number' section shows '(123) 222-6666 - Main Company Number' with an 'Edit' button. The 'Additional Desktop App' section shows '(123) 222-6666 - Main Company Number' with an 'Edit' button. A blue box highlights the 'Set Caller ID for all phones' button, and a blue arrow points from it to the 'Select Number' modal.

The 'Select Number' modal window is shown, allowing the user to select a phone number to display as their Caller ID number for all their features. The modal includes a search bar, a dropdown for 'Type', and a dropdown for 'Sites'. The table below lists available numbers:

Select	Number	Name	Type	Site
<input type="radio"/>	Blocked		Others	Company
<input type="radio"/>	(650) 323-4456		Direct Number	Company
<input type="radio"/>	(650) 323-4423		Direct Number	Company
<input type="radio"/>	(650) 323-2341		Direct Number	Company
<input type="radio"/>	(650) 323-3046		Direct Number	Company
<input type="radio"/>	(650) 323-0031		Company Number	Company
<input type="radio"/>	(650) 323-1081		Company Number	Company
<input type="radio"/>	(650) 323-2344	CLT Main Number	IVR Menu	Company
<input type="radio"/>	(650) 323-9937		Direct Number	Company
<input type="radio"/>	(650) 323-4577		Direct Number	Company

Total: 36 Show 10 < 1 2 3 > Cancel Assign

- Only phone numbers compatible with all phones or features will be displayed
- Same caller ID restrictions apply per existing feature

Feature: Role-based MFA (using authenticator app) policy

What's new

- Administrators can enforce multi-factor authentication (MFA) for specific roles. This security measure requires users to complete a second authentication step using a time-based one-time password (TOTP) generated by authenticator apps such as Google Authenticator.

What problem does it solve

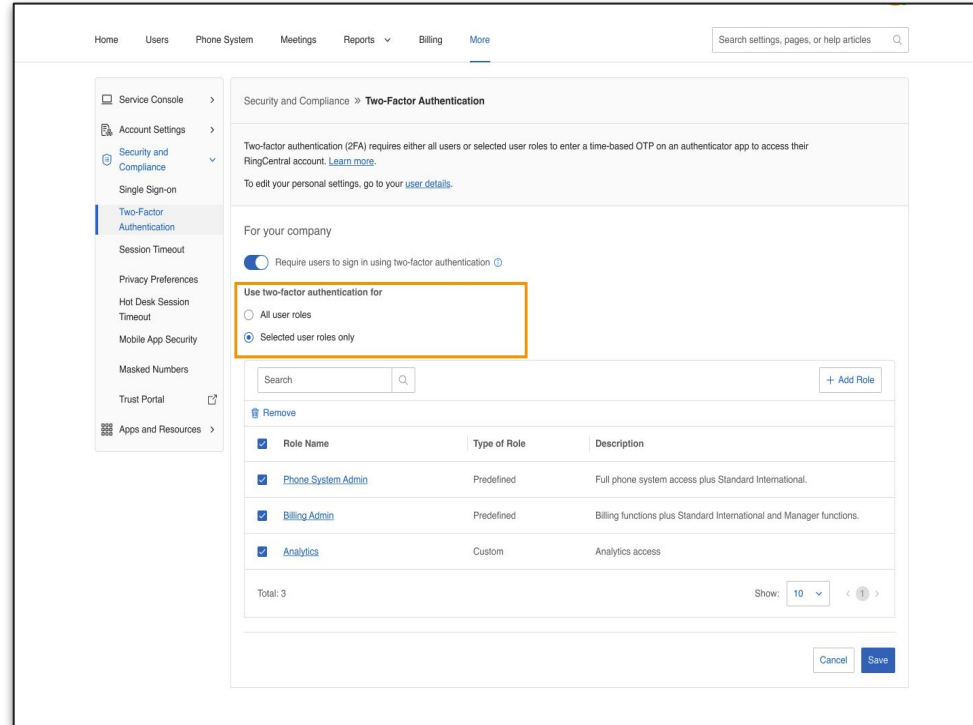
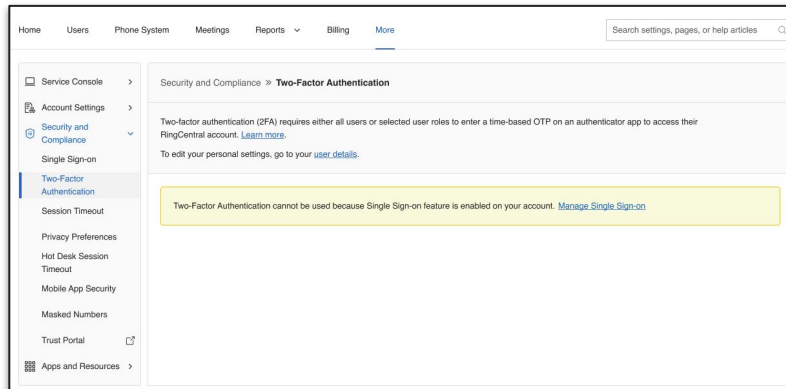
- Offers flexibility in enforcing this rule, such as applying it only to privileged roles rather than to all users.

Rollout plan

- GA: 24.4.2 minor
- All brands

Enforce MFA policy on selected roles

- When enabling the MFA policy in the Admin Portal, administrators will be presented with two options:
 - All user roles
 - Selected user roles only
- The list of roles is identical to those found under Users->Roles
- Two-factor authentication will appear in the left navigation even if an SSO policy is enforced, accompanied by a note indicating it cannot be used due to SSO policy enforcement



Feature: *Update SW UI for Change Password, PIN, and Security Question*

What's new

- This feature improves the discoverability of resetting password, PIN, and security question, and better tailors UI messaging to the selected flow.

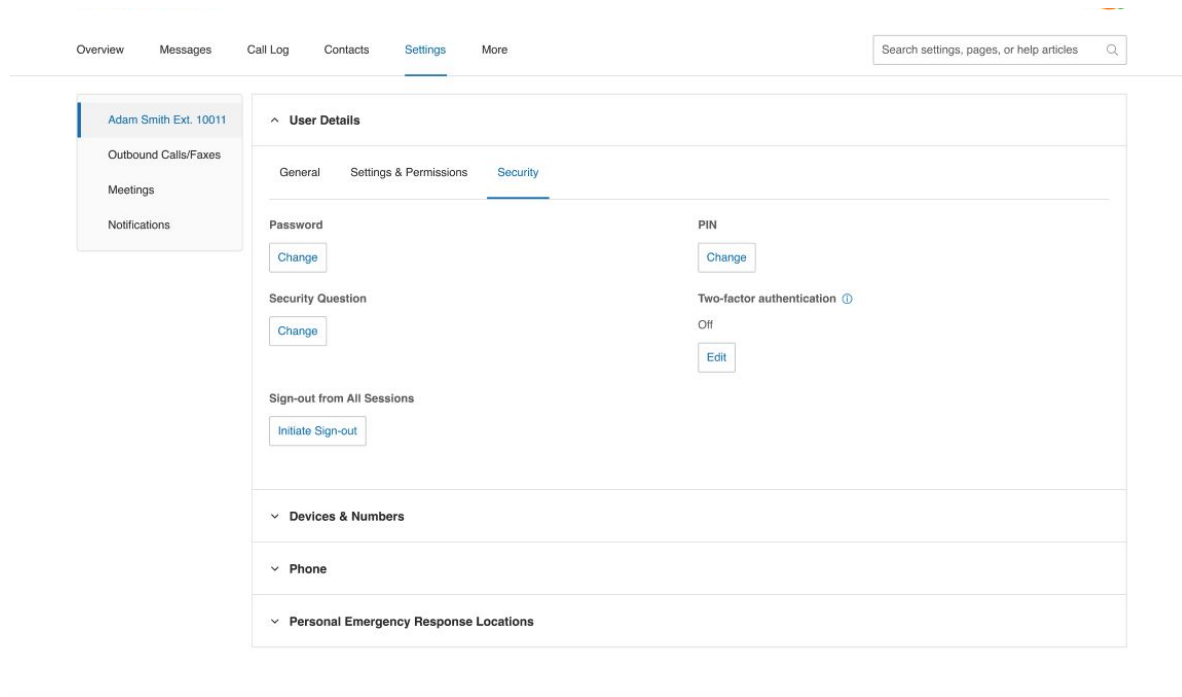
What problem does it solve

- There was no information or labeling in the UI for where to update the security question. Messaging within the app led users to believe they had to reset their password in order to update their security question.

Rollout plan

- GA in ~~24.4.2 minor~~ — Moved to 25.1
- This feature is available to all brands

How it works:



Password, PIN, and Security Question settings are now visually separated in the UI.

Feature: *Restrict Email Domain for Notifications & Other emails*

What's new

The ability to Restrict Email Domain for Notifications & Other emails

What problem does it solve

- As part of enterprise security requirements we have introduced a number of features to allow customers to restrict who may access their RingCentral Service.
- This enhancement is also requested by FedRamp requirements to support restriction of notifications only to specific email domains.

Rollout plan

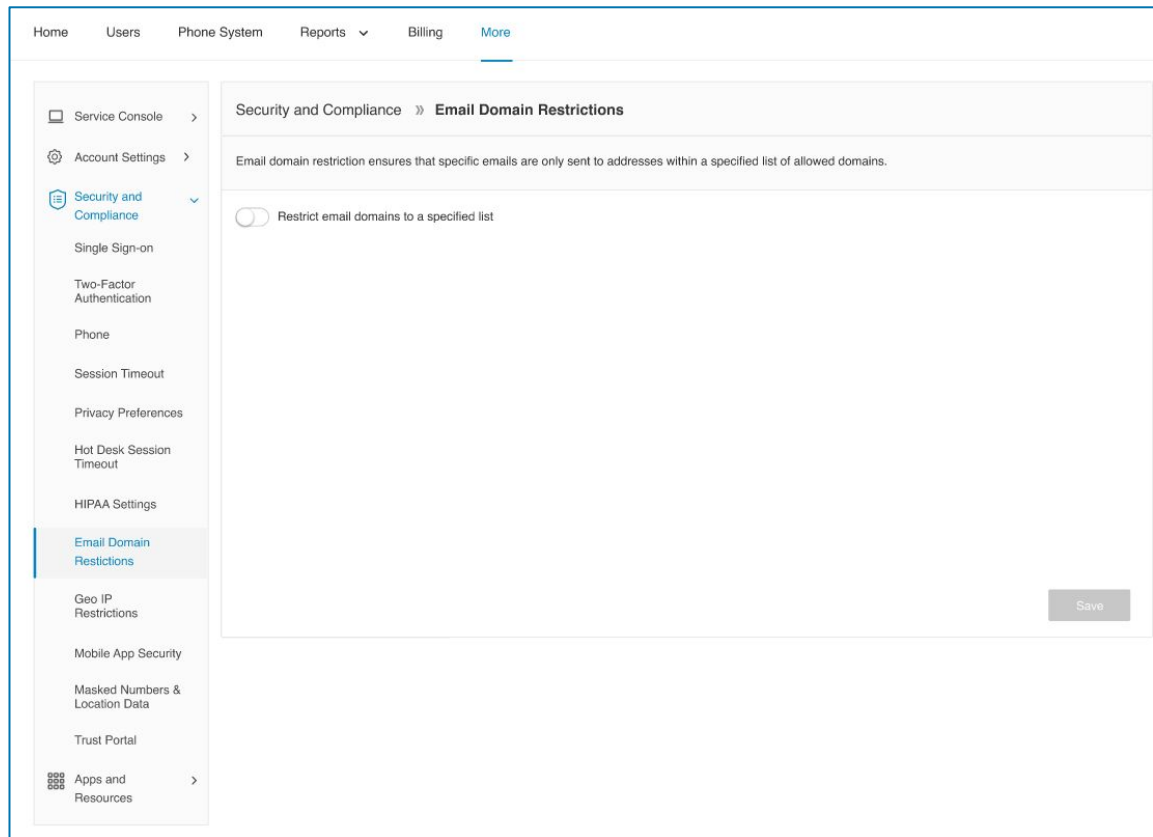
General Availability All Brands ~~24.4 minor~~, moved to 25.1.2
Default **Enabled+off**

Feature: Restrict Email Domain for Notifications & Other emails

New configuration window will be present for Email Domain Restriction Configuration. This configuration window will be accessible with “AccountAdministration” permission.

Within the EDRC window the user will have an option to enter a list of Allowed Email Domains.

When the email will be sent out by the UNS only the emails with the Allowed Email Domain will be sent.



Feature: Restrict Email Domain for Notifications & Other emails

Home

Users

Phone System

Reports

Billing

More

Service Console

Account Settings

Security and Compliance

Single Sign-on

Two-Factor Authentication

Phone

Session Timeout

Privacy Preferences

Hot Desk Session Timeout

HIPAA Settings

Email Domain Restrictions

Geo IP Restrictions

Mobile App Security

Masked Numbers & Location Data

Trust Portal

Apps and Resources

Security and Compliance » Email Domain Restrictions

Email domain restriction ensures that specific emails are only sent to addresses within a specified list of allowed domains.

☒ Restrict email domains to a specified list

Allowed email domains

Specify domain names allowed to receive emails. Emails sent to addresses outside this list will be blocked.

Enter email domains ⓘ

+ Add

Enter email domain ⓘ

Enter the domain part of the email address, like example.com. This is the part after the "@" symbol.

Save

Feature: Restrict Email Domain for Notifications & Other emails

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Users

Phone System

Reports ▾

Billing

More

Service Console >

Account Settings >

Security and Compliance ▾

Single Sign-on

Two-Factor Authentication

Phone

Session Timeout

Privacy Preferences

Hot Desk Session Timeout

HIPAA Settings

Email Domain Restrictions

Geo IP Restrictions

Mobile App Security

Masked Numbers & Location Data

Trust Portal

Apps and Resources >

Security and Compliance » Email Domain Restrictions

Email domain restriction ensures that specific emails are only sent to addresses within a specified list of allowed domains

☒ Restrict email domains to a specified list

Allowed email domains
Specify domain names allowed to receive emails. Emails sent to addresses outside this list will be blocked.

Enter email domains ⓘ

energy.gov

+ Add

Enter email domains in FQDN format ⓘ

gmail

+ Add

Please use standard email domain formats (eg. example.com)

Save

Feature: Restrict Email Domain for Notifications & Other emails

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Two-Factor Authentication

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Email Domain Restrictions

Geo IP Restrictions

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Masked Numbers & Location Data

Trust Portal

Apps and Resources

Security and Compliance » Email Domain Restrictions

Email domain restriction ensures that specific emails are only sent to addresses within a specified list of allowed domains

☒ Restrict email domains to a specified list

Allowed email domains

Specify domain names allowed to receive emails. Emails sent to addresses outside the approved list will be blocked.

Enter email domains ⓘ

+ Add

Approved domains list

energy.gov

Remove

Save

Feature: Restrict Email Domain for Notifications & Other emails

Home

Users

Phone System

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Billing

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Service Console >

Account Settings >

Security and Compliance ▾

Single Sign-on

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Hot Desk Session Timeout

HIPAA Settings

Email Domain Restrictions

Geo IP Restrictions

Mobile App Security

Masked Numbers & Location Data

Trust Portal

Apps and Resources >

Security and Compliance » Email Domain Restrictions

Email domain restriction ensures that specific emails are only sent to addresses within a specified list of allowed domains.

☒ Restrict email domains to a specified list

Allowed email domains

Specify domain names allowed to receive emails. Emails sent to addresses outside the approved list will be blocked.

Enter email domains ⓘ

+ Add

Approved domains list

energy.gov

Remove

treasury.gov

Remove

labor.gov

Remove

Save

Feature: *Restrict GeoIP/IP for App & Service Web*

What's new

The ability to Restrict Apps and ServiceWeb based on their GeoIP/IP

What problem does it solve

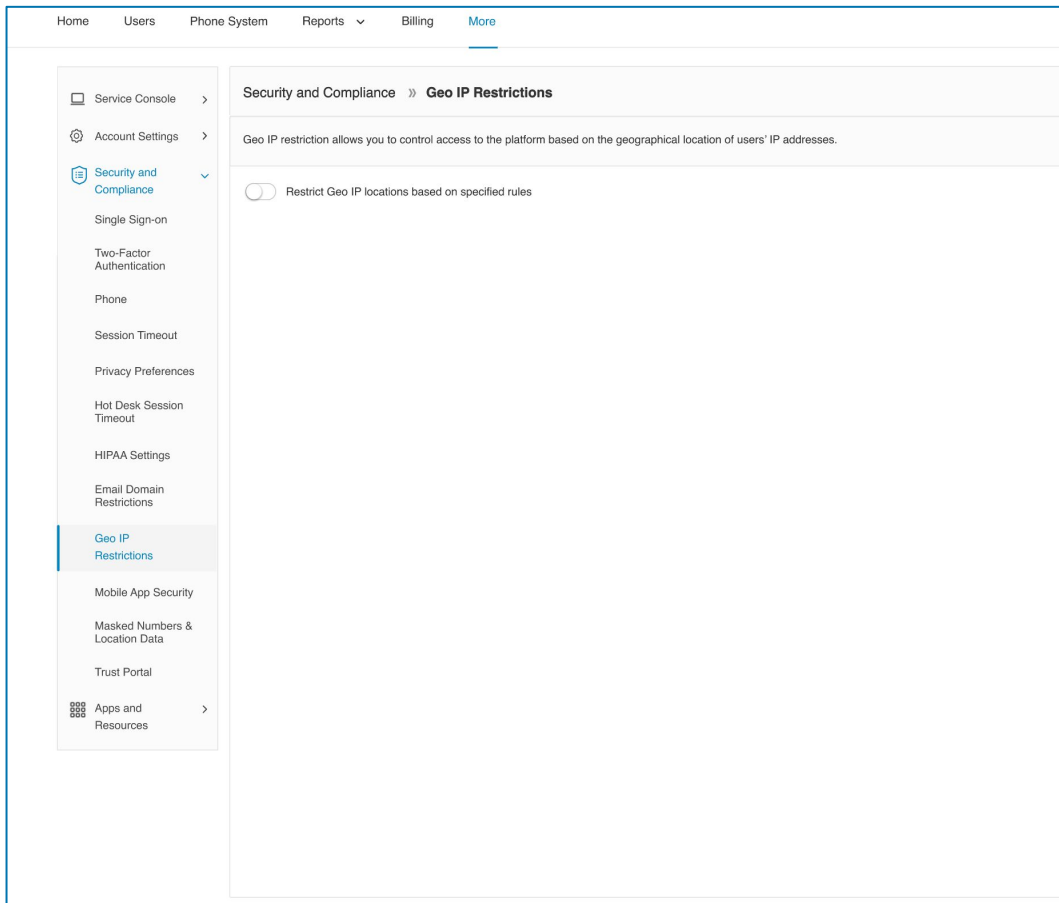
Federal agencies have higher security demands compared to our usual SMB client base. While not explicit FedRAMP requirements Network Access controls are generally implemented for Gov Cloud customer networks. RingCentral does NOT have a similar control at the account level today. We DO allow this in a rough method at the partner level.

Rollout plan

General Availability All Brands 24.4 minor
Enabled+off

New configuration window will be present for Geo IP Restriction Configuration. This configuration window will be accessible with “AccountAdministration” permission.

Within the GRC widows a user will be able to configure “Rules” using IP-Ranges and/or Countries and either explicitly allow or block them.



Feature: Restrict GeoIP/IP for App & Service Web

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Service Console

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HIPAA Settings

Email Domain Restrictions

Geo IP Restrictions

Mobile App Security

Masked Numbers & Location Data

Trust Portal

Apps and Resources

>

Security and Compliance » Geo IP Restrictions

Geo IP restriction allows you to control access to the platform based on the geographical location of users' IP addresses.

Restrict Geo IP locations based on specified rules

Geo IP Policy

Active Policy

Draft Policy

Add rules to specify countries or IP ranges which should be either blocked or granted access to the system. Rules will trigger in the order displayed.

Default if no other rule applies: Allow

Edit Draft

Country / IP range	Description	Access control
<div>You have no rules yet.</div> <div>To begin restricting access from Geo IP locations, add rules in your draft policy, and activate when ready.</div> <div><div>Edit Draft</div></div>		

Add Geo IP Rule

Condition type

☒ Country ☐ IP address / range

Country

Select

▼

Description

Enter a short description, max 64 char.

Access control

☐ Block ☐ Allow

Cancel

Add

Add Geo IP Rule

Condition type

☐ Country ☒ IP address / range

IP address i

Enter an IP address or range

Description

Enter a short description

Access control

☐ Block ☐ Allow

Cancel

Add

IP address i

Enter an IP address

Specify an IP address or range using one of the following formats:


- Single IPv4: e.g. "195.18.17.1"
- Range of IPv4: e.g. "195.18.17.1-195.18.17.255"
- CIDR subnet IPv4: e.g. "195.18.17.1/24"

Add Geo IP Rule

Condition type

☐ Country

☒ IP address / range

IP address 

195.18.17.1

Description

Suspicious activity detected

Access control

☒ Block

☐ Allow

Cancel

Add

Feature: Restrict GeoIP/IP for App & Service Web

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HIPAA Settings

Email Domain Restrictions

Geo IP Restrictions

Mobile App Security

Masked Numbers & Location Data

Trust Portal

Apps and Resources

Security and Compliance » Geo IP Restrictions

Geo IP restriction allows you to control access to the platform based on the geographical location of users' IP addresses.

Restrict Geo IP locations based on specified rules

Geo IP Policy

Active PolicyDraft Policy

Add rules to specify countries or IP ranges which should be either blocked or granted access to the system. Rules will trigger in the order displayed.

Default if no other rule applies: BlockAllow

Country / IP range

Description

Access control

1195.18.17.1

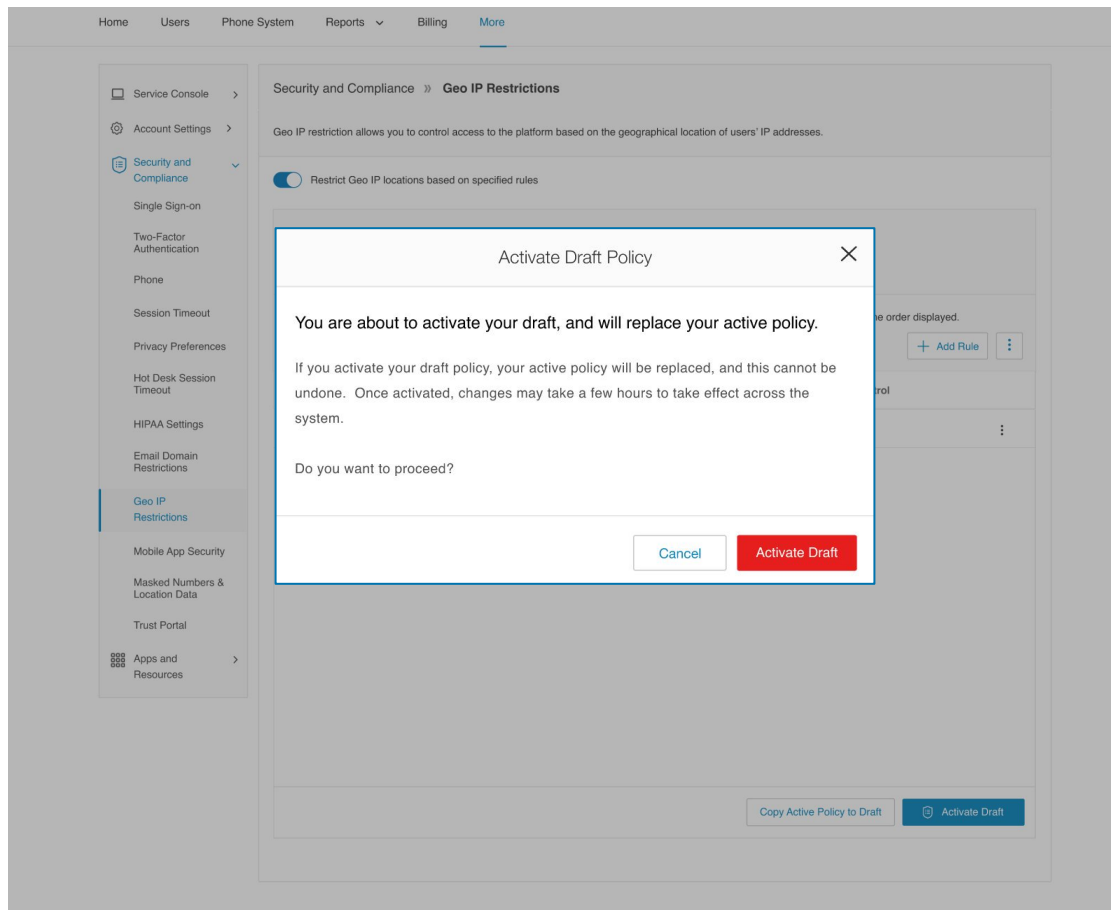
Suspicious activity detected

Block

Copy Active Policy to Draft

Activate Draft

Feature: Restrict GeoIP/IP for App & Service Web



Feature: User-level toggle to restrict site numbers as caller ID

What's new

- This feature will allow admins to control their end users' use of their own site numbers as outbound caller ID

What problem does it solve

- From the Idea Community, some customers are looking to restrict their users' use of site numbers as outbound caller ID

Rollout plan

- GA 24.3.2
- This feature respects the multi-site SP, and is automatically enabled for all users when multi-site is enabled. This matches existing behavior to avoid disruption for existing customers.

[User-level toggle to restrict site numbers as caller ID]

How it works

Adam Smith - Caller ID restriction settings

Allow direct numbers as caller ID ☒

Allow company numbers as caller ID ☒

Allow site numbers as caller ID ☒

Allow company fax number as caller ID ☒

[Reset to Default](#) [Cancel](#) [Save](#)

Home Users Phone System Meetings Reports Billing More

Search settings, pages, or help articles

User List Users with Extensions

Unassigned Extensions

User with Extensions

Ext. 10011 Outbound Calls/Faxes Meetings Notifications

Caller ID

Set the caller ID that will be displayed when you use specific phones and features.

By phone

Existing Phone
+44 (29) 21050871 - Direct Number
[Edit](#)

Cisco SPA-303 Desk Phone
+1 (888) 3165423 - Main Company Number
[Edit](#)

Yealink W80P with 4 Handsets
+44 (29) 21050871 - Direct Number
[Edit](#)

RingCentral App
+1 (888) 3165423 - Main Company Number
[Edit](#)

By feature

RingOut
+1 (888) 3165423 - Main Company Number
[Edit](#)

RingIn
+1 (888) 3165423 - Main Company Number
[Edit](#)

Call Flip
+44 (29) 21050871 - Direct Number
[Edit](#)

Fax number
+1 (888) 3165423 - Main Company Number
[Edit](#)

Mobile app
Not specified
[Edit](#)

Additional desktop app
+1 (403) 9745275 - Direct Number
[Edit](#)

Common phone
+1 (888) 3165423 - Main Company Number
[Edit](#)

Designated caller ID
+1 (403) 9745275 - Direct Number
[Edit](#)

Alternate caller ID
Not specified
[Edit](#)

Internal calls
☒ Display my extension number for internal calls. [Edit](#)

[Cancel](#) [Save](#)

Fax Settings

In User Details, admins can restrict site numbers as caller id.

Feature: Delete User Flow: Reassign and Delete Numbers

What's new

Introduce option for Re-assigning and Deleting Numbers for partner brands upon removing RingEX Extensions from the Admin Portal and in the App.

What problem does it solve

Partner-branded customers are not shown options to Reassign and Delete Numbers.

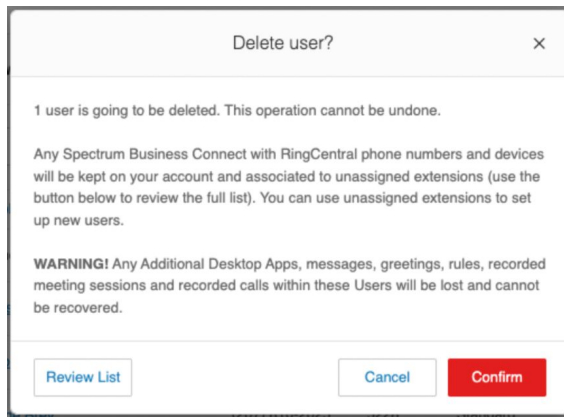
Rollout plan

- GA in 24.4
- All Partner Brands, All Packages
- O@H 2.0 only

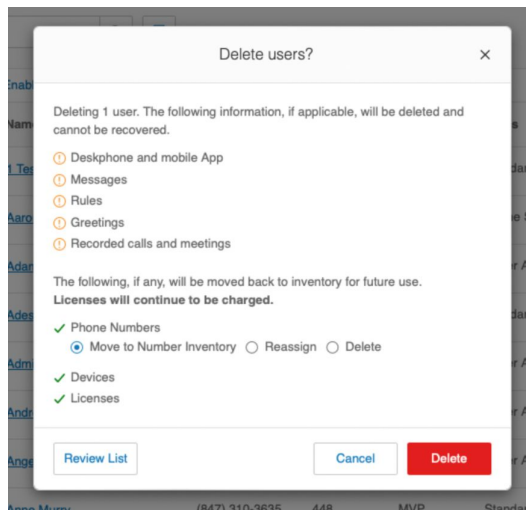
How it works

RingCentral direct created a more optimized user deletion flow that streamlines the process. Today, in a partner brand, however, when users are deleted, the extension is automatically moved to an unassigned extension list instead of an option to present what to do with the number (whether to Move to Inventory, Reassign or Delete).

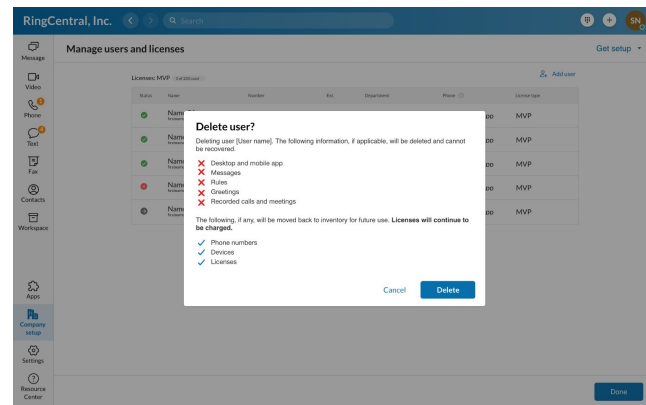
Before



After



Admin Portal



In-App Onboarding Flow

How it works

In-Life Purchasing. Some partner brands do not support In-Life Purchasing, so there are differences in the steps.

- If brand supports In-Life Purchasing, Reassigning a number to a user will show a Billing Details form to purchase missing licenses (Single/Bulk).
- If brand does NOT support In-Life Purchasing, a reminder will mention that operation cannot continue unless there are enough licenses in the account. If a license is available, it will use that license for the number reassignment

RC Number Management. If a partner manages their own phone numbers, there will also be a different set of behaviors

- If numbers are managed by RC, “Delete” option will be shown to Agents and Users
- If numbers are NOT managed by RC, “Delete” option will only be shown to Agents.

Feature: Purchase Type field rename for Device Information

What's new

Created a distinction between Purchased devices and Bring-your-own Devices (BYOD) across different fields in the Admin Portal (ServiceWeb) and SCP.

What problem does it solve

When users bring their own devices (BYOD) and add them to the system, Service Web and SCP is displaying devices that are either BYOD or Purchased as "Purchased" devices regardless, confusing the users on this device being a purchased one.

Rollout plan


- GA in 24.4
- All brands, all packages
- O@H 2.0 only

How it works

ServiceWeb > Phone System > Device

Home Users **Phone System** Meetings Reports ▾ Billing More

< Back Existing Phone



Device
Existing Phone

[Change Phone](#) [Set Up and Provision](#)

Serial Number: N/A ⓘ
Assigned Type: User Phone
Equipment: BYOD ⓘ
Status: Offline ⓘ

Name ⓘ
Existing Phone

When browsing into a specific device, the Purchase Type status will be shown here.

Home Users **Phone System** Meetings Reports ▾ Billing More

Search settings, pages, or help articles 🔍

< Back Byod SLG [Edit Shared Line Group](#)

Overview
Phones
Lines

[+ Add Phone](#)

[Bandwidth Settings](#) ⓘ

<input type="checkbox"/>	Status	Phone Name	Device	Assigned To	Procurement ▾	Serial No.	Actions
<input type="checkbox"/>	🔴	Avaya IX IP Phone J159	Avaya IX IP Phone J...		Purchased		Check Order Status
<input type="checkbox"/>	🔴	Byod SLG J139	Avaya IX IP Phone J...		BYOD ⓘ	123123123121	Remove

This is also applicable to Shared Lines



Device
Cisco 7841 Gigabit Business Phone

[Change Phone](#)

Serial Number: N/A ⓘ
Assigned Type: User Phone
Status: Order in Progress
[Check Order Status](#)

Name ⓘ
Cisco 7841 Gigabit Business Phone

For Purchased devices, we won't show Equipment status.

How it works

ServiceWeb > Billing > License and Inventory

[Home](#) [Users](#) [Phone System](#) [Meetings](#) [Reports](#) [Billing](#) [More](#)

Search settings, pages, or help articles

Billing

Overview

Service Billing Detail

Billing History

Payment Method

Licenses & Inventory

Usage

Calling Rates

Purchase

Meetings

Push to Talk

Device Orders

Licenses & Inventory

Download list

Assign in bulk via file

Below is a list of licenses and hardware you have on your account. You can filter them by cost center and site to check inventory or open the detailed view with more actions.

Search

Show only user level licenses

License/Hardware name	Total	In-Use	Available	Actions
RingEX Licenses	9	9	0	
Hardware	8	8	0	
Avaya IX Conference Phone B199 Purchased	1	1	0	
Avaya IX IP Phone J139 BYOD new	1	1	0	
Avaya IX IP Phone J159 Purchased	1	1	0	
Avaya IX IP Phone J179 BYOD	1	1	0	
Cisco 7841 Gigabit Business Phone Purchased	1	1	0	
Mitel 6863 IP Phone BYOD	1	1	0	

There is now a distinction between BYOD and Purchased devices when viewing licenses and inventory.

How it works

ServiceWeb > Billing > License and Inventory > Hardware

← Hardware

Total: 8

Available: 0

+ Purchase

In-use: 8

^

Purchased - 3

Rental - 1

Device-as-a-Service - 1

BYOD - 3 ⓘ

Show assignee info ☐

Q Search

Device

Type

Status	Device	Device name	Serial number	Type
➔	Avaya IX Conference Phone B199	Avaya IX Conference Phone B199	N/A	User Phone
➔	Cisco 7841 Gigabit Business Phone	Cisco 7841 Gigabit Business Phone	N/A	User Phone
➔	Avaya IX IP Phone J159	Avaya IX IP Phone J159	N/A	Shared Line Phone

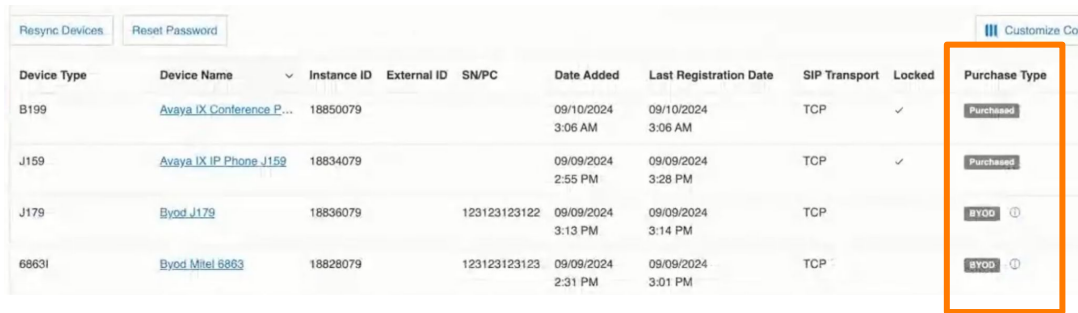
Show: 10

< 1 >

In the new License and Inventory UI, we will show filters for BYOD as well as the existing ones.

How it works

SCP > Accounts > Devices

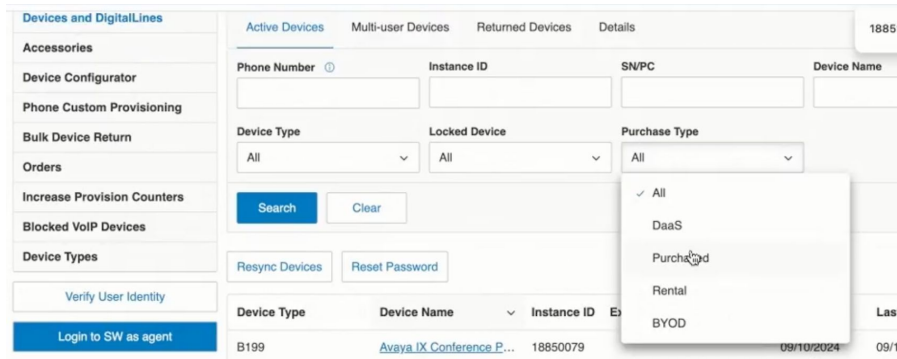


The screenshot shows the 'SCP > Accounts > Devices' page. At the top, there are buttons for 'Resync Devices' and 'Reset Password', and a 'Customize Col' button. Below is a table with columns: Device Type, Device Name, Instance ID, External ID, SN/PC, Date Added, Last Registration Date, SIP Transport, Locked, and Purchase Type. The 'Purchase Type' column is highlighted with an orange box. The table contains four rows of device information.

Device Type	Device Name	Instance ID	External ID	SN/PC	Date Added	Last Registration Date	SIP Transport	Locked	Purchase Type
B199	Avaya IX Conference P...	18850079			09/10/2024 3:06 AM	09/10/2024 3:06 AM	TCP	✓	Purchased
J159	Avaya IX IP Phone J159	18834079			09/09/2024 2:55 PM	09/09/2024 3:28 PM	TCP	✓	Purchased
J179	Byod J179	18836079		123123123122	09/09/2024 3:13 PM	09/09/2024 3:14 PM	TCP		BYOD ⓘ
6863I	Byod Mitel 6863	18828079		123123123123	09/09/2024 2:31 PM	09/09/2024 3:01 PM	TCP		BYOD ⓘ

Purchase Type now shown as either Purchased or BYOD.

For brands that support DaaS, it will show here as well.



The screenshot shows the 'SCP > Accounts > Devices' page with a dropdown menu open for the 'Purchase Type' filter. The dropdown menu lists the following options: All (selected), DaaS, Purchased, Rental, and BYOD. The background shows the same table as the previous screenshot, but the 'Purchase Type' column is not highlighted.

Devices and DigitalLines

Active Devices Multi-user Devices Returned Devices Details 1885

Phone Number ⓘ Instance ID SN/PC Device Name

Device Type Locked Device Purchase Type

All All All

Search Clear

Resync Devices Reset Password

Verify User Identity

Login to SW as agent

Device Type Device Name Instance ID External ID SN/PC Date Added Last Registration Date SIP Transport Locked Purchase Type

B199 Avaya IX Conference P... 18850079 09/10/2024 09/10/2024

SCP users can also filter Purchase Types to BYOD to allow easier searching.

How it works

SCP > Accounts > Devices

Byod Demo-A, RingCentral / DINS

188510791/1^vXNumber: +1 (910) 6044445

AccountNumbersDevicesBillingLicense ManagementSecurityLogs

Mass Data Download

Devices and DigitalLines

Accessories

Device Configurator

Phone Custom Provisioning

Bulk Device Return

Orders

Increase Provision Counters

Blocked VoIP Devices

Device Types

Verify User Identity

Login to SW as agent

Login to SW as customer

Login to Customer Billing Portal

Login to BAP

Access Salesforce Acct

Schedule Account Cancellation

Device Info

Device TypeJ179

Device NameByod J179

Instance ID18836079

S/NBring Your Own Device

Purchase TypeBYOD

User Agentnone

Date Added09/09/2024 3:13 PM

Last Updated Date09/09/2024 3:14 PM

SaveReset

Order Info

Purchase Ordernone

Vendor Request #In Progress

Tracking Number

Ship Date

SaveReset

DigitalLines

+1 (310) 5500909

Device Settings

Provisioning Counter0

Locked

SIP TransportUDP TCP TLS

Local UDP Port5068

DTMF SendingNo digits RFC2833 SIP Info In-band

Enable Syslog

Use Full-Mode Outbound Proxy

Number of Provisioned Lines96

BandwidthHigh High with HD Voice (if possible) Low

Custom ConfigurationAdd

Provisioning DataOpen

SaveReset

Call Handling

Feature: *Smart Automatic Call Recording Notifications*

What's new

- Smart Automatic Call Recording Notifications determines when to play a recording announcement based on the area code/number dialed.

What problem does it solve

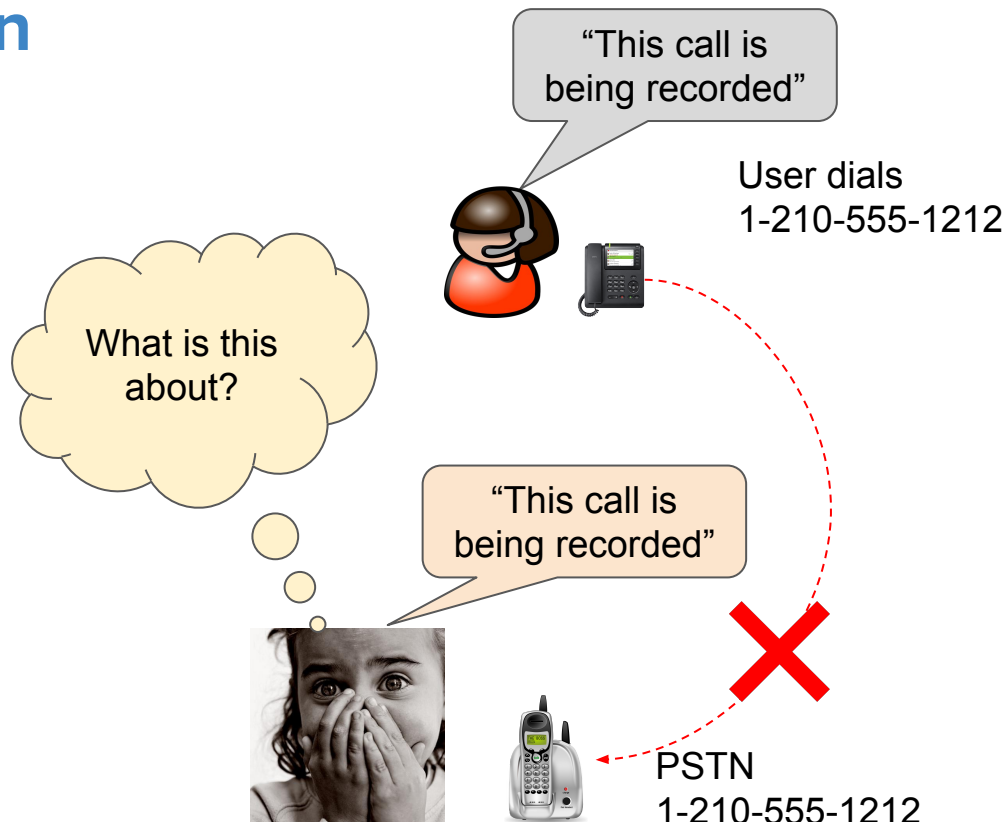
- Today, recording notification announcements are always played regardless of the area code/number dialed.

Rollout plan

- GA: ~~24.4.2 minor~~ moved to 25.1
- Premium, Enterprise

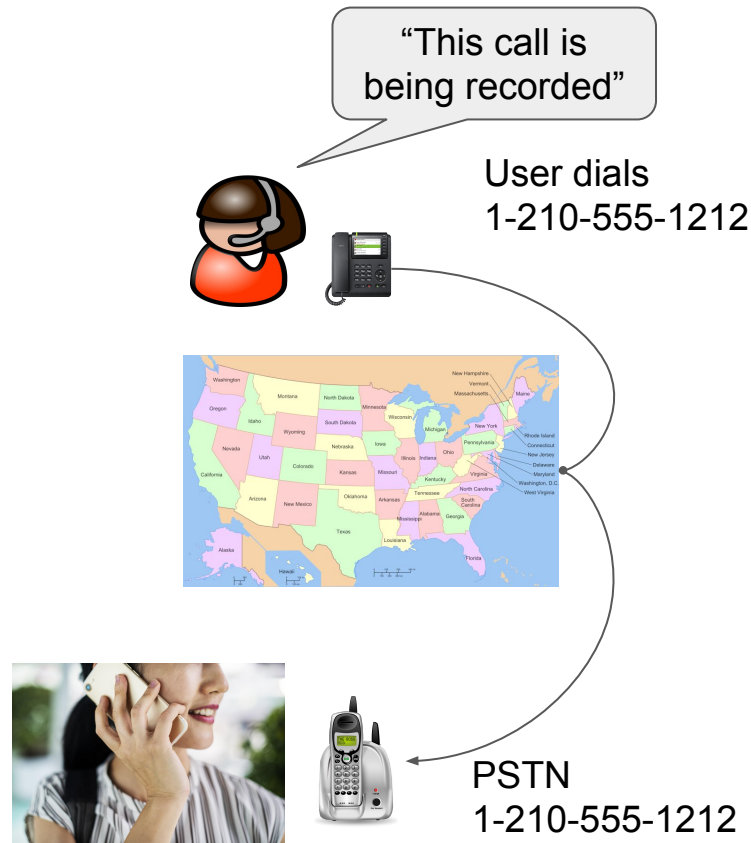
Smart ACR Notification

- When automatic call recording notifications are turned ON, call participants hear a recording announcement notification when the call is connected.
“This call is being recording”
- If the call is unexpected, many callers will hang up not wishing to be recorded.
- Smart ACR disables recording for the call when two-party notification is required. The call is not recorded.
- This feature helps reduce the number of caller hang ups caused by unexpected recording notifications.



Smart ACR Notification

- When an outbound call is placed from a US DigitalLine to a US phone number with Smart ACR turned on, we lookup the call recording notification requirements based on the destination area code.
- If the destination area code resides in a State requiring one-party notification, the User (originating party) hears the recording announcement.
- If the destination area code resides in a State requiring two-party notification, call recording is disabled for the call and no recording announcement is played. The call is not recorded.



Smart Automatic Call Recording (ACR) Notification

- Call recording notification requirements vary by State.
- Smart ACR uses area codes to determine when a recording notification should be played to call participants during an outbound call.

Automatic Call Recording

☒ Enable Automatic Call Recording


Enable this option if you want to automatically record all calls to a specific user or group extension. Recordings are saved in your Call Log.

☐ Play periodic tones for outbound calls ⓘ


☒ Play Call Recording Announcement for Outbound Calls ⓘ


☐ Allow mute in auto call recording ⓘ

Call Recording Announcement



00:00 / 00:00





Edit

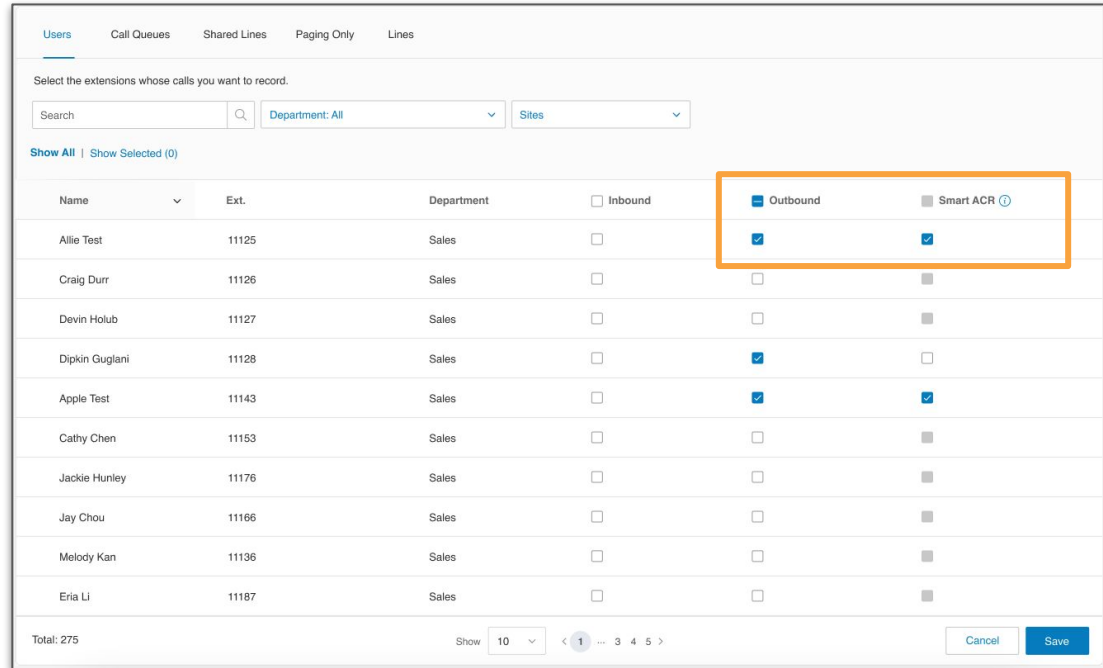
Extensions to Record

3

Edit

Smart ACR Notification

- Smart ACR only applies to outbound calls placed from US phone numbers.
- Smart ACR does not apply to inbound call recording nor outbound calls from non-US numbers.
- To turn on Smart ACR, first select Outbound recording for the desired users, then select Smart ACR.



The screenshot displays a web interface for configuring Smart Automatic Call Recording (ACR). At the top, there are tabs for 'Users', 'Call Queues', 'Shared Lines', 'Paging Only', and 'Lines'. Below the tabs, a message states 'Select the extensions whose calls you want to record.' followed by a search bar and dropdown menus for 'Department: All' and 'Sites'. A link 'Show All | Show Selected (0)' is present. The main part of the interface is a table with columns: Name, Ext., Department, Inbound, Outbound, and Smart ACR. The 'Outbound' and 'Smart ACR' columns have checkboxes. An orange box highlights the first row, 'Allie Test', where both 'Outbound' and 'Smart ACR' are checked. Other rows show various combinations of checked and unchecked boxes. At the bottom, there is a 'Total: 275' label, a 'Show' dropdown set to '10', a pagination control showing '1' of 5 pages, and 'Cancel' and 'Save' buttons.

Name	Ext.	Department	Inbound	Outbound	Smart ACR
Allie Test	11125	Sales	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Craig Durr	11126	Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Devin Holub	11127	Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dipkin Guglani	11128	Sales	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apple Test	11143	Sales	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cathy Chen	11153	Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jackie Hunley	11176	Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jay Chou	11166	Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Melody Kan	11136	Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eria Li	11187	Sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

One-party Recording Notification Area Codes

Recording announcement is played to person placing the outbound call (originating party)

State		Area Codes
Alabama	AL	205, 251, 256, 334, 659, 938
Alaska	AK	907
Arizona	AZ	480, 520, 602, 623, 928
Arkansas	AR	
Colorado	CO	303, 719, 720, 970, 983
Washington DC	DC	202, 771
Georgia	GA	229, 404, 470, 478, 678, 706, 762, 770, 912, 943
Hawaii	HI	808
Idaho	ID	208, 986
Indiana	IN	219, 260, 317, 463, 574, 765, 812, 930
Iowa	IA	319, 515, 563, 641, 712
Kansas	KS	316, 620, 785, 913
Kentucky	KY	270, 364, 502, 606, 859
Louisiana	LA	225, 318, 337, 504, 985

One-party Recording Notification Area Codes

Recording announcement is played to person placing the outbound call (originating party)

State		Area Codes
Maine	MA	207
Minnesota	MI	218, 320, 507, 612, 651, 763, 952
Mississippi	MS	228, 601, 662, 769
Missouri	MO	314, 417, 557, 573, 636, 660, 816
Nebraska	NE	308, 402, 531
New Jersey	NJ	201, 551, 609, 640, 732, 848, 856, 862, 908, 973
New Mexico	NM	505, 575
New York	NY	212, 315, 332, 347, 363, 516, 518, 585, 607, 631, 646, 680, 716, 718, 838, 845, 914, 917, 929, 934
North Carolina	NC	252, 336, 472, 704, 743, 828, 910, 919, 980, 984
North Dakota	ND	701
Ohio	OH	216, 220, 234, 326, 330, 380, 419, 440, 513, 567, 614, 740, 937
Oklahoma	OK	405, 539, 572, 580, 918
Oregon	OR	458, 503, 541, 971
Rhode Island	RI	401
South Carolina	SC	803, 839, 843, 854, 864
South Dakota	SD	605

One-party Recording Notification Area Codes

Recording announcement is played to person placing the outbound call (originating party)

State		Area Codes
Tennessee	TN	423, 615, 629, 731, 865, 901, 931
Texas	TX	210, 214, 254, 281, 325, 346, 361, 409, 430, 432, 469, 512, 682, 713, 726, 737, 806, 817, 830, 832, 903, 915, 936, 940, 945, 956, 972, 979
Utah	UT	385, 435, 801
Virginia	VA	276, 434, 540, 571, 703, 757, 804, 826, 948
Vermont	VT	802
West Virginia	WV	304, 681
Wisconsin	WI	262, 414, 534, 608, 715, 920
Wyoming	WY	307

Two-party Recording Notification Area Codes

Automatic recording is disabled for the call. The call is not recorded.

State		Area Codes
California	CA	209, 213, 279, 310, 323, 341, 350, 408, 415, 424, 442, 510, 530, 559, 562, 619, 626, 628, 650, 657, 661, 669, 707, 714, 747, 760, 805, 818, 820, 831, 840, 858, 909, 916, 925, 949, 951
Connecticut	CT	203, 475, 860, 959
Delaware	DE	302
Florida	FL	239, 305, 321, 352, 386, 407, 448, 561, 656, 689, 727, 754, 772, 786, 813, 850, 863, 904, 941, 954
Illinois	IL	217, 224, 309, 312, 331, 447, 464, 618, 630, 708, 773, 779, 815, 847, 872
Maryland	MD	240, 301, 410, 443, 667
Massachusetts	MA	339, 351, 413, 508, 617, 774, 781, 857, 978
Michigan	MI	231, 248, 269, 313, 517, 586, 616, 734, 810, 906, 947, 989
Montana	MT	406
Nevada	NV	702, 725, 775
New Hampshire	NH	603
Pennsylvania	PA	215, 223, 267, 272, 412, 445, 484, 570, 582, 610, 717, 724, 814, 835, 878
Washington	WA	206, 253, 360, 425, 509, 564

Smart ACR Feature Summary

	Call Recording	Outgoing Caller (RC User)	Called Party (PSTN) Area code in 1 party notification location e.g TX	Called Party (PSTN) Area code in 2 party notification location e.g CA
Smart ACR OFF	Active	Hears announcement	Hears announcement	Hears announcement
Smart ACR ON One-party notification location	Active	Hears announcement	No announcement	
Smart ACR ON Two-party notification location	Disabled	No announcement The call is not recorded.	-	No announcement The call is not recorded.

FAQ

Who defines the area codes that correspond to 1 party vs 2 party consent calling destinations?

- RingCentral defined the area codes.

Who can configure Smart ACR?

- Recording settings are configured by users with the Phone System - Auto-receptionist permission.

What types of calls are affected by Smart ACR?

- Smart ACR applies to outbound calls placed from US phone numbers to US phone numbers.

Does this feature affect all users on the account?

- Smart ACR is enabled on a per user/extension basis

Does this feature affect On-Demand Recording?

- No, On-Demand recording notifications are always played. Smart ACR only applies to automatic call recording.

What happens if an outbound call is placed to a toll-free number or new area code not listed?

- Call recording is disabled for the call and no recording announcement is played. The call is not recorded.

Feature: *Site Call Recording Settings*

What's new

- Some jurisdictions require different recording settings.
- This feature allows Automatic and On-Demand recording settings to be configured differently per site location

What problem does it solve

- Today all sites share the same Automatic and On-Demand recording settings

Rollout plan

- GA 24.4.2 minor
- Premium, Enterprise

Site Call Recording Settings

- Call recording regulations vary by geographic location.
- Site Call Recording Settings allows Administrators to configure recording availability, notifications, and periodic tones differently by Site.
- Take greater control of the caller experience by customizing the recording notifications and periodic tones callers will hear based on regulatory needs.
- Automatic Call Recording on/off toggle is available on the Main site.
 - Click Extensions to Record to select the users and calls to capture

Call Recording


☐ Use Main site call recording settings for all sites

On-demand Call Recording

☒ Enable On-demand Call Recording


Enable your users to record calls at any time by pressing (*) (9) on a phone dial pad. [Learn more](#)

Announcement on Start

 00:00 / 00:00

[Edit](#)

Announcement on Stop

 00:00 / 00:00

[Edit](#)

Automatic Call Recording

☒ Enable Automatic Call Recording


Enable this option if you want to automatically record all calls to a specific user or group extension. Recordings are saved in your Call Log.

☒ Play periodic tones for outbound calls ⓘ

☒ Play Call Recording Announcement for Outbound Calls ⓘ

☐ Allow mute in auto call recording ⓘ

Call Recording Announcement

 00:00 / 00:00

[Edit](#)

Extensions to Record

0

[Edit](#)

Site Call Recording Settings

- To customize a site's recording settings from a Child site, select the option 'Use custom call recording settings'

Site Call Recording Settings include:

- On-Demand Recording On/Off
 - Announcement on Start
 - Announcement on Stop
- Automatic Call Recording
 - Play period tones for outbound calls
 - Play call recording announcement for outbound calls
 - Allow mute in auto call recording
 - Call recording announcement
 - Extensions to Record

Call Recording

☐ Use the Main site call recording settings

☒ Use custom call recording settings

On-demand Call Recording

☒ Enable On-demand Call Recording

Enable your users to record calls at any time by pressing (*) (9) on a phone dial pad. [Learn more](#)

Announcement on Start

00:00 / 00:00

Edit

Announcement on Stop

00:00 / 00:00

Edit

Automatic Call Recording

☒ Enable Automatic Call Recording

Enable this option if you want to automatically record all calls to a specific user or group extension. Recordings are saved in your Call Log.

☒ Play periodic tones for outbound calls ⓘ

☒ Play Call Recording Announcement for Outbound Calls ⓘ

☐ Allow mute in auto call recording ⓘ

Call Recording Announcement

00:00 / 00:00

Edit

Extensions to Record

0

Edit

Site Call Recording Settings

- When you change the site assigned to an extension, the extension inherits the new site's call recording settings.
- For example, if on-demand recording is turned Off for site 1 and On for site 2 and a User is moved from site 1 to site 2, they will be able to use on-demand recording.

Call Recording

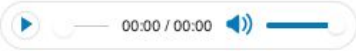
☐ Use Main site call recording settings for all sites

On-demand Call Recording

☒ Enable On-demand Call Recording


Enable your users to record calls at any time by pressing (*) (9) on a phone dial pad. [Learn more](#)

Announcement on Start

 00:00 / 00:00

[Edit](#)

Announcement on Stop

 00:00 / 00:00

[Edit](#)

Automatic Call Recording

☒ Enable Automatic Call Recording


Enable this option if you want to automatically record all calls to a specific user or group extension. Recordings are saved in your Call Log.

☒ Play periodic tones for outbound calls ⓘ

☒ Play Call Recording Announcement for Outbound Calls ⓘ

☐ Allow mute in auto call recording ⓘ

Call Recording Announcement

 00:00 / 00:00

[Edit](#)

Extensions to Record

0

[Edit](#)

Site Call Recording Settings

- Main site Administrators can check the option “Use Main site call recording settings for all sites” to lock Child Site recording settings so they cannot be changed individually.

Main Site (lock settings enabled)

^ **Call Recording**

☒ Use Main site call recording settings for all sites

Child Site (settings locked)

^ **Call Recording**

☒ Use the Main site call recording settings

☐ Use custom call recording settings

On-demand Call Recording

☒ Enable On-demand Call Recording

Enable your users to record calls at any time by pressing (*) (9) on a phone dial pad. [Learn more](#)

Announcement on Start

00:00 / 00:00

Announcement on Stop

00:00 / 00:00

Automatic Call Recording

☒ Enable Automatic Call Recording

Enable this option if you want to automatically record all calls to a specific user or group extension. Recordings are saved in your Call Log.

☒ Play periodic tones for outbound calls ⓘ

☒ Play Call Recording Announcement for Outbound Calls ⓘ

☐ Allow mute in auto call recording ⓘ

Call Recording Announcement

00:00 / 00:00

Extensions to Record

0

Feature: *Site and Call Queue call handling templates*

What's new

- Set custom rules for sites and call queues using templates

What problem does it solve

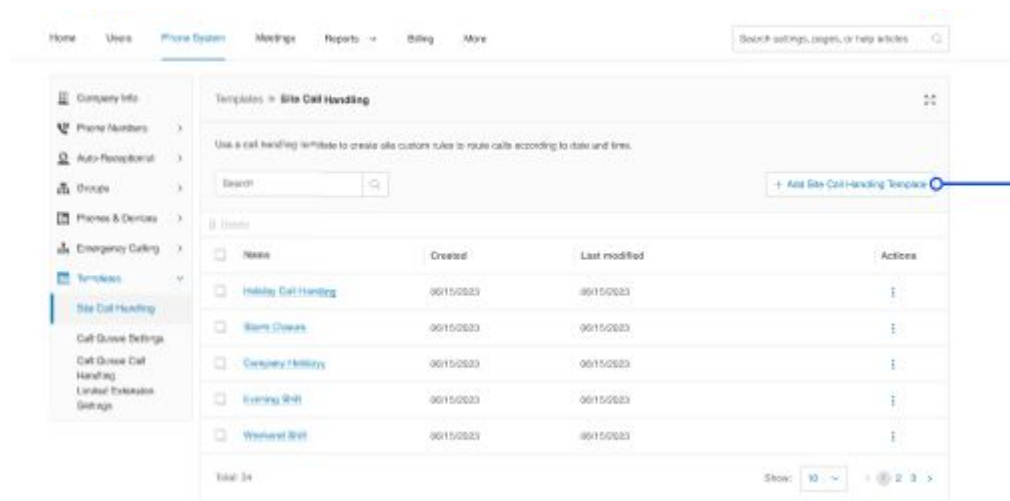
- Custom rules must be set for each site and call queue individually

Rollout plan

- 24.4.2 minor
- All packages with calling capabilities.

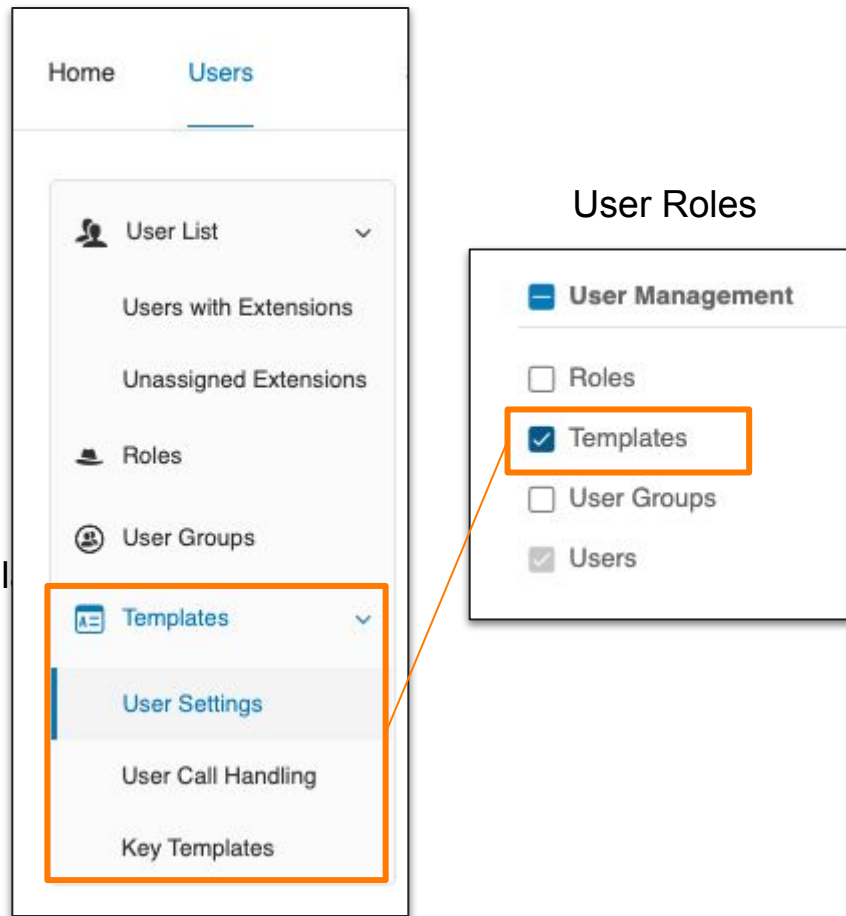
Holiday and special event call routing for Sites and Call Queues made easy

- New call handling templates for Sites and Call Queues allow you to setup custom call rules in a single step.
- Easily change how calls are handled during company holidays, special events, or unexpected conditions.



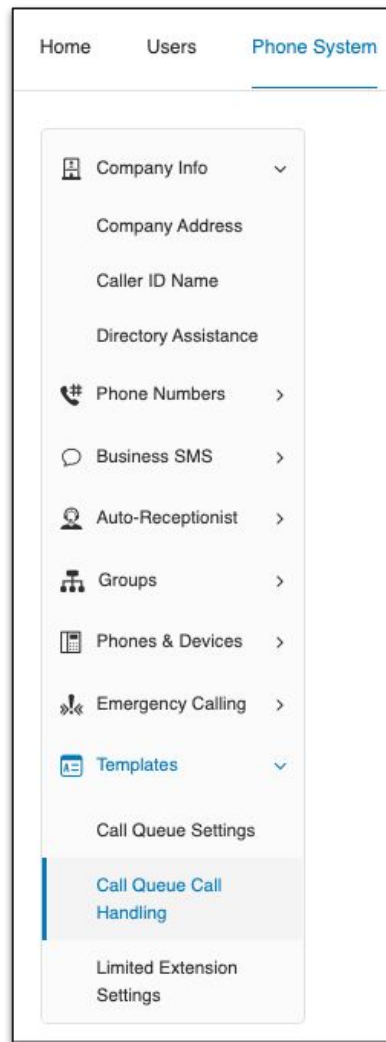
User Templates have been re-organized

- User templates have been re-organized.
- User templates include:
 - User Settings
 - User Call Handling
 - Key Templates
- Administrators with the User Management > Templates permission have access to User templ



New Phone System templates

- Phone System templates include:
 - Site Call Handling
 - Call Queue Settings
 - Call Queue Call Handling
 - Limited Extension Settings
- Administrators with the Phone System > Templates > Sites permission have access to Site call handling templates.
- Administrators with the Phone System > Templates > Groups permission have access to Call Queue and Limited Extension templates.



PLACEHOLDER
for screen once
Phone System >
Templates
permission is
implemented

Date conditions for Site and Call queue call handling templates

- Site and Call queue call handling templates support two types of Date conditions.
- Select Weekly schedule to route calls during recurring events.
- Select Specific Date Range to route calls during non-recurring events such as holidays. Click + to add multiple dates.

The screenshot shows a web application interface for adding a call queue call handling template. The dialog box is titled "Add Call Queue Call Handling Template" and has a close button (X) in the top right corner. Below the title, there are three tabs: "1 Conditions", "2 Call Handling", and "3 Summary". The "1 Conditions" tab is active. Inside this tab, there is a section titled "Select When This Rule Should be Active:" with a help icon. Below this title, there are two radio buttons: "Weekly Schedule" and "Specific Date Range". The "Specific Date Range" radio button is selected. Below the radio buttons, there are three rows of date range selectors. Each row has a "From" field and a "To" field, both with calendar icons. The first row shows "11/28/2024 12:00 AM" to "11/28/2024 11:59 PM". The second row shows "12/25/2024 12:00 AM" to "12/25/2024 11:59 PM". The third row shows "01/01/2025 12:00 AM" to "01/01/2025 12:01 AM". The third row is highlighted with an orange border. To the right of the "To" field in the third row, there is a trash icon and a plus sign (+). At the bottom right of the dialog box, there are two buttons: "Cancel" and "Next".

Home Home Phone System Meetings Records Billing More Search call queue name or help articles

Add Call Queue Call Handling Template

1 Conditions 2 Call Handling 3 Summary

Select When This Rule Should be Active: ⓘ

☐ Weekly Schedule ☒ Specific Date Range

From	11/28/2024 12:00 AM	To	11/28/2024 11:59 PM	
From	12/25/2024 12:00 AM	To	12/25/2024 11:59 PM	
From	01/01/2025 12:00 AM	To	01/01/2025 12:01 AM	+

Cancel Next

Call Queue Call

Call routing for Site and Call queue call handling templates

- Site and Call queue call handling templates support multiple call routing options.
- You can send calls to voicemail, play an announcement, or forward calls to an extension or external number.
- Call queue templates also include the option to Ring call queue members.

Add Call Queue Call Handling Template

✓ Conditions 2 Call Handling 3 Summary

Select what should happen when incoming calls match the rule. ⓘ

☐ Ring call queue members

☒ Send to voicemail

☐ Play an announcement

☐ Forward to extension

☐ Forward to external number

Voicemail greeting

Default

[Edit](#)

Send voicemail to

☒ This extension ⓘ

☐ Another extension

00:00 / 00:00

Back Next

Feature: Disable ability for Agents to turn off Accept Queue Calls toggle

What's new

- Context: On app's side, Accept Queue Calls toggle under profile controls if the call queue agent can receive calls from a call queue.
- New feature: Admins can configure which agents can have the ability to turn on/off Accept Queue Calls toggle.

What problem does it solve

- Today, call queue agents can toggle off "Accept Queue Calls" without reason, which brings up some problems like only one person is getting bombarded with calls or customers complaints their calls can not get through, which becoming management headache for customers(164 votes in idea portal).

Rollout plan

- 24.4.2 minor
- All brands

Feature: Enable delegated lines feature for partner brands

What's new

- This feature allows your primary number to appear on different phones or apps. With the delegated lines feature, you can: Call on behalf of, Hold and pick up within the group, Share lines or barge in. More feature
- No change to core feature capabilities, however SIP signalling enhancements also in scope to preserve PAI and History INFO for partner transport integration

What problem does it solve

- Close competitive gap between competition such as Cisco / BroadSoft
- Existing shared line and call delegation setups do not support the existing BCA requirements, making calls on the owners behalf, multiple appearances, and other requirements needed for existing customers

Rollout plan

- 24.3.2 Minor release
- Available for all packages (enabled on request SP1034 & SP1069)

Feature: Enable delegated lines feature for partner brands

1. Go to the Admin Portal and sign in.
2. Go to **Phone System > Groups > Delegated Lines**.
3. Click **New Delegated Line** at the upper right.

The screenshot shows the Admin Portal interface. At the top, there is a navigation bar with links: Home, Users, Phone System (highlighted with an orange box and label 2a), Meetings, Reports, Billing, and More. A search bar is also present. On the left sidebar, under the Phone System section, there is a 'Groups' link (highlighted with an orange box and label 2b). Below 'Groups', there are links for Call Queues, Paging Only, Shared Lines, and Delegated Lines (highlighted with an orange box and label 2c). The main content area is titled 'Groups » Delegated Lines'. It contains a search bar and a '+ New Delegated Line' button (highlighted with an orange box and label 3). Below this is a table with columns: Status, Name, Owner, Delegates, Numbers, Ext., Msg., and Actions. The table is currently empty, and a message at the bottom states: 'There are no Delegated Lines added to the account for now.'

- Enter the Group Name, Manager's Email and Extension, then select the Number of Appearances.
- Click Next.
- Select an existing or add a new number for the owner and delegates to make and receive calls, then click Next.
- Click Add Owner to add an owner and device to the delegated line. If you already have existing owners, select from the list.
- Click Next.
- Enter the required information on the Select Delegates page and click Next.

Note: Each delegated line has one owner with one to 10 delegates. Each user can have multiple devices assigned, up to a max of 16 devices per line.

Integrations

Feature: SFDC Leave Conference as Host

What's new

Allow conference hosts to leave conference calls without hanging up the call

What problem does it solve

Currently conference hosts need to remain on the call in SFDC or the call will end for all parties

Rollout plan

Released to users on GA

Analytics

Feature: Business Analytics - Sharing a dashboard "As Is"

What's new

- New approach to share a dashboard "as I see it" or "using my permission level" (vs "using the viewers' permission level" or "as they allowed to see").

What problem does it solve

- It allows super admins to share a predefined dashboard exactly as an admin sees it. Normally, without this option, viewers will see only something that they're entitled to see.
- This helps to share aggregated KPI dashboards to regional directors or analysts without adding those persons to multiple sites.

Rollout plan

- 24.3 minor

How it works

Business Analytics is controlled by three types of permissions.

User permissions

- Business Analytics is visible if a user has "Call Log - Site Access" - which can be visible for the whole company or be scoped to one site.

Data-level permissions

- Admin and super admins who can set company roles can view data for your organization's entire account.
- Admins whose roles let them access only a specific site will only be able to view Business Analytics data from that same site.
- Standard users (those who have no additional roles) will be able to view only their own data.
- Managers of user groups and queues will be able to view their personal data as well as the data for the group(s) and/or queue(s) they manage.

Bypass

Dashboard-level permissions

- Private/public/shared dashboard that respects the data-level permissions (see above). This is a default behavior and it allows you to create **template**-like dashboards.
- Private/public/shared dashboards without data-level permissions: "As I see it". This is an alternative to subscriptions and downloads.

The latter is a new behavior.

The screenshot shows a 'Dashboard Settings' dialog box with the following fields and options:

- NAME:** US KPIs for Regional Director
- Owner:** Alex D (Don't Edit)
- Select Privacy Settings:**
 - ☐ Private (lock icon) - visible only to me.
 - ☐ Public (globe icon) - visible to anyone who has an access to Business Analytics.
 - ☒ Shared (people icon) - visible to specific group of people.
- USERS:** Agent005 Regional Director - Share As Is test (with a close button)
- Dashboard data visibility:**
 - ☐ Show dashboard data identical to my view.
 - By selecting this option, the users will see all data same as you even if they don't have permissions to see it. If not selected, the users will see data based on their role/permission.
- Buttons:** Cancel and Save

Hardware

Feature: *Firmware updates*

What's new

Firmware updates for the following models:

- Poly Edge FW 8.2.2 for Edge series
- Yealink FW 124.86.25.6 for T34W

What problem does it solve

Firmware upgrade addresses security issues and fixes bugs while adding support for upcoming features.

Rollout plan

- Available for all brands

Feature: *Firmware updates*

Vendor	Model	Firmware version	Release Notes	Start firmware rollout *	Firmware rollout completed *
Yealink	T34W	124.86.25.6	T3 firmware release notes	Oct 17, 2024	Oct 23, 2024
Poly	Edge series	8.2.2	8.2.2 release notes	Oct 17, 2024	Oct 23, 2024

Thank you