

What's In Deck 25.1 AT&T Office@Hand

25.1 Table of Contents

Desktop/Web Apps

- Individual Fax & SMS settings

Call Handling

- Call Screening Improvements
- Administrative Control for User DND Setting
- Forward Voicemail with Introduction

Admin & Core

- AT&T: Extend the number of days in unconfirmed status
- SMS 2.0 (SMS opt-out)
- SMS Receive Incoming Text Messages
- Call Queue SMS Recipient
- Update VoiceManager UI for Change Password, PIN, and Security Question
- Restrict Email Domain for Notifications & Other emails
- RingOut availability at the user level
- [Cross-site access management] Site Numbers in Caller ID list

Hardware

- Firmware updates
- Enable Pagination Feature Parameter on Poly VVX
- Enable server based DND feature for Yealink phones

Integrations

- Teams Direct Routing - Support popular Microsoft 365 license types
- Teams Direct Routing - Email notification preferences

25.1 Deployment Schedule - AT&T Office@Hand

Item	Release	Dates	Status	Comments
Admin, New Licenses, New Hardphones	25.1	2/27		
Office@Hand Mobile App	25.1.20	tbd		Handoff 2/26
Office@Hand Desktop/Web App	25.1	3/11		

Desktop/Web Apps

Feature: Individual SMS and Fax settings

What's new

Text and Fax settings as separate tabs, part of making SMS and Fax 1st class citizen initiative, and make it easier for access

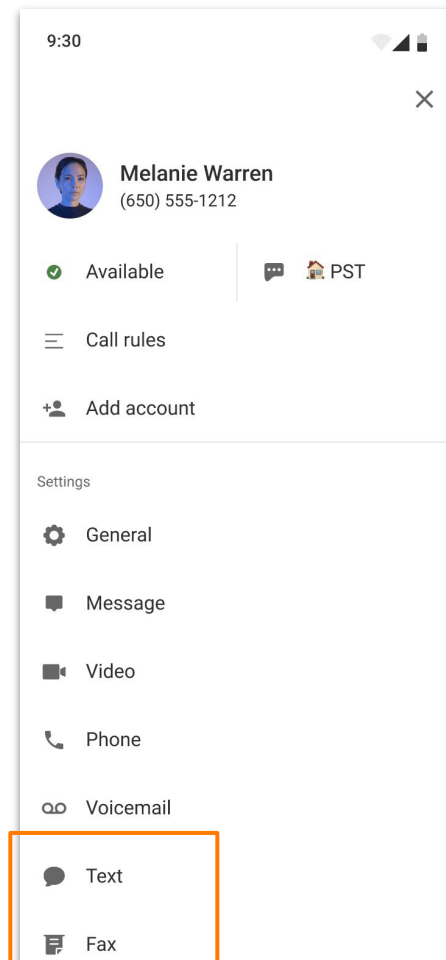
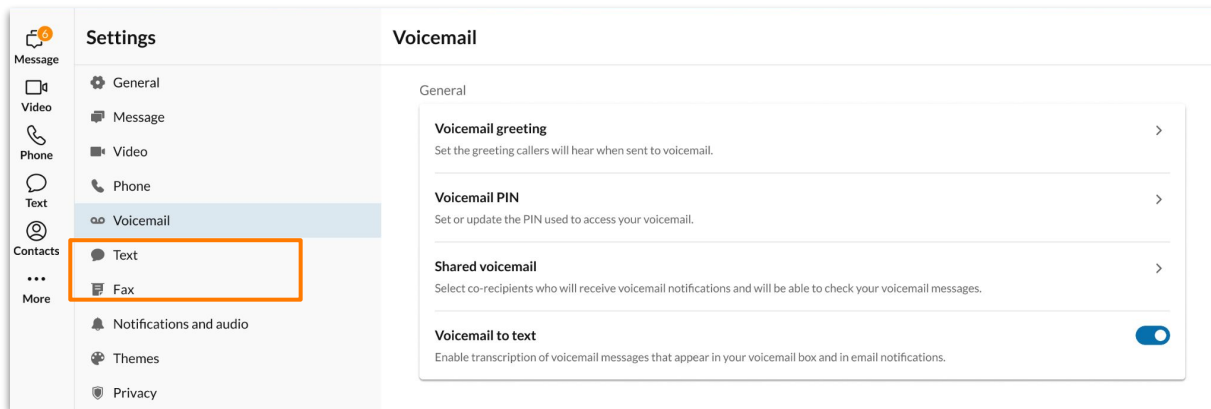
What problem does it solve

- To make text settings and fax settings navigation more aligned with the app main navigation

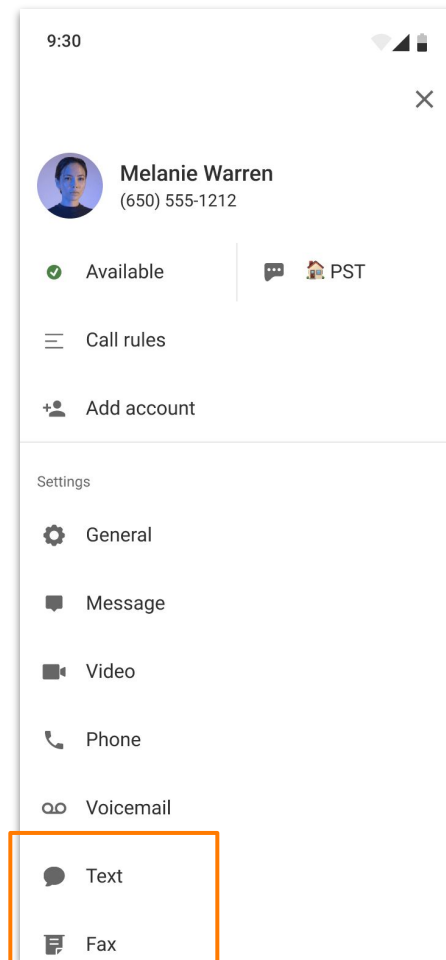
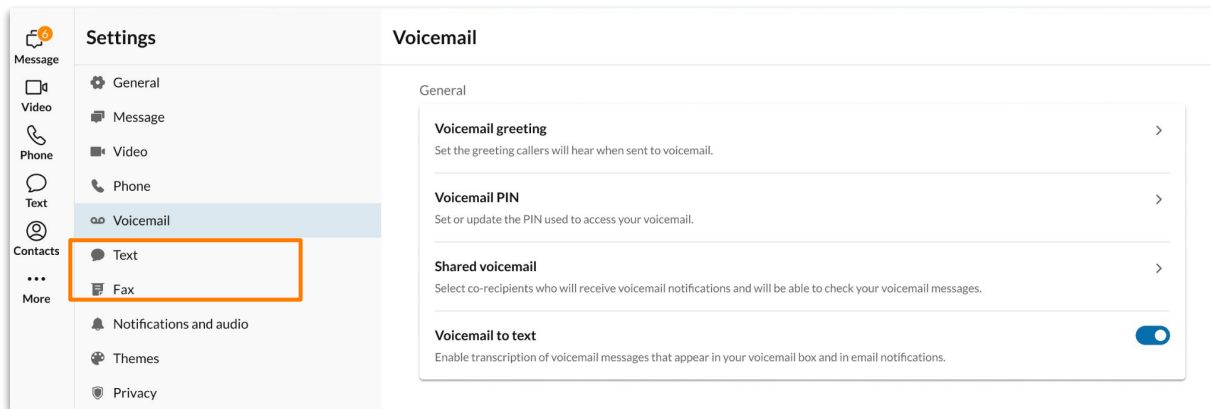
Rollout plan

- 24.4.20

Feature: SMS and Fax setting entry changes



Feature: SMS and Fax setting entry changes



Admin & Core

Feature: AT&T | *Extend the number of days in unconfirmed status*

What's new

- Update the auto-delete timer on unconfirmed accounts from 14 days to 60 days.
 - change value of "SP356-Days to activate account" to 60

What problem does it solve

- RC holds a new Company Account in 'Unconfirmed' state only for 14 days, after which (if the account is not transitioned to Confirmed), will be lost/deleted. This forces AT&T to activate the account prior to day 14. AT&T bundles Office@Hand/RingEx with its internet offering. Internet delivery takes longer than 14 days in many instances causing the customer to be billed for O@H too early.
- AT&T is currently facing an issue of significant revenue loss due to customer credits for early billing account when all services are ready.

Rollout plan

- 25.1
- AT&T

Feature: *SMS 2.0 (SMS opt-out)*

What's new

When an sms user recipient replies STOP to opt out of receiving text messages, AT&T will send an auto-reply message, block further text communications, and add the contact to an opted-out list. You can monitor the SMS opt-out list to be sure contacts who have requested to unsubscribe from text message campaigns don't receive unwanted communication.

What problem does it solve

The SMS opt-out process allows recipients to choose to stop receiving messages from a sender. It's necessary for several key reasons:

- Legal compliance
- User control
- Customer satisfaction

Rollout plan

- 25.1

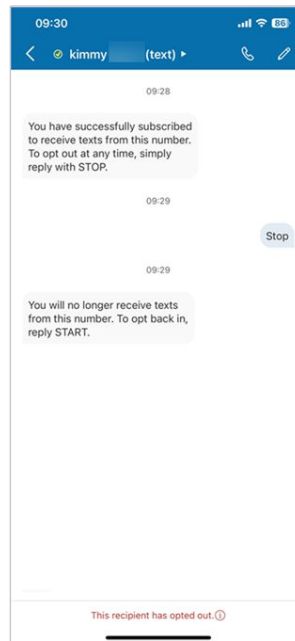
Feature: SMS 2.0 (SMS opt-out)

Managing opt-out requests in the Unified app and Admin Portal

Supports the following keywords:

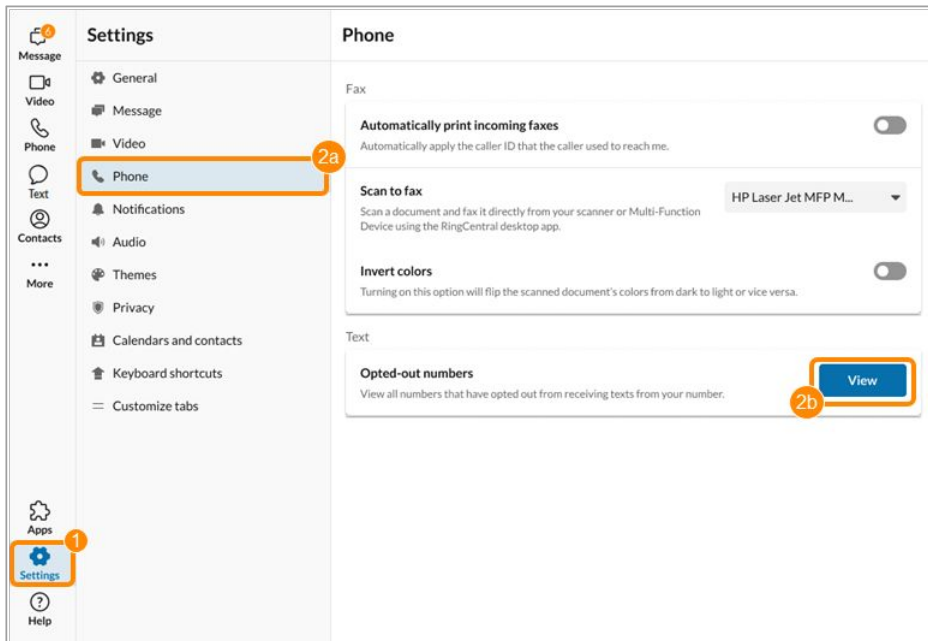
Opt-out: STOP , UNSUBSCRIBE, QUIT, CANCEL, END

Opt-in: START, SUBSCRIBE, RESUME, CONTINUE, UNSTOP



Feature: SMS 2.0 (SMS opt-out)

Accessing SMS opt-out numbers in the Desktop and web app



Feature: SMS 2.0 (SMS opt-out)

Accessing SMS opt-out numbers in the mobile app



Feature: SMS 2.0 (SMS opt-out)

Accessing SMS opt-out numbers in the Admin Portal

The screenshot displays the Admin Portal interface for managing SMS opt-out numbers. The top navigation bar includes links for Home, Users, Phone System (annotated with 2), Meetings, Reports, Billing, and More. A search bar is located on the right. The left sidebar contains a list of menu items: Company Info, Phone Numbers, Business SMS (annotated with 3a), SMS TCR Registration, SMS Opt-out Numbers (annotated with 3b), Auto-Receptionist, Groups, Phones & Devices, and Emergency Calling. The main content area is titled 'Business SMS > SMS Opt-out Numbers'. It features two search filters: 'Opt-out Phone Number' and 'Destination Phone Number', both with search icons. Below the filters are 'Reset' and 'Apply' buttons. A 'Download' button (annotated with 4) is located in the top right corner. The main content area displays a table with the following columns: SMS Opt-out Numbers, Destination Phone Number, and Source. The table contains three rows of data, each with a redacted phone number and a source of 'Account'.

SMS Opt-out Numbers	Destination Phone Number	Source
[REDACTED]	[REDACTED]	Recipient
[REDACTED]	[REDACTED]	Account
[REDACTED]	[REDACTED]	Account

Feature: *SMS Receive Incoming Text Messages*

What's new

Customers may configure phone numbers to receive incoming SMS text messages without TCR registration

What problem does it solve

- Allows customers to receive SMS text messages without completing TCR registration.
- Helpful for two-factor authentication use cases

Rollout plan

- GA: RC & Partner brands 25.1
- All packages with calling capabilities

Set phone numbers to receive incoming text messages

- Set your phone numbers to receive incoming SMS text messages
- To send a text message, start a new TCR registration.

The screenshot displays the 'Phone System' settings interface. The top navigation bar includes 'Home', 'Users', 'Phone System' (selected), 'Meetings', 'Reports', 'Billing', and 'More'. A search bar on the right says 'Search settings, pages, or help articles'. The left sidebar lists 'Company Info', 'Phone Numbers', 'Business SMS' (selected), 'TCR Registration', and 'TCR Brands'. The 'Inbound SMS' option under 'Business SMS' is highlighted. The main content area, titled 'Business SMS >> Inbound SMS', contains instructions to turn on Inbound SMS and complete a TCR registration. Below this, the 'Inbound SMS enabled numbers' section features a 'Select phone numbers' dropdown menu with a 'Choose numbers' button.

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

Search settings, pages, or help articles

Company Info

Company Address

Caller ID Name

Directory Assistance

Phone Numbers

Business SMS

TCR Registration

TCR Brands

Inbound SMS

Business SMS >> **Inbound SMS**

Turn on Inbound SMS to receive text messages on phone numbers not linked to a TCR registration. Complete a TCR registration to send and reply to text messages.

[Complete a TCR registration to send and reply to text messages.](#)

Inbound SMS enabled numbers

Select phone numbers

[Choose numbers](#)

Add or Remove phone numbers

- **Add** phone number(s) to start receiving text messages
- **Remove** phone number(s) to stop receiving text messages

Inbound SMS enabled numbers

The following numbers will be enabled to receive inbound text messages.

Search

Q

Status

Add numbers

Number	Assigned to	Status	
(201) 222-3644		Ready for use	<div>Remove</div>
(201) 444-3602		Ready for use	<div>Remove</div>
(201) 666-3753		Not yet ready	<div>Remove</div>
(201) 666-3768		Not yet ready	<div>Remove</div>

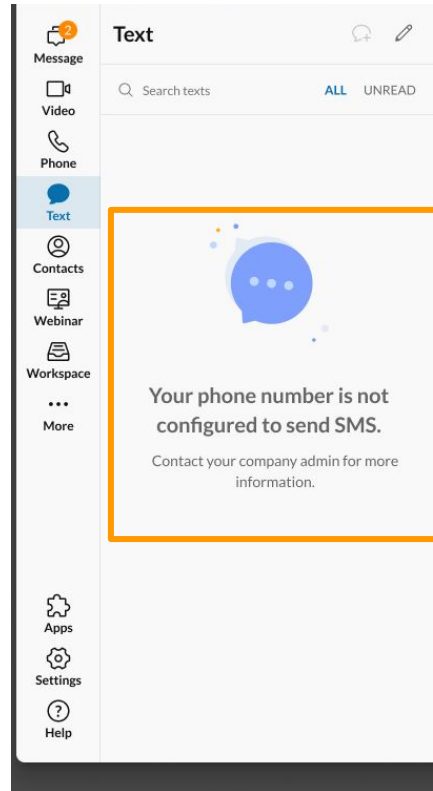
Understanding number status

- **Ready** - phone number is ready to receive incoming text messages
- **Not yet ready** - phone number is being provisioned to receive text messages

Inbound SMS enabled numbers			
The following numbers will be enabled to receive inbound text messages.			
<input type="text" value="Search"/>		<input type="text" value="Status"/>	Add numbers
Number	Assigned to	Status	
(201) 222-3644		Ready for use	Remove
(201) 444-3602		Ready for use	Remove
(201) 666-3753		Not yet ready	Remove
(201) 666-3768		Not yet ready	Remove

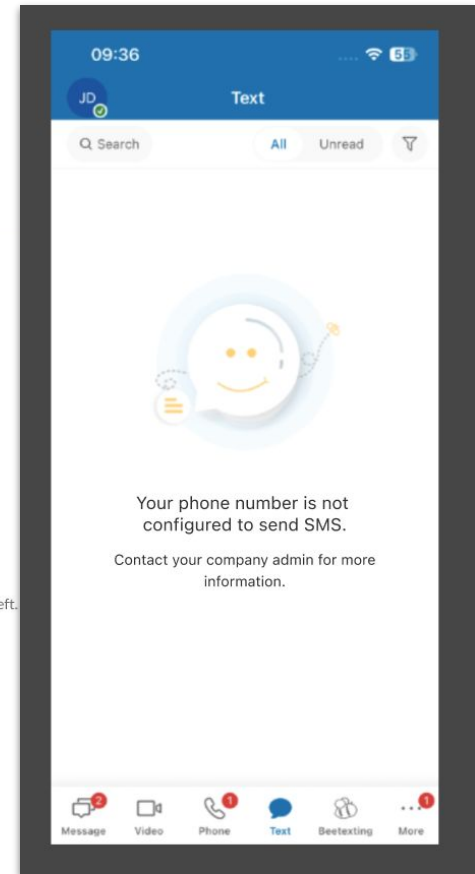
Receive Incoming Text Messages in Apps

Users will be notified when their phone number is set to receive incoming text.



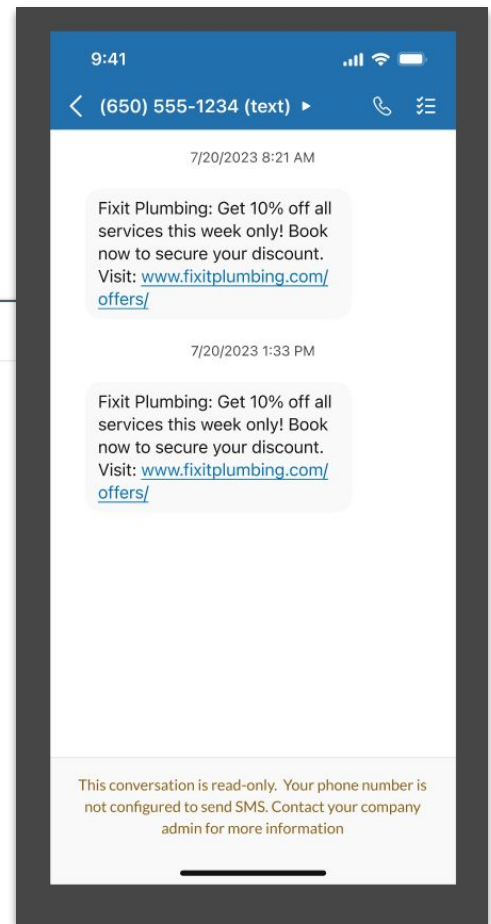
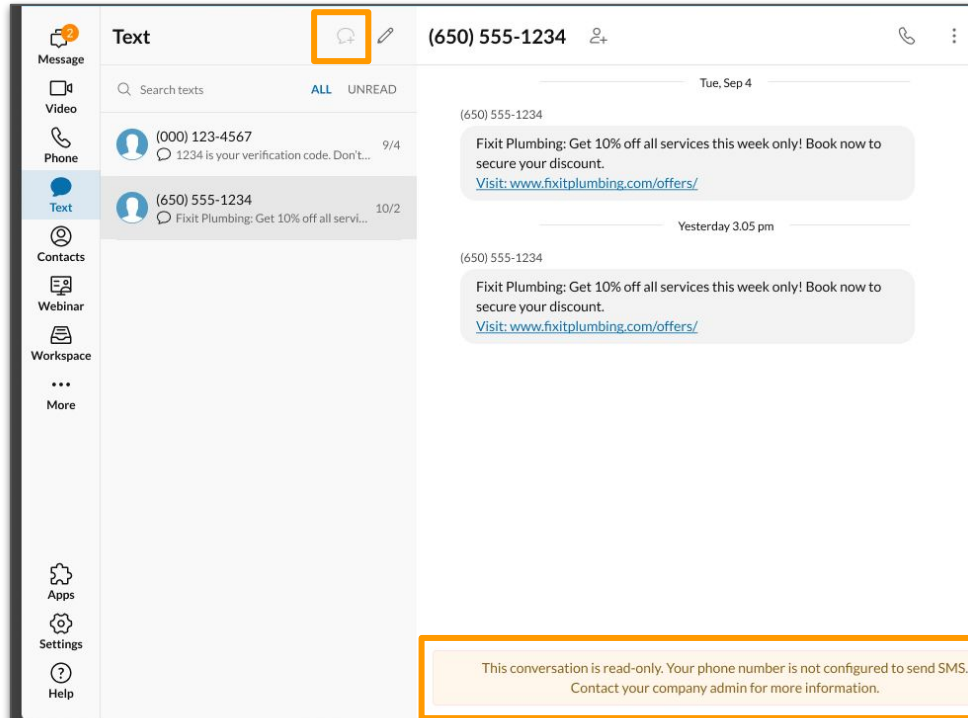
Text details

For a detailed view, select an item from the list panel on the left.



Receive Incoming Text Messages in Apps

Users will be able to read incoming text messages while send SMS features are disabled.



FAQ

My phone number is setup to receive incoming text messages. Can I add the phone number to a TCR application?

- Yes.

My number is already assigned to TCR application. Can I change the phone number to only receive incoming text messages?

- Yes, but first you need to remove the number from the current TCR application. Then, navigate to Inbound SMS and add the phone number to receive incoming text messages.

How long does it take to set up my numbers to receive incoming text messages?

- Typically it only takes 5 minutes to setup your phone number(s), but in some cases it may take up to 24 hours.

Feature: *Call Queue SMS Recipient*

What's new

- Customers can now specify which User should receive SMS messages sent to a call queue. The same person can also reply using the phone numbers assigned to the call queue.

What problem does it solve

- Prior to this enhancement, SMS messages sent to a call queue we're not accessible by any User.
- Additionally, it was not possible to send or reply to a call queue SMS message using the phone numbers assigned to the call queue.

Rollout plan

- GA for all brands
- Applies to all packages with calling capabilities
- Enabled by default for existing/new accounts
- No cost/license impact
- Requires SMS/TCR Registration

Call Queue SMS Recipient

Select which User will receive SMS text messages sent to the call queue.

The selected SMS Recipient:

- Receives SMS messages sent to the call queue.
- Has the ability to send or reply to SMS messages using any of the phone numbers assigned to the call queue

Note: The call queue SMS Recipient must be assigned the “Business SMS” permission which is enabled for all predefined roles automatically. If Users are assigned to a custom role, verify the Business SMS is permission is enabled.

Customer Support 03 (Ext. 12003)

Call Queue Details

General

Settings

Short Extension Number

103

Full Extension Number: 11103

Record Group Name ⓘ

Customer Support 03 (Default)

Edit

Group Name

Customer Support 03

Company Name

Status

Enabled

Disable

Contact Phone ⓘ

+1 (505) 6909224

☐ Publish in Company Directory ⓘ

Managers

Full Access: 2

Edit

SMS Recipient ⓘ

Bob Smith, Ext. 11300

Edit

Call Queue SMS Recipient

- When adding a new call queue, the first Full Access manager is automatically assigned as the SMS Recipient.
- When two or more Full Access managers are selected, the SMS Recipient will be assigned to one of them.
- You can select any User as the call queue SMS recipient. The User is not required to be a manager, member, or pickup member of the queue.
- If the call queue SMS Recipient is changed, the new recipient has access to the call queue SMS text message history.
- Only 1 User may be selected as the SMS Recipient.

Customer Support 03 (Ext. 12003)

Call Queue Details

General

Settings

Short Extension Number

103

Full Extension Number: 11103

Record Group Name ⓘ

Customer Support 03 (Default)

Edit

Group Name

Customer Support 03

Company Name

Status

Enabled

Disable

Contact Phone ⓘ

+1 (505) 6909224

☐ Publish in Company Directory ⓘ

Managers

Full Access: 2

Edit

SMS Recipient ⓘ

Bob Smith, Ext. 11300

Edit

Call Queue Notification Setting Update

- We added the SMS Recipient to the call queue notification settings.
- Select any combination of Managers, SMS Recipient, and other eMail Addresses to receive notifications when queue conditions occur

Notifications

×

Settings

	By Email	By SMS
Voicemail Messages	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Received Faxes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Missed Calls	<input type="checkbox"/>	<input type="checkbox"/>
Received Text Messages	<input checked="" type="checkbox"/>	<input type="checkbox"/>

☐ Include Voicemail Message in Email

☐ Include Received Fax in Email

Send email notifications to

☒ Managers

Carla Carson (carla.carson@tyco.com)

James Sladerman (james.sladerman@tyco.com)

Martha Morris (martha.morris@tyco.com)

☒ SMS Recipient

David Simms (dabid.simms@tyco.com)

☒ Specified Emails

Enter email addresses separated by commas

Send SMS notifications to

Select Carrier

Phone Number

Select Carrier

+ Add

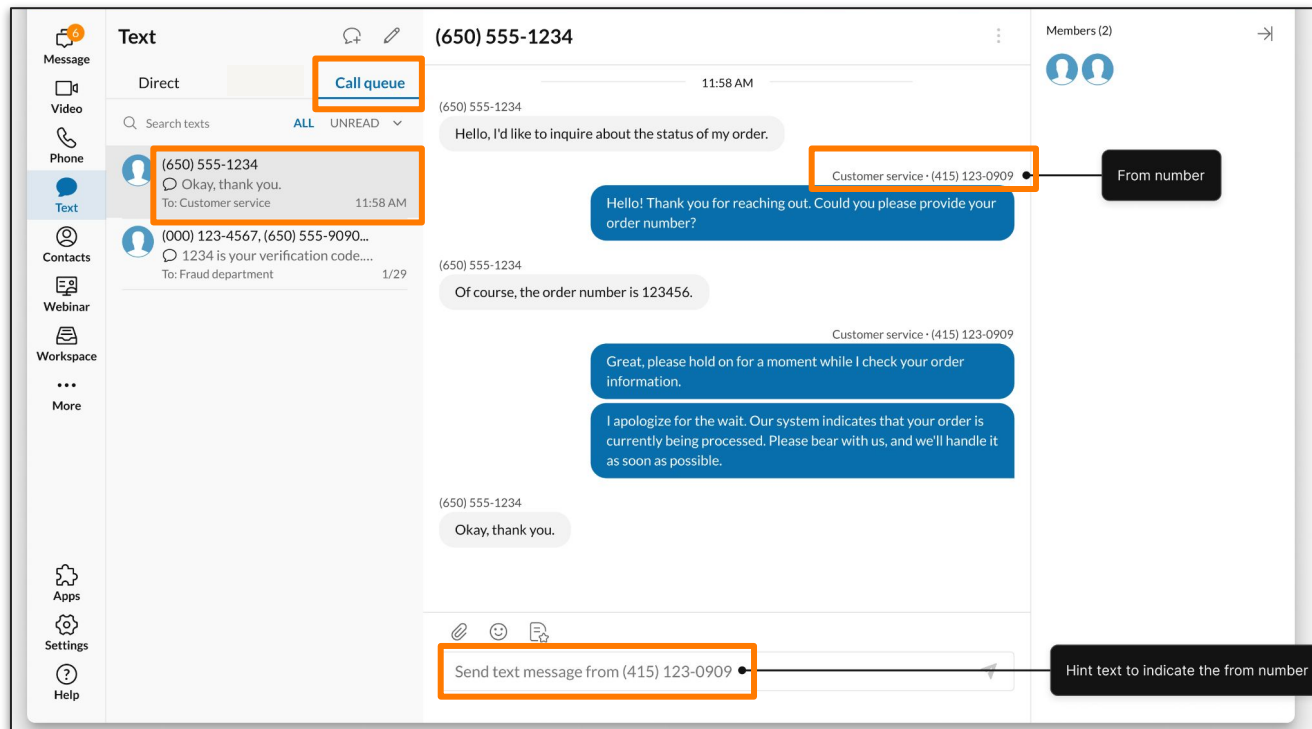
My carrier is not listed [?](#)

Cancel

Save

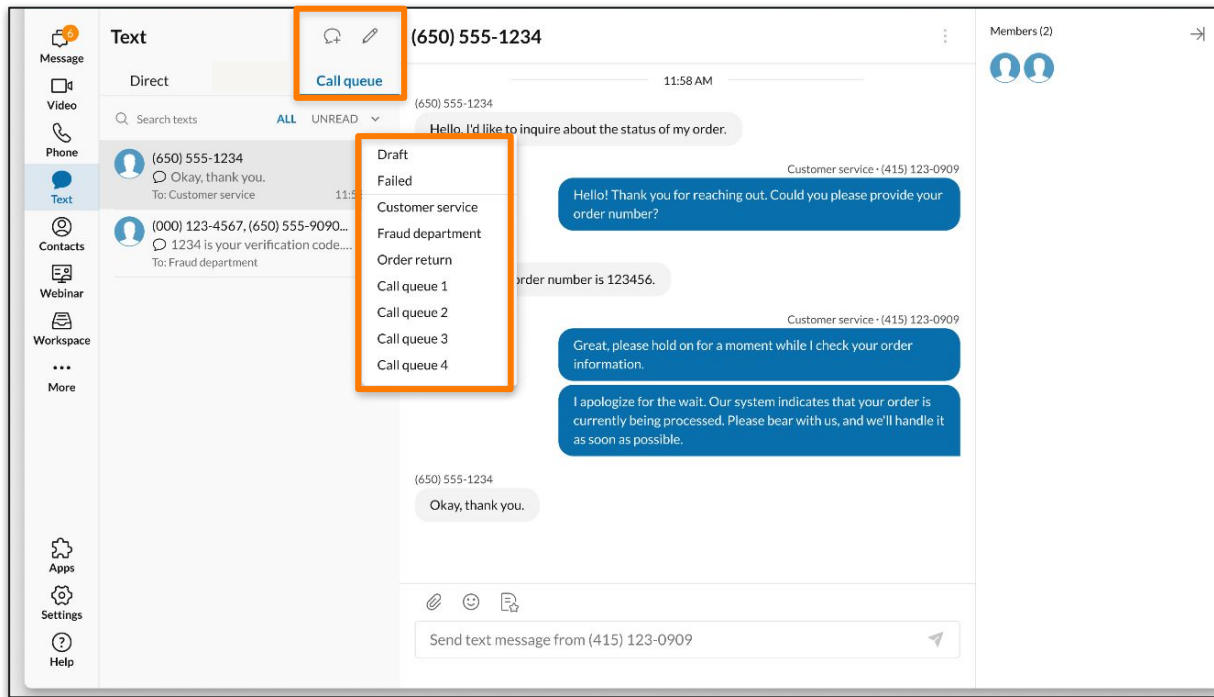
Read and reply to call queue text messages

- Read and reply to call queue SMS messages.
- The Call Queue SMS Recipient logs into the Unified App desktop or mobile client.
- Select Text from the menu.
- Message preview includes the call queue name
- From phone number is displayed when replying



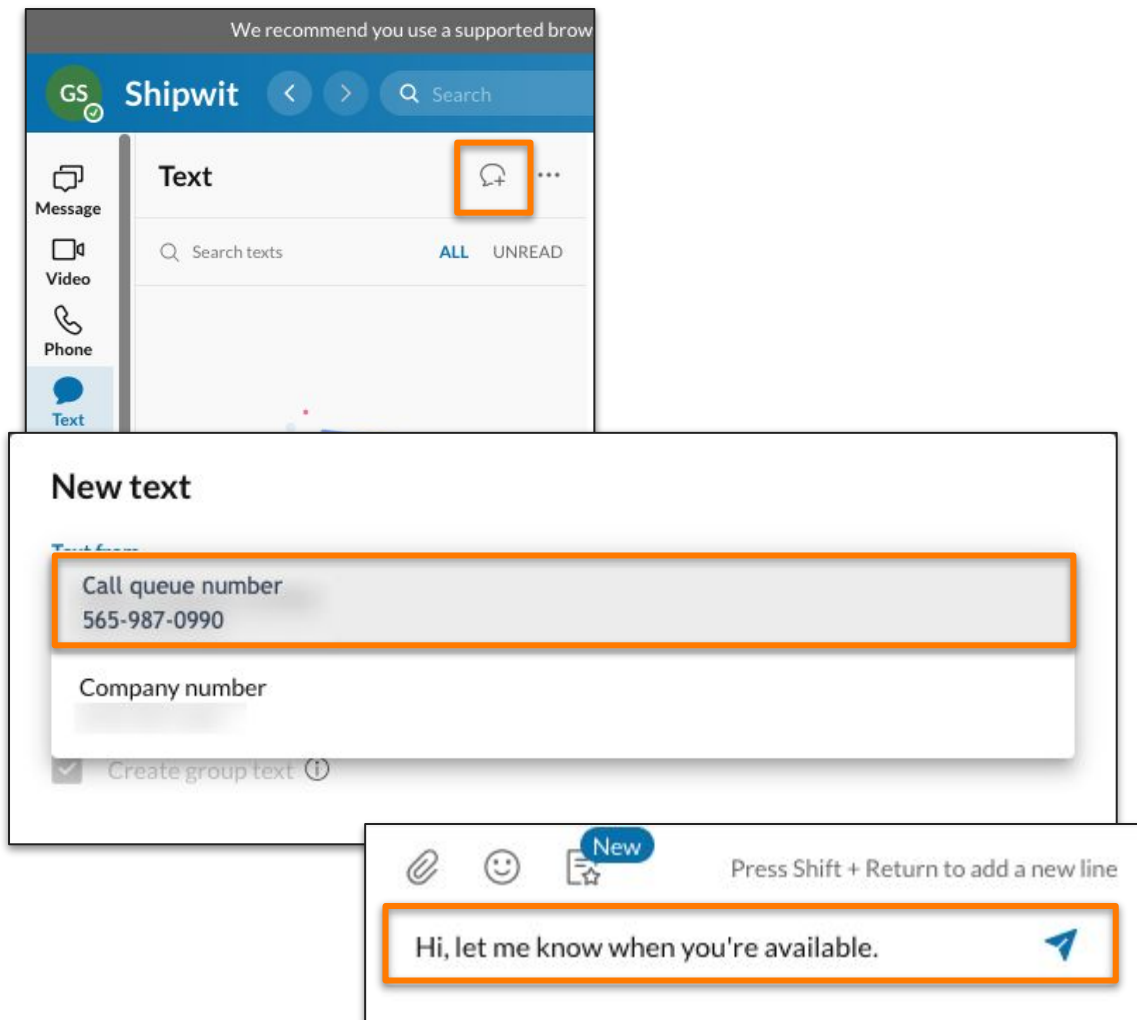
Read and reply to call queue text messages

- Filter controls make it easy to start with the most important call queue message.



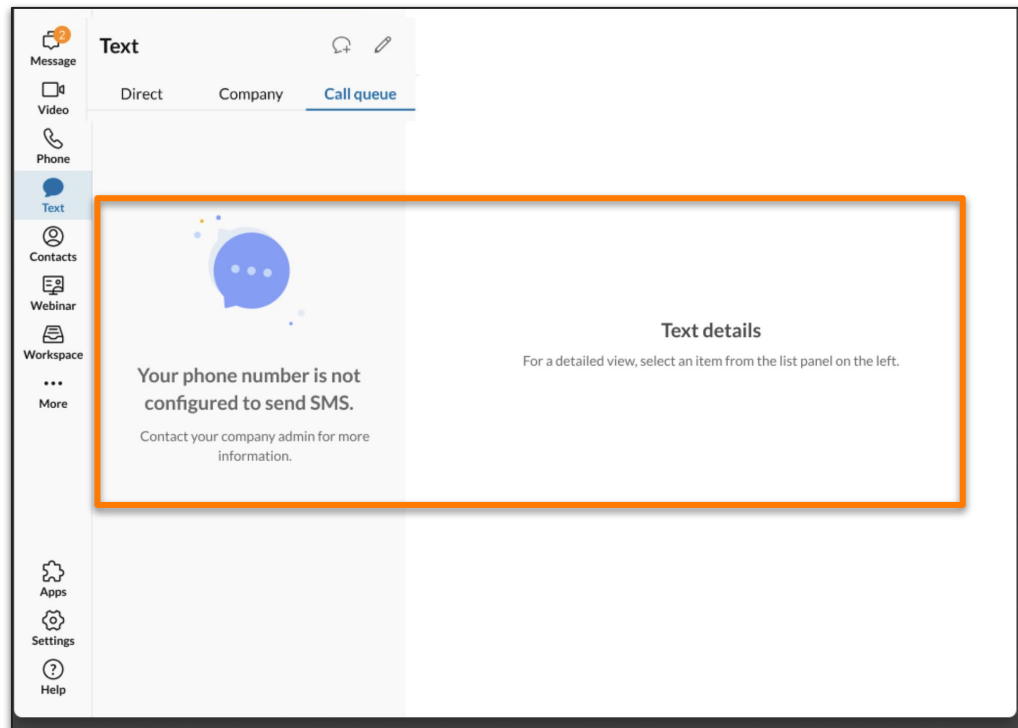
Send a call queue text message

1. The Call Queue SMS Recipient logs into the Unified App desktop or mobile client.
2. Select Text from the menu.
3. Click New Text.
4. Under **From text**, select the desired call queue number, then click Next.
5. Type your message and click Send.



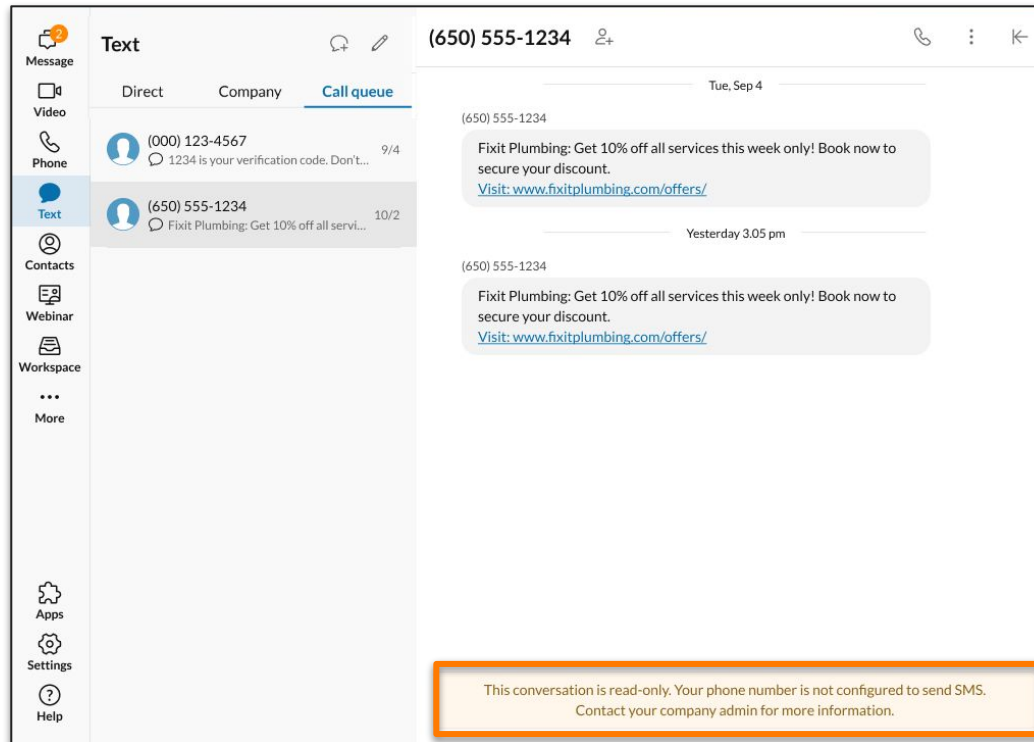
Call Queue number is not TCR registered

- If the phone number(s) assigned to the call queue are not linked to an approved SMS TCR registration, you will not be able to send messages.



Call Queue number configured for Inbound only

- If the phone number(s) assigned to the call queue are configured to receive SMS, you can view and delete inbound text messages, but you will not be able to reply or send messages.



FAQ

How many Users can I configure as the Call Queue SMS Recipient?

- You may select one User to receive call queue SMS messages

Where are the call queue SMS messages displayed?

- The call queue SMS recipient will see call queue messages displayed in the Unified App desktop/mobile client. Login to the app, select Text, then select Call Queue.

Who is the SMS Recipient for existing call queues?

- The Full Access call queue manager has been assigned Call Queue SMS Recipient. For queues with two or more Full Access managers, the SMS Recipient has been assigned to one of them.

FAQ

What permission is required to send/receive SMS?

- The call queue SMS Recipient must be assigned the “Business SMS” permission which is enabled for all predefined roles automatically. If Users are assigned to a custom role, verify the Business SMS is permission is enabled.

If the call queue SMS Recipient extension is disabled/deleted, who will receive call queue SMS messages?

- It is not possible to delete or disable the extension of a User selected as the call queue SMS recipient.

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

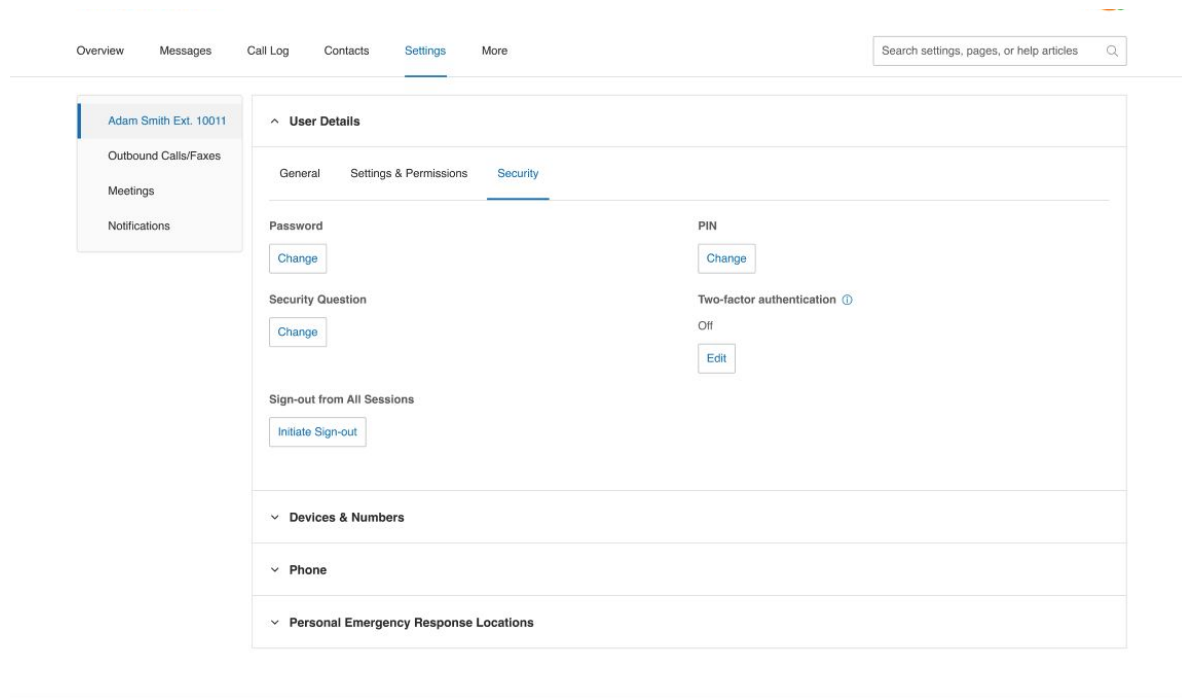
- There was no information or labeling in the UI for where to update the security question. Messaging within the app led users to believe they had to reset their password in order to update their security question.

Rollout plan

- GA in 25.1
- This feature is available to all brands

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

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 Service.
- This enhancement will enable the customer to control which email domains are allowed on their account

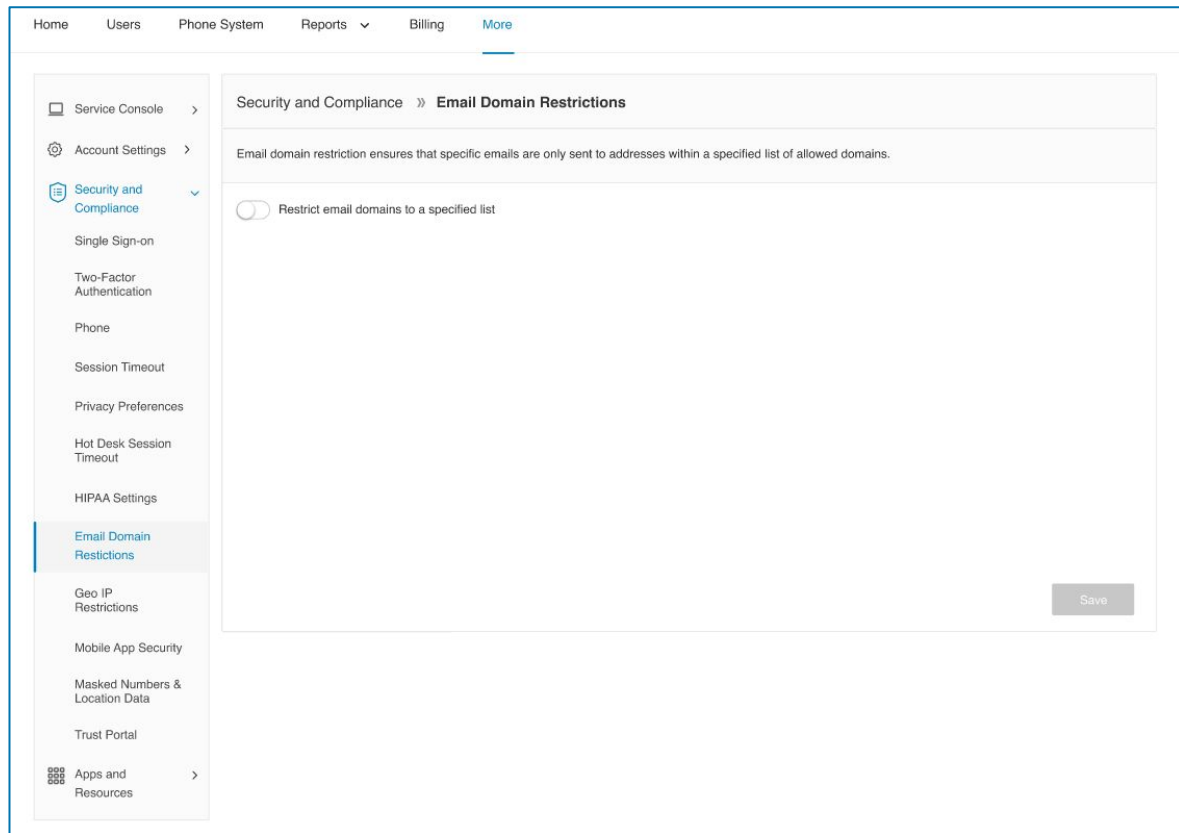
Rollout plan

- General Availability 25.1.2

Feature: Restrict Email Domain for Notifications & Other emails Phase 2

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.



Feature: Restrict Email Domain for Notifications & Other emails Phase 2

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

Service Console >

Account Settings >

Security and Compliance >

Account Validation

Single Sign-on

Phone

Session Timeout

Email Domain Restrictions

Mobile App Security

Masked Numbers & Location Data

Trust Portal >

Apps and Resources >

Security and Compliance >> **Email Domain Restrictions**

Email domain restriction ensures that 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


[Check uncompliant email addresses](#)

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

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

 Service Console

 Account Settings

 Security and Compliance

Account Validation

Single Sign-on

Phone

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Enter email domains ⓘ

AbraKadabra

+ Add

Invalid email domain

Approved domains list


Search


🔍


Check uncompliant email addresses

Feature: Restrict Email Domain for Notifications & Other emails Phase 2

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

 Service Console >

 Account Settings >

 Security and Compliance >

Account Validation

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+ Add

Approved domains list



Check uncompliant email addresses

gmail.com	Remove
ringcentral.com	Remove

Feature: Restrict Email Domain for Notifications & Other emails Phase 2

Home Users Phone System Reports Billing **More**

Service Console >

Account Settings >

Security and Compliance ▾

Account Validation

Single Sign-on

Phone

Session Timeout

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[+ Add](#)

Approved domains list

[Check uncompliant email addresses](#)

gmail.com	Remove
ringcentral.com	Remove

Feature: RingOut availability at the user level

What's new

Customer admins get ability to disable RingOut feature for certain users on their account

What problem does it solve

Today RingOut feature can only be disabled on entire account. Some customers would like to disable RingOut calls for users with specific roles, because this feature is unnecessary for this group of employees and it's often misused.

Rollout plan

- 25.1 - Controlled availability
- All brands
- RC App release dependency (25.1.10)

Ability to disable RingOut for individual user

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

Search settings, pages, or help articles

User List

Users with Extensions

Unassigned Extensions

Roles

User Groups

Templates

User List >> Users with Extensions

Search

+ Add User

Add Users in Bulk

Delete

Enable

Disable

Send Invite

Set Credentials

Apply Templates

Status

Name

Some ALT_USER (17319834...

Some ALT_USER (1731983444515) New

Ext. 101

Outbound Calls/Faxes

Meetings

Notifications

Caller ID

Outbound Calls Entitlements

Allow this user to make RingOut calls. [Learn more](#)

Fax Settings

Ability to disable RingOut for many users in bulk

Search settings, pages, or help articles

Key Templates

Search

[+ Add User Settings Template](#)

 Delete

Name

☐ [Test Template](#)

< 1 >

Test Template

Inbound

Outbound

Notifications

▼ **Caller ID**

^ Outbound Calls Entitlements

☒ Allow this user to make RingOut calls. [Learn more](#)

☐ Override user settings

▼ **Fax Settings**

Delete Template

Cancel

Feature: [Cross-site access management] Site Numbers in Caller ID list - GA

What's new

Multi-Site customers can configure cross-site visibility rules and apply them to site numbers in Caller ID list. Users will be able to use site numbers from other sites to be outbound Caller Ids.

What problem does it solve

Today when users on multi-site accounts select their outbound Caller ID, they cannot select site numbers from other sites (user can select a site number only from own site)

Rollout plan

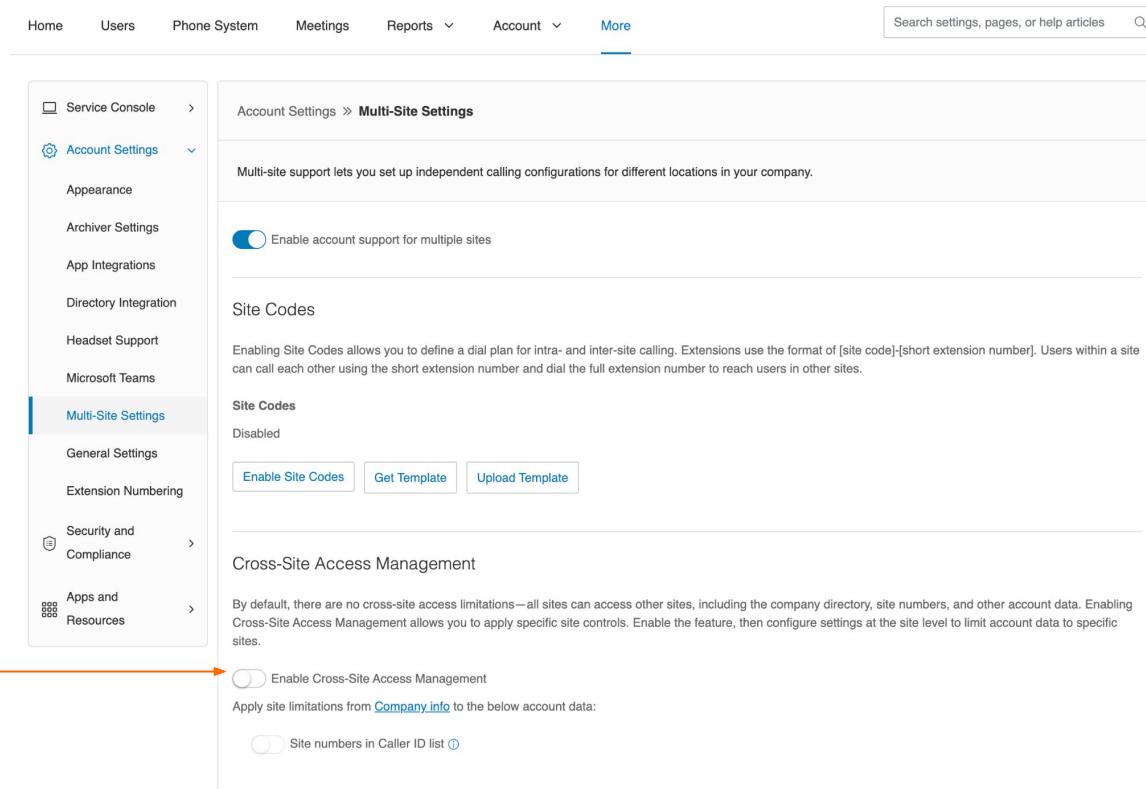
- 25.1 - GA*
- All brands

How it works

“Cross-Site Access management” feature		
Cross-Site access Site A user -> site numbers in Caller ID list	Not activated on account	Activated for site numbers in Caller ID list
	Unrestricted	Can be customized, e.g. Site A access: <ul style="list-style-type: none">• limited to Site A (default)• limited to Site A and Site B• unlimited
	<u>All site numbers</u>	Based on Site A access

New multi-site customers

- “Cross-Site Access Management” is not activated by default
- By default users on new multi-site accounts will be able to select a **site number from any site as a Caller ID**.
- If a customer prefers to set cross-site access restrictions, they can enable “Cross-Site Access Management” feature in Admin Portal
- Once enabled, all sites become segregated from others and users can select only their own site’s numbers as Caller ID. It can be further [customized](#).



Home Users Phone System Meetings Reports Account More

Search settings, pages, or help articles

Service Console

Account Settings

Appearance

Archiver Settings

App Integrations

Directory Integration

Headset Support

Microsoft Teams

Multi-Site Settings

General Settings

Extension Numbering

Security and Compliance

Apps and Resources

Account Settings » Multi-Site Settings

Multi-site support lets you set up independent calling configurations for different locations in your company.

☒ Enable account support for multiple sites

Site Codes

Enabling Site Codes allows you to define a dial plan for intra- and inter-site calling. Extensions use the format of [site code]-[short extension number]. Users within a site can call each other using the short extension number and dial the full extension number to reach users in other sites.

Site Codes

Disabled

[Enable Site Codes](#) [Get Template](#) [Upload Template](#)

Cross-Site Access Management

By default, there are no cross-site access limitations—all sites can access other sites, including the company directory, site numbers, and other account data. Enabling Cross-Site Access Management allows you to apply specific site controls. Enable the feature, then configure settings at the site level to limit account data to specific sites.

☐ Enable Cross-Site Access Management

Apply site limitations from [Company info](#) to the below account data:

☐ Site numbers in Caller ID list ⓘ

Existing multi-site customers

- “**Cross-Site Access Management**” is **pre-activated** in order to preserve the current behavior with segregated sites
- users on existing multi-site accounts continue to have access only to their own site numbers in Caller ID list
- Admins on existing multi-site accounts will gain ability to [customize](#) cross-site access if needed

Home Users Phone System Meetings Reports Account More

Search settings, pages, or help articles

Service Console >

Account Settings >

Appearance

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Site Codes

Disabled

[Enable Site Codes](#) [Get Template](#) [Upload Template](#)

Cross-Site Access Management

By default, there are no cross-site access limitations—all sites can access other sites, including the company directory, site numbers, and other account data. Enabling Cross-Site Access Management allows you to apply specific site controls. Enable the feature, then configure settings at the site level to limit account data to specific sites.

☒ Enable Cross-Site Access Management

Apply site limitations from [Company info](#) to the below account data:

☒ Site numbers in Caller ID list ⓘ

Call Handling

Feature: *Call Screening Improvements*

What's new

- Call Screening has been simplified, so Users can turn on the feature, hear the incoming caller's recorded name, and have an option to press 1 to accept the call.

What problem does it solve

- This enhancement simplifies feature use and resolves the playback issue in J/M.
- Prior to this enhancement, Users were required to enable Incoming Call Information Play Announcement to hear the recorded name which complicated setup.
- Additionally due to a bug the recorded name never played in J/M apps which generated support cases.

Rollout plan

- GA 25.1
- Applies to all packages with calling capabilities
- Enabled by default for existing/new accounts
- No cost/license impact

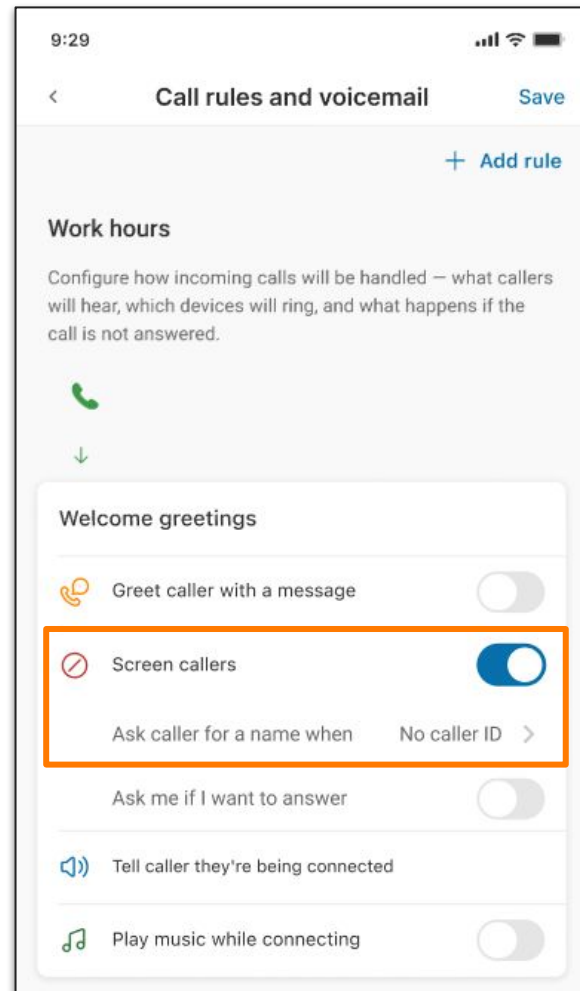
Call Screening

Ask callers to speak their name always or during certain conditions always or when the incoming call does not have a Caller ID or the phone number is not in your contact list.

“At the tone, Record your name ...”

“You have a call from ...”

Call screening is available on your incoming call, work-hours, after-hours, and custom call rules.



Call Screening

If you want the option to answer or send the call to voicemail, turn On “Ask me if I want to answer”

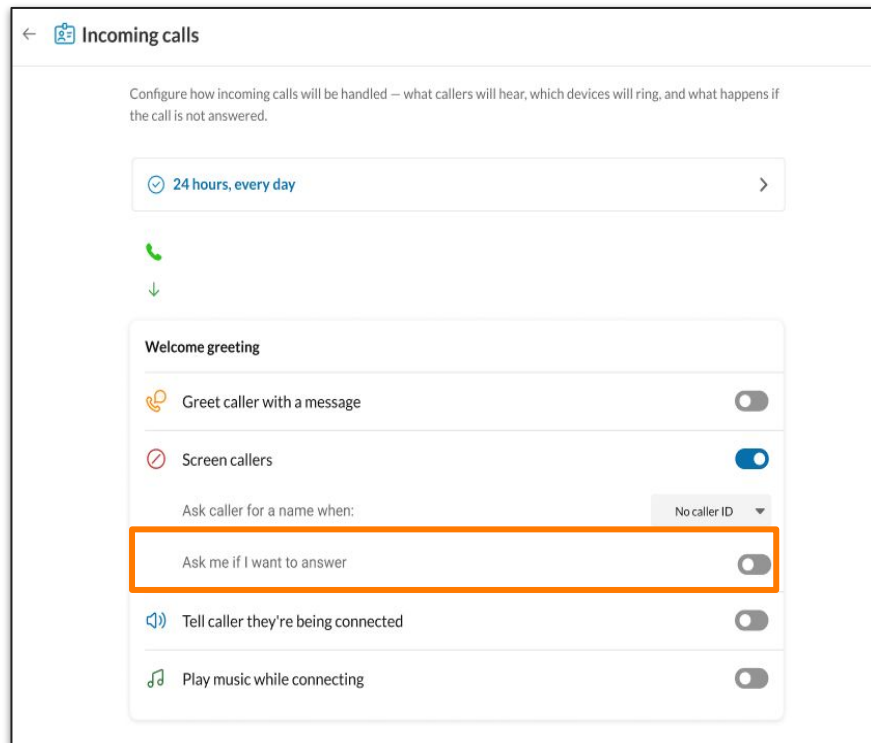
“At the tone, Record your name ...”

“You have a call from ...”

“Press 1 to accept the call”

“Press 2 to send the call to voicemail”

Note: Incoming Call Information - Play Announcement settings are ignored when the Screen callers feature is activated.



FAQ

What happens if I turned ON Call Screening and Incoming Call Information - Play Announcement features together?

- Call Screening settings have a higher priority. When the incoming call activates Call Screening, the Incoming Call Information settings are ignored. When Call Screening is not activated, Incoming Call Information settings are applied to the call.

Feature: *Forward Voicemail with Introduction*

What's new

- Using the voicemail IVR menu over TUI, users are able to record and send, reply to, or forward a voicemail message with introduction

What problem does it solve

- Lack of feature parity with legacy voicemail systems - workflow inefficiencies, compliance issues

Rollout plan

- GA: All RC/Partner brands, all packages with calling capabilities, 25.1.2
- No pricing impact

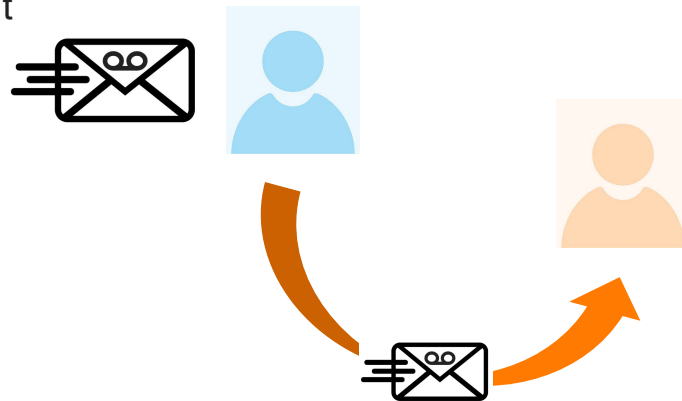
Feature summary

- Allows users to be able to:
 - **Record and send** a voicemail to one or multiple recipients within the organization
 - **Forward** voicemail messages **with an introduction** to provide additional context
 - **Reply** directly to the sender of a voicemail
- Sends, forwards, or replies to **without ringing** the recipient's extension
- Supported through the voicemail IVR menus over the phone (TUI)
 - New menu options to record, reply to and forward with introduction



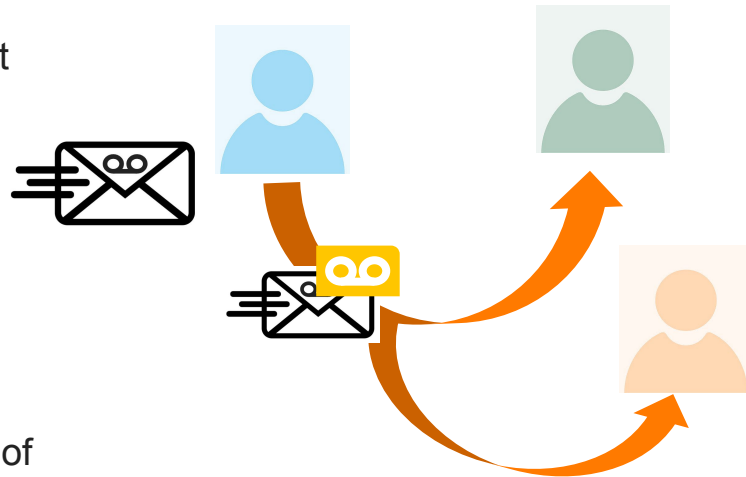
User experience for Reply

- The user presses 6 after listening to a voicemail to reply directly
- The person who left the voicemail is automatically set as the recipient - no need to manually search for the recipient
- The user records and sends the reply
- The reply is delivered without ringing the recipient's extension



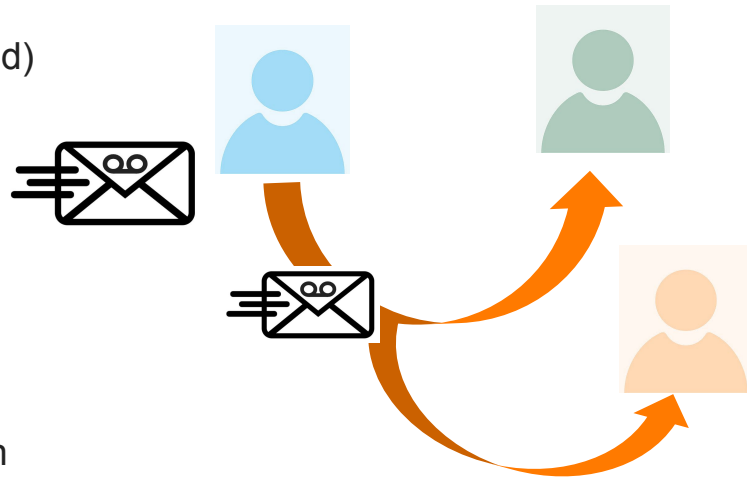
User experience for Forward with Introduction

- The user presses 5 after listening to a voicemail message to forward it
- The user records an introduction message to add context
- The user searches for and selects one or multiple recipients
- The forwarded message with introduction is delivered without ringing recipients' extensions
- Recipients can hear who else received the message
 - Each forwarding with introduction can keep the list of recipients only for the current forwarding, even from the same person



User experience for Forward without Introduction

- The user presses 5 after listening to a voicemail message to forward it
- The user searches for and selects one (already supported) or **multiple recipients**
- The forwarded message is delivered without ringing recipients' extensions
- Recipients can hear who else received the message
 - Each forwarding from the same person, without an introduction, can retain a cumulative list of all recipients from previous forwardings by that person
 - If a forwarded message is forwarded again by a different person, the recipient list will include only the recipients from the current forwarding



Feature: Administrative Control for User DND Setting

What's new

- Admins may disable user control of DND

What problem does it solve

- Admins are no longer required to train users how to use DND
- Allows custom applications to better control DND

Rollout plan

- GA, enabled+off
- Available for all packages with calling capabilities
- Release 25.1
- No pricing impact

Feature summary

- Introduces a new setting to allow admins to enable or disable users' ability to control their DND
- When this feature is turned on (off by default) at the company level, and the admin disables users' control of DND, users will no longer be able to change their DND status from:
 - RC App (desktop, mobile)
 - My Extension portal
 - Voicemail (IVR) menu



Admin experience

- Navigation to the setting
 - Admin Portal > Users > User Details > Settings & Permissions > Do Not Disturb Control
 - Default value - ON
- When admins turn off the toggle, users will not be able to control their DND status
- Admins can still change the user' DND status from Admin Portal even when the setting is turned OFF

The screenshot displays the 'User Details' interface with the 'Settings & Permissions' tab selected. The page is organized into two columns. The left column contains settings for 'Regional Settings' (GMT-07:00, English (U.S.)), 'Roles' (Standard (International)), 'Template' (Apply), 'Confirmation Message' (3 seconds), and 'Automatic Call Recording' (Inbound - Off). The right column contains settings for 'Schedule' (Custom hours), 'User Groups' (None), 'Site' (Company), and 'Assigned Country' (United States). At the bottom right, the 'Do Not Disturb Control' setting is highlighted with an orange box. It features a toggle switch that is currently turned off (grey) and the text 'Allow user to control Do Not Disturb'.

The toggle is turned off to prevent the user from controlling his/her DND

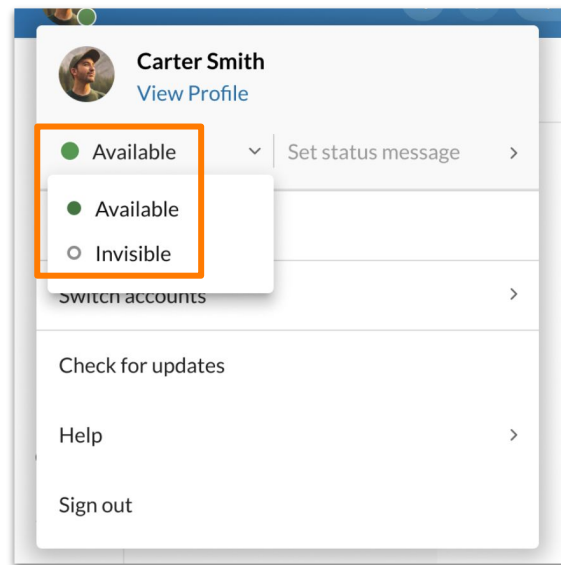
Admin experience (cont.)

- Admins can use a User Settings template for bulk provisioning of DND control setting for multiple users

The screenshot displays the RingCentral Admin console interface for configuring a user settings template. On the left, a sidebar lists navigation options: Templates, User Settings, Call Handling, Key Templates, and Limited Extension. The main area is titled 'Standard User - Belmont Office' and contains tabs for Inbound, Outbound, and Notifications. The 'Template Information' section is expanded, showing 'User Details' with sub-tabs for General, Settings & Permissions (selected), and Security. Under 'Settings & Permissions', there are sections for Regional Settings, Roles, Site, Job Title, Video Service, Schedule, User Groups, Confirmation Message, and Automatic Call Recording. The 'Do Not Disturb Control' toggle is highlighted with an orange box, showing it is currently turned on (blue) and labeled 'Allow user to control Do Not Disturb'. Below this toggle is an 'Override user settings' checkbox.

User experience

- When DND control toggle is turned off, users will not be able to see or change their DND status in:
 - Profile menu
 - Incoming call rules
 - Voicemail (IVR) menu
- Users can see the current state of DND control toggle in My Extension - cannot change it



Limitations

- When the feature is enabled at the company level, all users lose the ability to control their DND status via the voicemail (IVR) menu, even those who are not explicitly disallowed from controlling their DND.
- 3rd party apps can change a user's DND status via API, independent of the DND control setting for the user.
- User Group managers do not have permission to change the DND control setting for users.
- DND control setting is not available in the Download User List or Add Users in Bulk features.
- DND control setting does not apply to physical phones. Users may change DND status from physical phones, independent of their DND control setting.
- DND control setting is not supported on the RC Phone desktop app.

Integrations

Feature: Teams Direct Routing - Support popular Microsoft 365 license types

What's new

Support the following Microsoft 365 license types for MS Teams Direct Routing 2.0 so in order to reach broader markets and increase the adoption

Government (G), Frontline (F), Education (A) and Business Premium

What problem does it solve

Customers with the license types other than Enterprise (E) licenses are not able to enable Direct Routing to their organization as the domain verification step during this feature setup specifically checks for E license at the moment.

Rollout plan

GA 25.1 major release

Feature: Teams Direct Routing - Email notification preferences

What's new

Provide a choice to admins to notify the users whenever Direct routing is enabled for them.


What problem does it solve


Direct Routing users utilize Teams for making and receiving calls so they are generally unaware of RingCentral as the latter operates behind the scenes. Whenever an admin enables Direct Routing for a user, they receive an activation email with the RingCentral logo displayed. This is causing confusion and support tickets within customers organization.


Rollout plan


GA 25.1 major release


Teams Direct Routing - Email notification preferences


 Service Console


 Audit Trail


 Service Status


 Account Settings


 Appearance


 Archiver Settings


 Directory Integration


 Headset Support


 Microsoft Teams

 Multi-Site Settings

 General Settings

 Extension Numbering

 Security and Compliance

 Apps and Resources

Account Settings » **Microsoft Teams**

Your Microsoft Environment: **Microsoft 365 Commercial or Microsoft 365 GCC Moderate**

Direct Routing

Presence Sync

Embedded App

Notification Preference

Direct Routing

You can select email notification preferences after completing the setup for Direct Routing.

☒ Notify your users via email when Direct Routing is enabled.

☒ Notify your users via email when their configuration is updated.

Hardware

Feature: *Firmware updates*

What's new

Firmware updates for the following models:

- Cisco FW 12.0.4SR1 for Cisco IP 6800, 7800 and 8800 series
- Yealink FW 124.86.25.7 for T33G & T34W
- Yealink FW 108.86.25.15 for T43U/T46UT48U
- Yealink FW 96.86.25.13 for T53W/T54W/T57W

What problem does it solve

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

Rollout plan

- Available for all RC and partner brands

Feature: *Firmware updates*

Vendor	Model	Firmware version	Release Notes	Start firmware rollout *	Firmware rollout completed *
Cisco	6800, 7800, 8800 series	12.0.4SR1	Cisco 12.0.4SR1 release notes	TBD (25.1)	TBD (25.1)
Yealink	T33G, T34W	124.86.25.7		TBD (25.1)	TBD (25.1)
Yealink	T43U, T46U, T48U	108.86.25.15		TBD (25.1)	TBD (25.1)
Yealink	T53W, T54W, T57W	96.86.25.13		TBD (25.1)	TBD (25.1)

Feature: *Enable Pagination Feature Parameter on Poly VVX*

What's new

- Enable Pagination Feature Parameter as default for VVX 250/350/450
- Change the number of line keys:
 - VVX 250: 16 lines
 - VVX 350: 24 lines
 - VVX 450: 48 lines
- Key assignments for left, right and down key will be changed to accommodate new line keys

What problem does it solve

- Enable Pagination feature on Poly VVX

Rollout plan

- Available for RC and partner brands for all countries

Enabling Pagination on Poly VVX

This feature changes the behavior on the devices

Please add this information to the release notes.

- The number of line keys will be changed to
 - VVX 250: 16 lines
 - VVX 350: 24 lines
 - VVX 450: 48 lines
- After adding pagination parameter "call list (received calls)" (key "to left") and "call list (placed calls)" (key "to right") are overridden to go thought linekey pages. Call list is combined and moved to key "to down" ("to down" before adding parameter was "call lists(missed calls)").
See the screenshot.



Feature: *Enable server based DND feature for Yealink phones*

What's new

- Enable server based DND feature for T33G, T34W, T43U/T46U/T48U, T53W/T54W/T57W
 - Sync DND

What problem does it solve

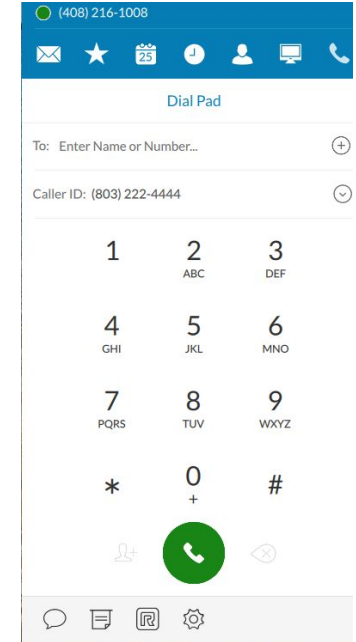
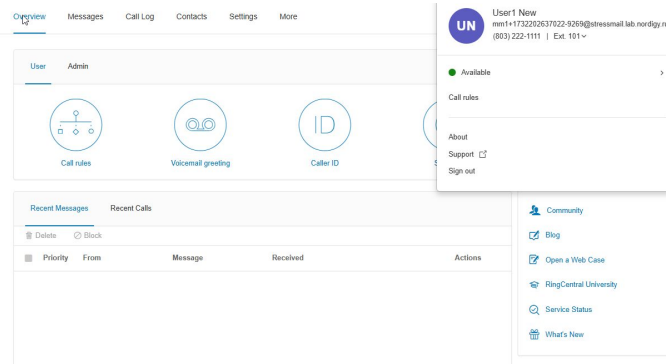
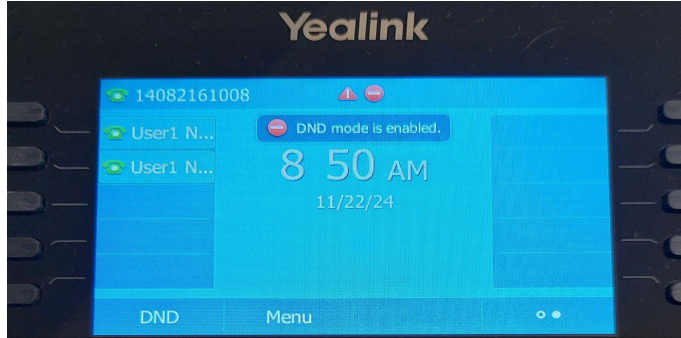
Enable server based features for Yealink T3, T4 and T5 series

Rollout plan

- Available for RC and partner brands for all countries

Synchronized DND for Yealink T33G, T34W, T4U, T5W

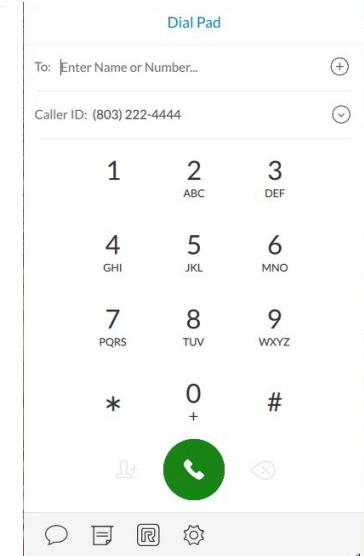
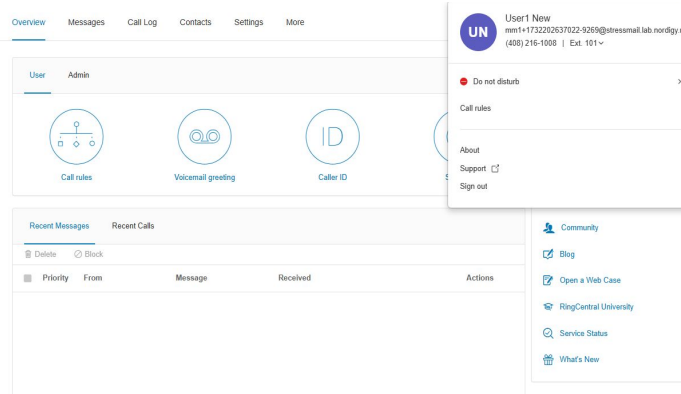
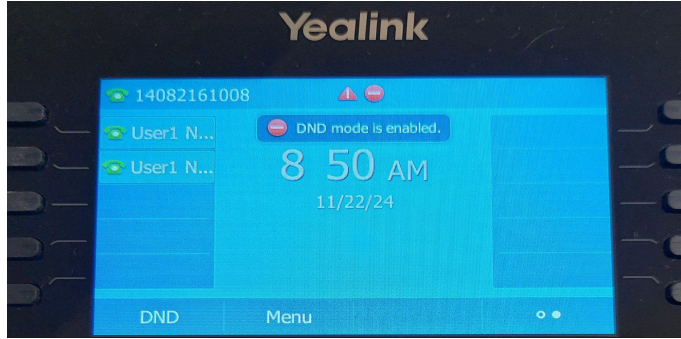
[Enable DND on HP of User1]



*Sync DND disabled

Synchronized DND for Yealink T33G, T34W, T4U, T5W

[Enable DND on HP of User1]



*Sync DND enabled

Thank you