**RingCentral®**
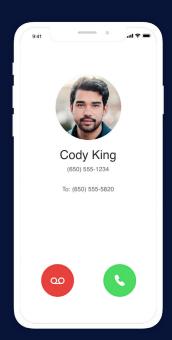
# Transitioning to the RingCentral Mobile App



This is a guide to help you and your organization transition from the RingCentral Phone™ and RingCentral Meetings™ mobile apps to the unified RingCentral mobile app. You will still be able to use the RingCentral Phone and RingCentral Meetings desktop apps.

**THE RINGCENTRAL MOBILE APP**

You will still have access to capabilities you are used to, plus team messaging, task management, and more. Existing RingCentral Office® customers will now have access to additional functionality, including multi-party calling, custom ringtones, and warm transfer. You will be able to log in to the new RingCentral app using your existing credentials and access all your existing data.

**RingCentral plans**

| Capabilities | Office | Meetings | Professional | Fax |
|---|:---:|:---:|:---:|:---:|
| Calling | • | | • | |
| Team messaging | • | • | • | • |
| Video meetings | • | • | | |
| Online fax | • | | | • |

## TRANSITION RESOURCES

### Account manager

Reach out to your account manager to find out more details on transition timelines and any product-related questions.

### Support

Connect directly with RingCentral Support via the web, online chat, or by phone.

### Community

Visit the RingCentral Community to get your questions answered or share feedback.

## ADDITIONAL RESOURCES

### RingCentral University training

Access online training and educational resources for system administrators and users.

### Webinar

Register for free webinar training to learn more about the app.

### Getting started guide

Learn how to use the RingCentral app using this guide.

## TRANSITION PLAN

1. Test and review the RingCentral mobile app.
   - Download the app.
   - Familiarize yourself with the app using this guide.
2. Prepare for the transition.
   - Sign in as an admin using your existing credentials.
   - Manage permissions and settings. Decide whether to turn on or off access to specific functions for your users.
   - Ensure all your users have their proper email addresses updated in your RingCentral online account.
   - Update your firewall settings and mobile device management tool as needed.

3. Communicate the transition.
   - Use these email templates to inform your management team and end users.
   - Keep additional resources handy to answer end-user questions.
   - Instruct your users to delete the old apps once the new app is downloaded.

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For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of cloud Message Video Phone (MVP), customer engagement, and contact center solutions for businesses worldwide. More flexible and cost-effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

**RingCentral®**

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