

# What's In Deck 25.2

## AT&T Office@Hand

# DISCLAIMER

**The features mentioned here are a Plan of Intent for the release version in subject, not a committed roadmap. Delivery timing and content of the features mentioned in this release are subject to change by RingCentral.**

**This information is provided under NDA.**

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## 25.2 Deployment Schedule - AT&T Office@Hand

Item	Release	Dates	Status	Comments
Admin, Service Portal, Security Updates, Hard phones	25.2 25.2.1 25.2.2	5/21- 5/23 (Major) 5/29 - 5/30 (Minor) 6/18 - 6/20 (Minor)		
Office@Hand Mobile App	25.2.20	<i>5/28 (App Store AT&amp;T controlled)</i>		
Office@Hand Desktop/Web App	25.2.20	6/11		

# Desktop/Web App

## Feature: Increase the visibility of call block (Desktop + Android)

### What's new

- Now, you can block an incoming call from an unknown caller by clicking the “Block” button during call ringing.

### What problem does it solve

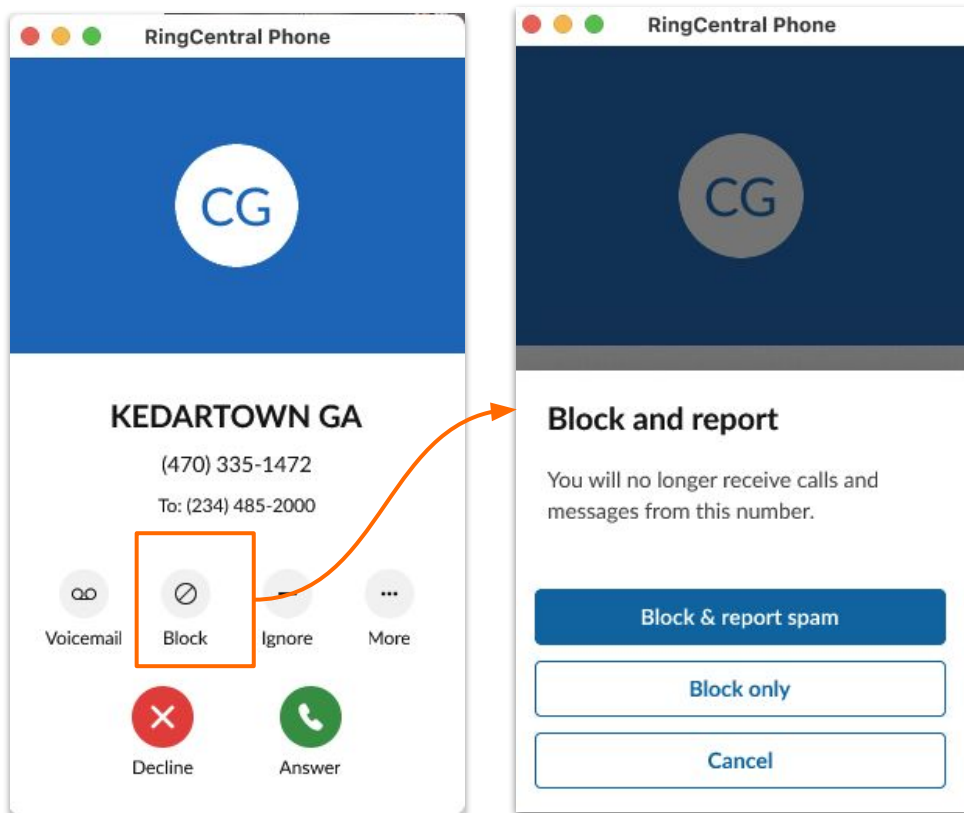
- Help users to discover the call blocking feature.

### Rollout plan

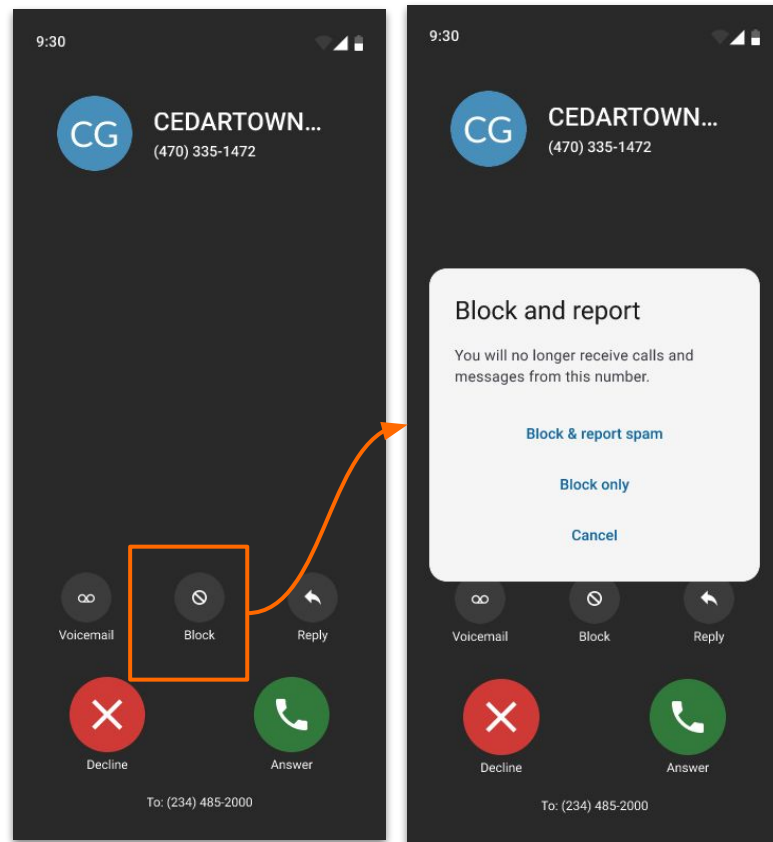
25.2.10 Open Beta  
25.2.20 GA

Feature: Increase the visibility of call block (Desktop + Android)

## Desktop



## Android



# Feature: Voicemail screening on desktop app

## What's new

- Now you can screen voicemails in real-time! With our new Voicemail Screening feature, listen as a caller leaves a message and decide if you want to pick up the call..

## What problem does it solve

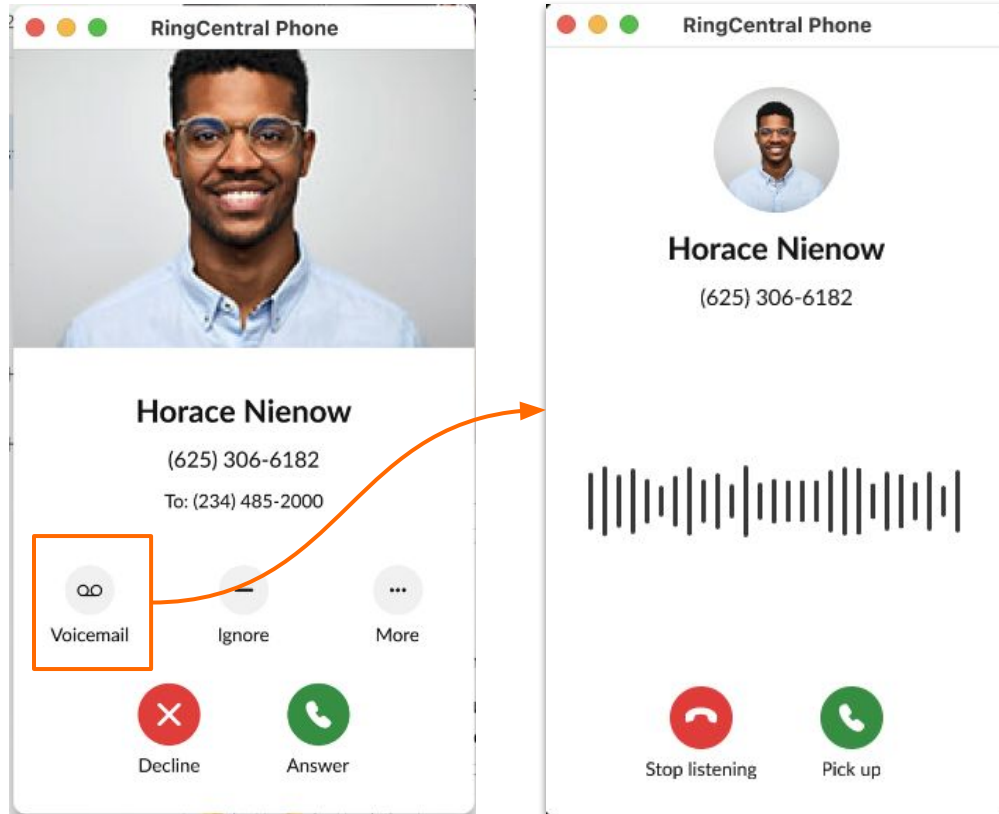
- This gives you more control over incoming calls, helping you prioritize responses, identify spam calls, and handle important calls immediately.

## Rollout plan

- 25.2.10 open beta
- 25.2.20 GA



## Desktop



## Feature: *Support PDF in MMS*

### What's new

- Customers can now attach and send PDF via MMS
- <https://jira.ringcentral.com/browse/INIT-12933>

### What problem does it solve

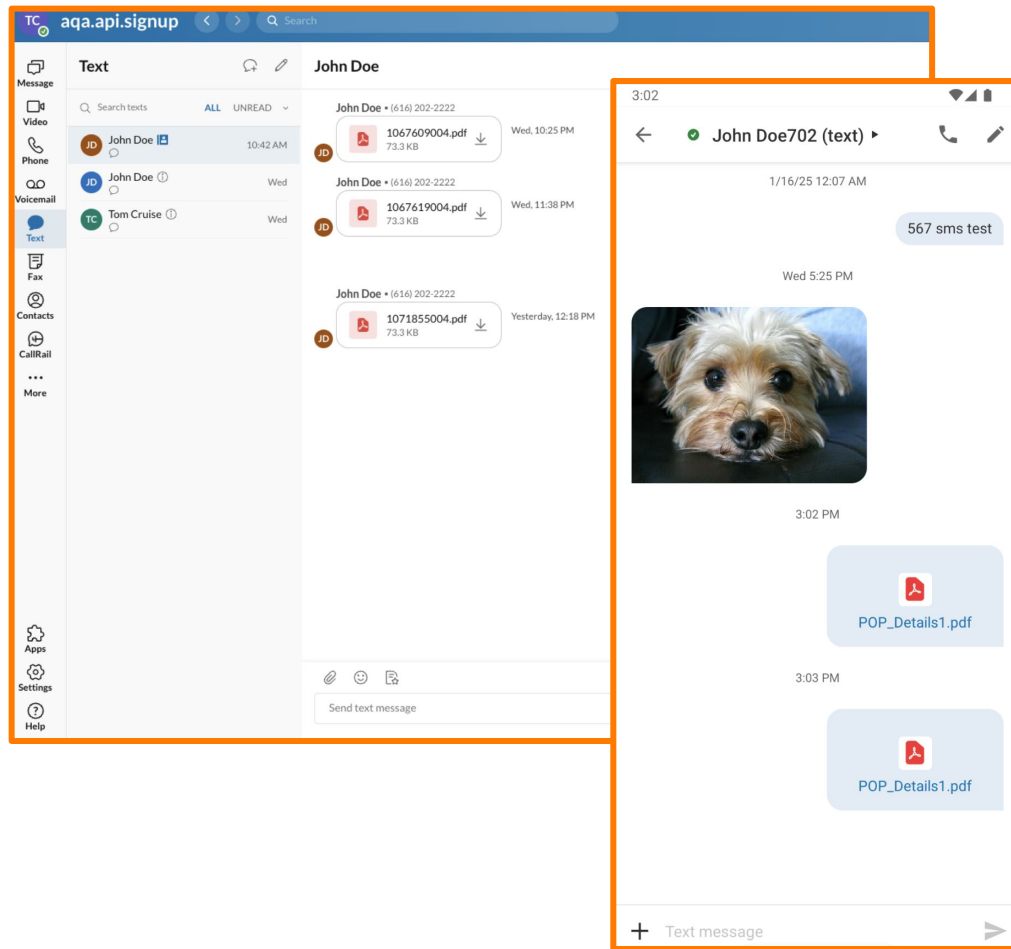
- Users cannot send PDF via MMS

### Rollout plan

- 25. 2 GA for all RC & Partner brands
- Applies to all packages with calling capabilities
- Enabled by default for existing/new accounts
- No cost/license impact
- Requires SMS Registration

# Feature summary

- Allows users to:
  - **Browse and Select** PDFs from MMS
  - **Send** PDF in MMS
  - **Receive** PDF in MMS



## Feature: *Support Various Multimedia content types in MMS*

### What's new

- Customers can now attach and send various multimedia via MMS
- Multimedia Files: .webp, .3gp, .mov, .qt, .webm, .wmv, .flv, .ogg, .oga, .ogx, .csv, .ics, .mp3, .wav, .avi, .txt
- <https://jira.ringcentral.com/browse/INIT-15826>

### What problem does it solve

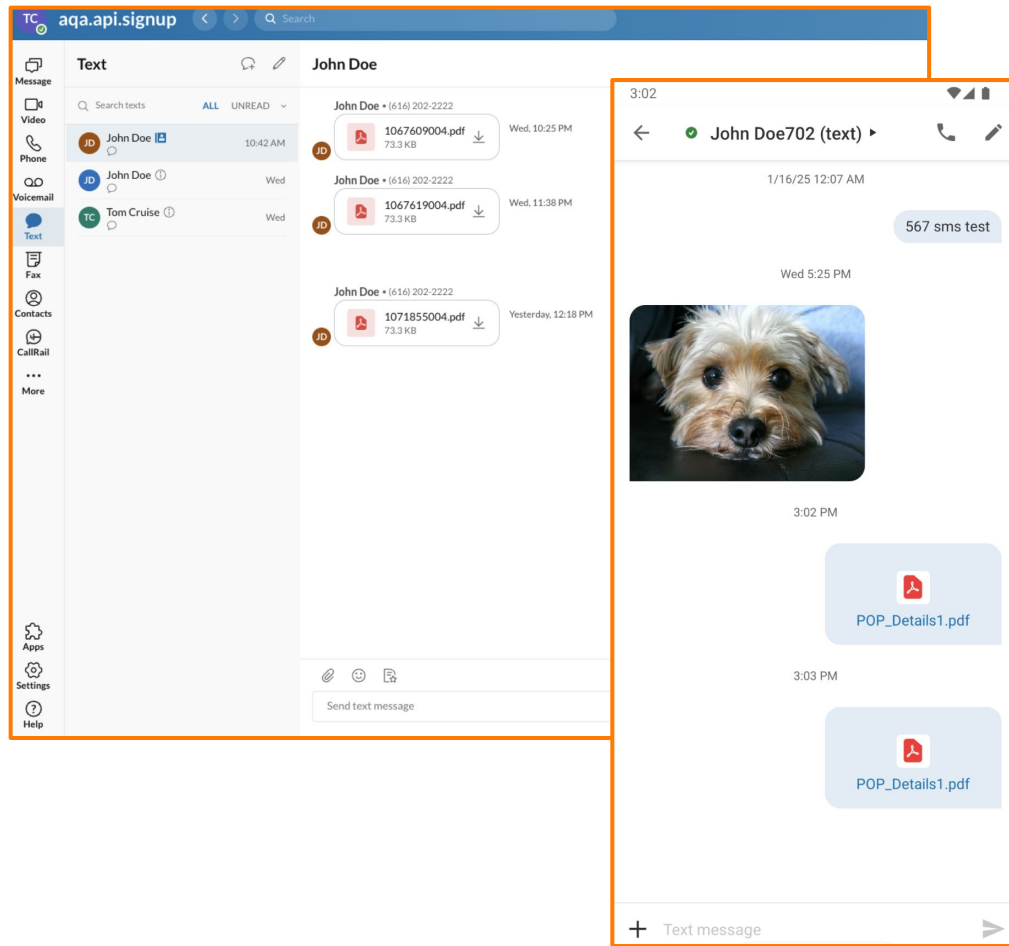
- Users cannot send various types of multimedia files via MMS

### Rollout plan

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

# Feature summary

- Allows users to:
  - **Browse and Select** various types of multimedia files from MMS
  - **Send** multimedia files in MMS
  - **Receive** multimedia files in MMS
  - **File Types:** .webp, .3gp, .mov, .qt, .webm, .wmv, .flv, .ogg, .oga, .ogx, .csv, .ics, .mp3, .wav, .avi, .txt



## Feature: *Enhanced Fax Delivery Failure*

### What's new

- To enhance the user experience, we aim to improve the failure messages in both the mobile and desktop apps, providing users with clearer and more informative feedback regarding the reasons for fax delivery failures.
- <https://jira.ringcentral.com/browse/INIT-16921>

### What problem does it solve

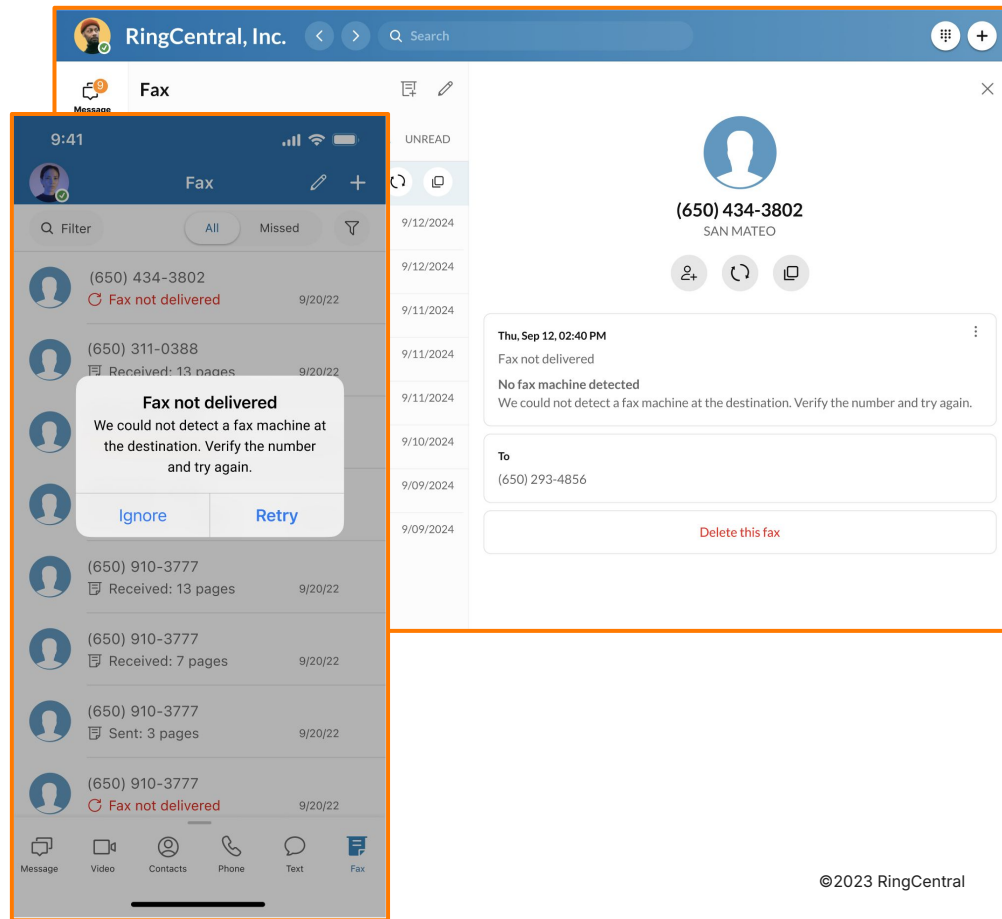
- Currently, when a fax fails to deliver, the mobile and desktop applications display a generic message stating, "Fax not delivered." In contrast, the service web provides more specific information, such as "The destination number is prohibited."

### Rollout plan

- 25.2 GA for all RC & Partner brands
- Applies to all packages with calling capabilities
- Enabled by default for existing/new accounts
- No cost/license impact
- Requires FAX Registration

# Feature summary

- When customers send a Fax and the delivery fails, they get a more descriptive error message that helps them understand the issue



# Admin & Core



## Feature: New Licenses & Inventory: decommission the old UI pages

### What's new

Transition to new Licenses & Inventory UI is completed (the new UI is now the default behavior and cannot be disabled).

Individual pages with license management have been retired and removed from the Admin Portal.

[INIT-12811](#)

### What problem does it solve

Completion of the transition of all customers to the new "Licenses & Inventory" interface, which provides enhanced add-on license management features.

### Rollout plan

- 25.2 - GA
- All brands

## Before (Aug 2024 → 25.2)

New UI availability is controlled by Feature Flag

Home Users Phone System AI Meetings Reports Account More

Licenses & Inventory

Usage

Calling Rates

Purchase

Meetings

Meetings License

Large Meeting

Webinars

Rooms

Room Connector

RingSense

Live Reports

Push to Talk

Device Orders

Licenses & Inventory

Below is a list of licenses and hardware you have on your account. You can filter them by cost center and site to perform more actions.

Search

License/Hardware name	Total	In-Use
RingEX Licenses	1	0
Additional Local Numbers	3	0
Desktop Phones	5	0
Large Meetings	10	0
Push to Talk Basic	20	0
RingSense	10	0
Rooms	4	0
Toll Free Minute Bundles	1*	

Now you can manage [Large Meeting](#) from the "Licenses & Inventory" page.

Open Licenses & Inventory

## After (starting from 25.2)

Home Users Phone System AI Meetings Reports Account More

Licenses & Inventory

Usage

Calling Rates

Purchase

Device Orders

Licenses & Inventory

Below is a list of licenses and hardware you have on your account. You can filter them by cost center and site to perform more actions.

Search

License/Hardware name	Total	In-Use
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Additional Local Numbers	3	0
Desktop Phones	5	0
Large Meetings	10	0
Push to Talk Basic	20	0
RingSense	10	0
Rooms	4	0
Toll Free Minute Bundles	1*	

Removed pages

New UI is the default behavior for all customers

## List of decommissioned pages

Admin Portal → Account → Inventory & Usage:

- Meetings → Meetings License
- Meetings → Large Meetings
- Meetings → Webinar
- Meetings → Room
- Meetings → Room Connector
- RingSense
- Live Reports
- Push To Talk

## Feature: Add Department and other missing settings to User Settings Templates

### What's new

Admins get ability to edit users' department via User Settings Templates.  
Admins get ability to publish users' Contact/Mobile phone via User Settings Templates.  
[INIT-16900](#)

### What problem does it solve

Today, customer admins have no way to update users' departments in bulk.

### Rollout plan

- 25.2 - GA
- All brands

Feature: Add Department and other missing settings to User Settings Templates

## User Settings Templates - Before (misaligned with user details)

Test Template

Inbound

Outbound

Notifications

Template Information

User Details

Settings & Permissions

Regional Settings

GMT-08:00, English (U.S.)

Edit

☐ Override user settings

Roles ⓘ

Standard (International without Premium)

Edit

☐ Override user settings

Site

Company

Edit

☐ Override user settings

Job Title

☐ Override user settings

Schedule

24 hours, 7 days a week

Edit

☐ Override user settings

User Groups

None

Edit

☐ Override user settings

Confirmation Message ⓘ

3 seconds

Edit

☐ Override user settings

Automatic Call Recording

Inbound - Off

Outbound - Off

Smart ACR - Off

Edit

☐ Override user settings

Include in Company Directory

☒ Include User in Company Directory

☐ Override user settings

## User Settings Templates - 25.2 (aligned with user details)

Test Template

Ext. Details

Outbound Calls/Faxes

Notifications

Template Information

User Details

General

Settings & Permissions

Job Title

☐ Override user settings

Contact Phone

☐ Publish in Company Directory

☐ Override user settings

Department

☐ Override user settings

Mobile Phone

☐ Publish in Company Directory

☐ Override user settings

Include in Company Directory

☒ Include User in Company Directory

☐ Override user settings

Receive communications from RingCentral

☒ Receive information on product education, training materials, etc.

☐ Override user settings

☒ Send an email when a phone is added

☐ Override user settings

## Feature: Sites for Paging groups

### What's new

Starting from 25.2, each paging group must be assigned to a site on multi-site accounts  
[INIT-16248](#)

### What problem does it solve

Today, paging group is the only type of extension that cannot be assigned to sites on multi-site accounts. As the result, site admins are not able to edit Paging groups in Admin Portal and escalate current behavior as a bug.

### Rollout plan

- 25.2 - GA
- All brands

## Admin Portal → Phone System → Groups → Paging Only

Groups » **Paging Only**

Paging Only groups enable real-time one-way broadcasting through multiple desk phones and overhead paging devices. [Learn more about paging](#)

Search  Sites:

<input type="checkbox"/>	Status	Name	Devices	Site	Ext.	Actions
<input type="checkbox"/>	✓	<a href="#">Paging 1</a>		Company	1	⋮
<input type="checkbox"/>	✓	<a href="#">Paging 2</a>		Site 1	2	⋮
<input type="checkbox"/>	✓	<a href="#">Paging 3</a>		Site 2	3	⋮

All paging groups are assigned to sites

Add Paging Group

Site

Group Name

Extension Number

The site should be specified when creating a new paging group

## FAQ

### 1. Is there any service parameter that controls this change?

No. This change arrives together with 25.2 core release. It will impact all new and existing multi-site accounts.

### 2. How will the admin's role domain be applied to the list of paging groups, group members and devices?

- The list of paging groups on the account will be restricted by the admin's role domain:
  - Groups assigned to the Main Site (Company) will be visible only to Company admins.
  - Groups assigned to other sites will be visible to Company admins and Site admins whose role domain includes those sites.
- Users who can be assigned as members of paging groups are not restricted by default. Role domain restrictions will be applied if Group Extension Membership restrictions are enabled in More → Multi-Site settings.
- User Devices and Limited Extension devices that can be added to the paging group are not restricted by default. Role domain restrictions will be applied if Group Extension Membership restrictions are enabled in More → Multi-Site settings.

### 3. What happens to existing paging groups?

All existing paging groups will be assigned to the Main Site (Company). Site admins will see an empty list of paging groups due to their role domain until Company admins assign the correct sites to the existing groups. Corresponding instructions will be sent to impacted customers.

### 4. How does this change impact site codes?

If site codes are activated on the account and the current extension number of a paging group doesn't meet site code requirements, any attempt to edit this paging group will prompt the admin to update the extension number in accordance with site code rules.



## Feature: *Number Storage - Enable*

### What's new

- This feature allows customers in certain countries to store unused ported numbers for free.
- Jira Ticket: <https://jira.ringcentral.com/browse/INIT-9684>

### What problem does it solve

- Customers in the EU and other countries outside of the US need to purchase block numbers. Therefore, they usually have more numbers than they need. They can't delete unused numbers because the numbers in a block have to be ported in and ported out together.
- Competitors allow customers to park unused ported numbers for free.
- Number Storage is designed to solve the problem and to be competitive.

### Rollout plan

- GA for the countries that are approved by Finance as there is a revenue loss to give customers the ability to park unused ported numbers for free.
- [Country list](#) that allows to use Number Storage.
- New customers who are from the countries above will have Number Storage enable automatically.
- We won't migrate existing customers at once since there is no systematic logic to identify if the customer store their unused ported numbers in TNI or receive a ALN discount.

Feature: *Number Storage* - Enable

## Number Storage SP controls Number Storage availability

[Features & Settings](#) [Concurrent Call Limits](#)

### Enterprise features

Number Storage	<input type="checkbox"/>	<input type="button" value="T"/>
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# Number Storage in SW

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 ▾

All Numbers

Numbers in Use

Number Inventory

Number Storage

Number Port In

Number Requests

Business SMS ▾

Phone Numbers » **Number Storage**



Your number storage contains numbers that have already been ported in, but are not currently in use. These numbers have been reserved for you, but will not consume a license until they have been assigned to an extension or device.

Search



Locations



Delete

 Number	Name	Location	Actions
--	------	----------	---------

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# FAQ

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## Who are eligible to use Number Storage?

- RingCentral only offers this feature to the countries that customers need to purchase number block since they can't delete unused ported numbers. The eligible contracted countries are in this list: [Permanently United Blocks](#).

## How can customers enable Number Storage?

- New customers: If a customer is from one the countries that we identified from [Permanently United Blocks](#), Number Storage will be enabled for them automatically.
- Existing customers: If customers are eligible for Number Storage, they can request Support to enable Number Storage for them through SCP.

## What number type can customers store in Number Storage?

- Unused ported numbers. Once a ported number is assigned to an extension, the customer will start paying for it.
- Numbers purchased from RingCentral are not eligible for Number Storage.

# FAQ

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## **Why don't we enable Number Storage for all customers?**

- Although it's beneficial for customers to store unused ported numbers for free, RingCentral still pays underlying carriers for these numbers. To prevent from further revenue loss and abusing this feature, we currently only offer this feature to customers who only purchase number block in their countries.

## **Will the [Permanently United Blocks](#) get changed in the future?**

- Yes, if we identify more countries that should be added or removed from the list, we will update the list.

## **Can customer move a ported number back to Number Storage once it's from assigned to unassigned?**

- Customers will need to contact Support to perform the action.
- As ALN license is not associated with a specific number, customers might trick the system if we allow them to store numbers back to Number Storage.

## Feature: *Add Presence share details options to User Settings template*

### What's new

- Add options to allow admins to configure share details in User Settings template
- Jira Ticket: [INIT-12488](#)

### What problem does it solve

- A large educational institution utilizes the User Settings template heavily to make updates to their users.
- However, admins can only update settings for Presence share details for 1 user as User Settings template doesn't have the option for admins to update Presence share details on multiple users.

### Rollout plan

- GA in 25.2

## [Presence share details option]

“When on a call, share my details with... etc.” will be available in the User Settings template.

Presence

AppearancePermissions

Allow other users to see my Presence status:  
☒ On  
☐ Off

When on a call, share my details with:  
☒ Everybody  
☐ Nobody  
☐ Only users that are permitted to answer my calls

Select users permitted to answer my calls:  

Search

Department: All

Sites

Show All | Show Selected (0)

	Name	Ext.	Department
--	------	------	------------

No results

Total: 0

Show: 10 < 1 >

## Feature: Logout permission in roles

### What's new

The visibility of the 'Sign Out' button in the RC app is controlled by the user's logout permission, which can be excluded from custom roles (only for customers who requested this feature).

[INIT-20422](#)

### What problem does it solve

Some business owners insist that their employees stay connected and always receive incoming calls while on duty. Hiding the sign-out option is one of the measures to enforce company policy.

### Rollout plan

- 25.2.2 - CA
- RC App 25.2.30 release dependency
- All brands



## How it works

1. RC agent enables the **service parameter “Permission control for manual logout of RC App”** for the customer who requested this feature.
2. When **service parameter “Permission control for manual logout of RC App” is ON:**
  - a. The **Logout permission** becomes visible in the Admin Portal → Users → Roles. It is **included into all predefined and custom roles**.
  - b. Customer **admins remove the logout permission from the roles** where necessary, according to their business policy.
  - c. **Users** with such roles will **lose visibility of the logout button in RC App**.
3. When **service parameter “Permission control for manual logout of RC App” is OFF:**
  - a. The logout button is visible for all users. Admins have no ability to exclude this permission from the roles.

# Call Handling

## Feature: *Restrict Group Extension Members*

### What's new

- Multi-site customers have more control over group extension membership. When restrict group extension members is turned on, Site Administrators may add members to group extensions based on their Role Domain.
- Restrict Group extension members is applied to Call Queues, Call Monitoring, Park Locations
- <https://jira.ringcentral.com/browse/INIT-11519>
- <https://jira.ringcentral.com/browse/INIT-11532>
- <https://jira.ringcentral.com/browse/INIT-11534>

### What problem does it solve

- Prior to this enhancement, Users could be assigned to any site group extension. This feature provides better security control designed for distributed retail and large, multi-site franchise customers.

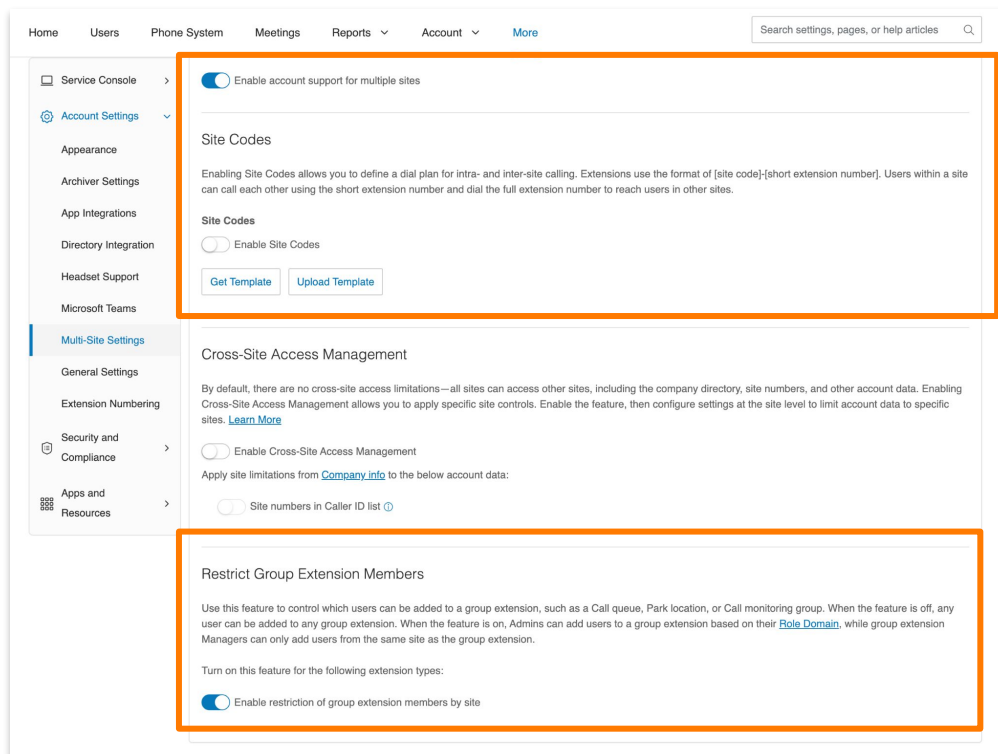
### Rollout plan

- 25.2.2 GA for RC & Partner brands (May'25)
- Available by default for existing/new accounts for all packages with calling capabilities
- No cost/license impact or dependencies

# Turn ON Restrict Group Extension Members

Restrict which Users can be added to Call queues, Park locations, and Call monitoring groups

- A single toggle for admins to restrict which users can be added to group extension members
- Group extension types controlled by the toggle:
  - Call Queues
  - Park Location
  - Call Monitoring
- To set the toggle:
  1. Navigate to Admin Portal > More > Account Settings > Multi-Site Settings
  2. Turn ON Multi-Site
  3. Turn ON the Restrict Group Extension Members



## Assign Site Role Domains

- Assign one or more sites to the Role Domain of a Site Administrator based on which site(s) they are allowed to configure.
  - When a Site Administrator Role Domain is assigned Site 1 and Site 2, they can
    - Create group extensions in Site 1 & 2
    - Add Users from site 1 or site 2 to group extensions in site 1 or site 2
- Restrict Group Extension Members does not affect Administrators with the Super Admin role. Super Admin role Administrators can manage all extensions in any site.

Assign users to role

Search

Sites

Show All | Show Selected (2)

	Name	Ext.	Roles	Department	Site	Role Domain
<input checked="" type="checkbox"/>	Alice Smith	102	Standard (International)		Site 1	Select Site: Site 1
<input type="checkbox"/>	Bob Jones	103	Standard (International)		Site 1	Select Site
<input checked="" type="checkbox"/>	Charlie Michaels	104	Standard (International)		Site 2	Select Site: Site 2

Total: 3

Show: 10 < 1 >

Cancel

Assign

## Restrict Group Extension Members for Call Queues

Site Administrators can add Call Queues to sites within their role domain.

The screenshot shows the 'Add Call Queue' dialog box with three steps: 1. Add Call Queue Details, 2. Select Managers, and 3. Select Members. Step 1 is active. It contains a 'Site' dropdown menu with 'Select Site' and a search bar. Below the search bar, 'Site 1' is listed and highlighted with an orange box. To the right, there is a 'Group Name' text field containing 'Site 1 Sales Queue' and a 'Copy Settings From (Optional)' link. A 'Select Call Queue' button is at the bottom right.

Site Administrators can add Users within their role domain to call queues within their role domain.

Call queue managers can add Users from the same site as the call queue.

The screenshot shows the 'Call Queue Members' dialog box. It has a search bar and a 'Sites' dropdown menu. Below the search bar, there are links for 'Show All' and 'Show Selected (1)'. A table lists users with columns for selection, Name, Site, and Ext. Alice Smith is selected and associated with Site 1 (extension 102). Bob Jones is not selected and associated with Site 1 (extension 103). The 'Site 1' entries in the table are highlighted with an orange box. At the bottom, there is a 'Total: 2' label, a 'Show' dropdown set to 10, a pagination control showing 1 of 1, and 'Cancel' and 'Done' buttons.

	Name	Site	Ext.
<input checked="" type="checkbox"/>	Alice Smith	Site 1	102
<input type="checkbox"/>	Bob Jones	Site 1	103

## Restrict Group Extension Members for Park Locations

Site Administrators can add Park Locations to any site within their role domain.

Add Park Location

Site

Select Site

Search

Site 1

Extension Number

10002

Cancel

Save

Site Administrators can add Users within their role domain to park locations within their role domain.

Add Members

Search

Department: All

Sites

All

Site 1

Show All

Show Selected (2)

<input checked="" type="checkbox"/>	Name	Ext.	Department	Site
<input checked="" type="checkbox"/>	Alice Smith	102		Site 1
<input checked="" type="checkbox"/>	Bob Jones	103		Site 1

Total: 2

Show 10

< 1 >

Cancel

Add

# Restrict Group Extension Members for Call Monitoring

Site Administrators can add **Users that can be monitored** within their role domain.

Site Administrators can add **Users that monitor** within their role domain.

Call Monitoring Group

✓ Define Group Name

2 Select users that can monitor

3 Select users that can be monitored

Select users that can monitor this group.

Search

Q

Sites: Branch 1

×

▼

Show All

|

Show Selected (0)

<input type="checkbox"/>	Name	Ext.	Type	Site
<input type="checkbox"/>	AnW Rootbeer	3103	User	Branch 1
<input type="checkbox"/>	Classic-3107 Cola	3107	User	Branch 1
<input type="checkbox"/>	Ginger-3102 Ale	3102	User	Branch 1
<input type="checkbox"/>	Mello Yello	3104	User	Branch 1
<input type="checkbox"/>	Yolanda Hua	3105	User	Branch 1



## FAQ

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### **What happens when Restrict Group Extension Members is turned off?**

- Site Administrators may add Users from any site to group extensions within their role domain
- Site Administrators may add group extensions within their role domain
- Existing extension configurations are not changed when the feature is toggled.

### **What happens when Restrict Group Extension Members is turned on?**

- Site Administrators may add Users within their role domain to group extensions within their role domain
- Site Administrators may add group extensions within their role domain
- Existing extension configurations are not changed when the feature is toggled.

## Feature: *Call Queue - All agents busy*

### What's new

- Queue calls can be routed to other extensions or numbers when all agents are busy, unavailable, or available but do not answer.
- Jira Ticket: [INIT-3172](#)

### What problem does it solve

- Today callers wait in queue until answered or max wait time expires which increases abandon rates.

### Rollout plan

- 25.2.2 GA for All RC & Partner Brands
- Enabled for Advanced, Ultra, Premium, and Advanced packages only
- This feature is controlled by the Call Queue - Routing Options service parameter
- No pricing impact

## Route calls when Members are busy, unavailable or do not answer

When call queue members are busy, unavailable, or do not answer, you can select from additional options:

- **Wait for Primary Members** - Wait for call queue members to answer the call.
- **Wait for Primary & Overflow Members** - Wait for either call queue members or overflow queue members to answer the call. This option is available when Overflow call queues are enabled for your account.
- **Send to Voicemail** - Route the call to voicemail without waiting for an available member.
- **Forward to Number** - Route the call to another extension or external number without waiting for an available member.

Call Handling & Members

Forward all queue calls ☐

Work hours Wait settings Display settings After hours Custom rules

Number of callers allowed in queue ⓘ 10 callers ▼

When queue is full Send new callers to voicemail ▼

Maximum caller wait time in queue ⓘ 25 minutes ▼

When maximum wait time is reached, send caller to Voicemail ▼

When members are available, but no members answer or all members are busy or unavailable, ⓘ

Wait for Primary Members  
Wait for Primary & Overflow Members  
Send to Voicemail \*  
Forward to Number \*

\* Available on Premium/Advanced/Ultimate/Ultra packages

## Emergency Call Queues \*

Route calls when Members are busy, unavailable or do not answer

When call queue members are busy, unavailable, or do not answer, you can select from additional options:

- **Wait for Primary Members** - Wait for call queue members to answer the call.
- **Send to Emergency Call Queue** - Route the call to another emergency call queue.

### Call Handling & Members

Work hours

**Wait settings**

Display settings

Number of callers allowed in queue ⓘ

5 callers

When queue is full

Forward new callers to PSAP

Maximum caller wait time in queue ⓘ

10 seconds

When maximum wait time is reached, send caller to

PSAP

When members are available, but no members answer or all members are busy or unavailable,

Wait for Primary Members  
Send to Emergency Call Queue

\* Emergency Call Queues requires a service contract addendum. Contact your account manager to request this feature.

## Feature: *Inter-site Call Routing*

### What's new

- Calls can be routed from Main > Child sites and Child <> Child site.
  - Limitation: Routing from Child > Main site is not supported and will be added later.
- Jira Ticket: [INIT-12600](#)

### What problem does it solve

- Calls can not be routed from Child site > Child site nor from Child site > Company/Main site.
- Customers are required to configure call rules with PSTN Site numbers to work-around this issue.
- This limitation is confusing and limits multi-site routing for Enterprise accounts.

### Rollout plan

- 25.2.2 GA for All RC & Partner Brands
- Requires account is enabled for Multi-site
- Feature is available when Multi-site is enabled and turned on for an account
- No pricing impact

## Route calls from Site to Site using Call Rules

When the Multi-site feature is turned ON, Administrators and Users can forward calls from the Main site to Branch sites and from Branch-to-branch sites using Call Rules

Call rules are available for User, Call queue, and Shared line extensions

Site routing is available from all call rules including:

- Business hours
- After hours
- Forward all calls
- Custom rules

Limitation: Routing calls from a Branch site to the Main site is not yet supported. Use the Main site phone number when configuring call rules to work-around this issue.

The screenshot displays the 'Call Handling' configuration interface. At the top, the 'Business hours' tab is selected and highlighted with an orange box. Below the tabs, the 'Schedule' section indicates settings apply during business hours, with an 'Edit schedule' link. The 'Incoming calls will be routed to' section shows a list of routing options on the left and a detailed view on the right. The 'Site' option is selected with a radio button and highlighted with an orange box. The detailed view on the right shows 'Site' as the selected routing target, with 'Branch 1, Ext. 3111' and an 'Edit' link below it.

**Call Handling**

Incoming Calls

Set where callers are routed when they call your company number. [Learn more](#) Forward all site calls ☐

**Business hours** Closed hours Custom Rules Settings

**Schedule:** These settings will apply during business hours. [Edit schedule](#)

Incoming calls will be routed to ⓘ

- ☐ Company greeting
- ☐ AI receptionist
- ☐ IVR menu
- ☐ A specific user
- ☐ Multiple users - call queue
- ☐ Voicemail
- ☐ Announcement
- ☐ Shared line
- ☐ Limited extension
- ☒ Site

**Site**  
Branch 1, Ext. 3111  
[Edit](#)

# Hardware

## Feature: *Firmware updates*

### What's new

Firmware updates for the following models:

- Poly VVX FW 6.4.7 for Poly VVX series

### What problem does it solve

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

### Rollout plan

- 25.2 Available for all RC and partner brands



## Feature: *Firmware updates*

Vendor	Model	Firmware version	Release Notes	Start firmware rollout *	Firmware rollout completed *
Poly	VVX series	6.4.7	<a href="https://docs.poly.com/bundle/ucs-rn-6-top/page/ucs-6.4.7-rn.html">https://docs.poly.com/bundle/ucs-rn-6-top/page/ucs-6.4.7-rn.html</a>	TBD (25.2)	TBD (25.2)

## Feature: *Custom Key Layout for Poly VVX 350*

### What's new

- Support custom key layout option for Poly VVX 350, allowing admins/end users to select which functions/features should appear on which line keys.
  - Soft Keys is out of scope (same supported provided for VVX 450)
- Jira tickets: [CNV-60268](#)

### What problem does it solve

- Enable CKL (Line keys) for VVX 350

### Rollout plan

- Enable for new signup only
- Disable for existing customers by default
- Enable for existing customers upon request
- Available for RC and partner brands for all countries

# Security

## Feature: *Phase 1\_Improving Security Question for customer identity verification*

### What's new

- This initiative aims to mitigate vulnerability with Security Question based caller authentication by requiring users to answer security questions, set by user from a set of 10 stronger security questions. Some questions are weak and not allowed as per RC legal are below. As part of this project, weak security questions will be replaced by stronger ones.
- Jira Ticket: [INIT 15806](#)

### What problem does it solve

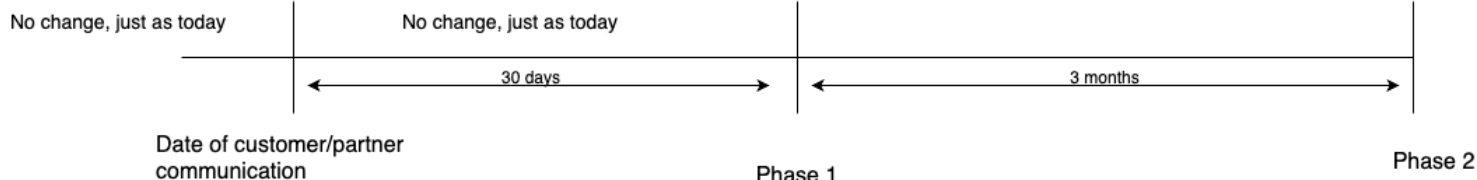
- Some questions are weak and not allowed as per RC legal are below. As part of this project, weak security questions will be replaced by stronger ones.

### Rollout plan

- GA in 25.2.2
- Customers will be notified through a phased email campaign. Send initial email notifications to inform users about the change and follow up with regular auto-reminder emails for users who haven't completed the setup.

Phase 1: **Deprecate the weak questions and add new ones to the list.** The old (weak) questions would still work for verifying identity with support for first 3 months after release; however, when creating new answers, only the new questions can be used.

Phase 2: **Old/weak questions cannot be used for verification after 3 months.** This means if a customer still has an answer set to a weak question, Support cannot use Security Questions to verify identity. Support agent will be required to use OTP over Email instead or ask customer to set new Security Question.



(Customers and partners are notified about the upcoming changes to how Security Question will change and that they need to update response alongside timelines of change)

## Phase 1

If SQ list is substituted with new one, but the previously existing setup is valid

[General](#) [Settings & Permissions](#) [Security](#)

Password

PIN

Change

Change

Security Question

Two-factor authentication ⓘ

Action required ⚠

For added protection, we've updated the security questions. You'll need to select a new question as your current choice will only remain active until XX.XX.XXXX.

Change

Sign-out from All Sessions

Initiate Sign-out

Change Security Question

Security question is used to reset password or to identify user's account when contacting Customer Service.

We've enhanced our security measures by updating the security questions. Your current selection, 'What was your childhood nickname?' will only be valid until XX.XX.XXXX.

Select a new security question to continue safeguarding your account.

Security Question

Select new

Answer

Your answer must be a minimum of five characters.

Cancel

Save

## Phase 2

If SQ list is substituted with new one, previously existing setup is no longer valid

[General](#) [Settings & Permissions](#) [Security](#)

Password

PIN

Change

Change

Security Question

Two-factor authentication ⓘ

Action required ⚠

The security question that was previously set up is no longer supported.

Security questions list has been updated for better security reasons.

Change

Sign-out from All Sessions

Initiate Sign-out

Change Security Question

Security question is used to reset password or to identify user's account when contacting Customer Service.

The security question that was previously set up is no longer supported.

Security questions list has been updated for better security reasons. Select new security question to maintain secure access to the account.

Security Question

Select new

Answer

Your answer must be a minimum of five characters.

Cancel

Save

## Feature: *MFA bypass on trusted devices with admin control*

### What's new

- Account admins can allow users to bypass MFA on trusted devices for a policy defined period
- Jira Ticket: [JNIT-16666](#)

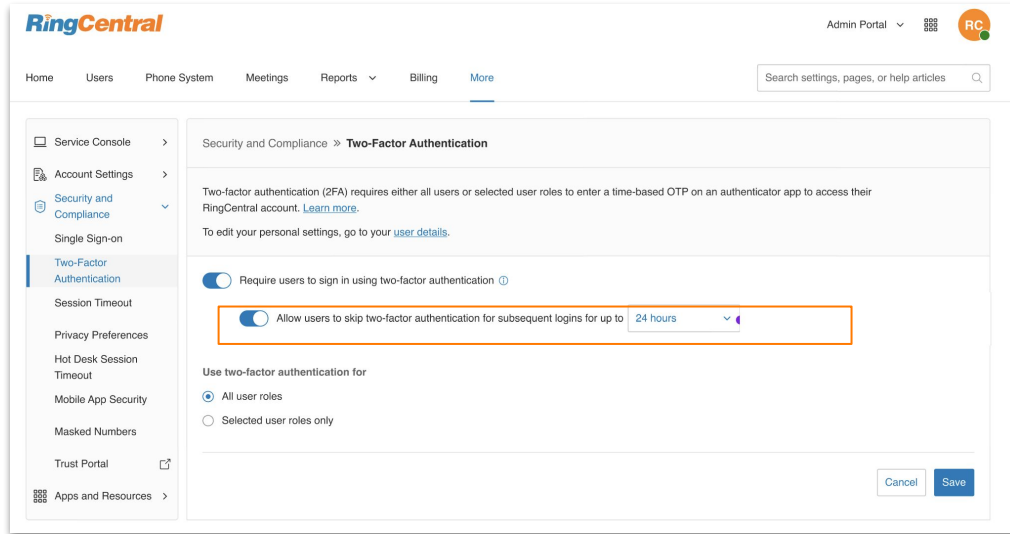
### What problem does it solve

- The MFA feature using an authenticator app does not save new devices that complete successful logins into the extension's trusted device list. It does not allow users to bypass MFA for logins from trusted devices which presents a UX challenge and creates a barrier to feature adoption.

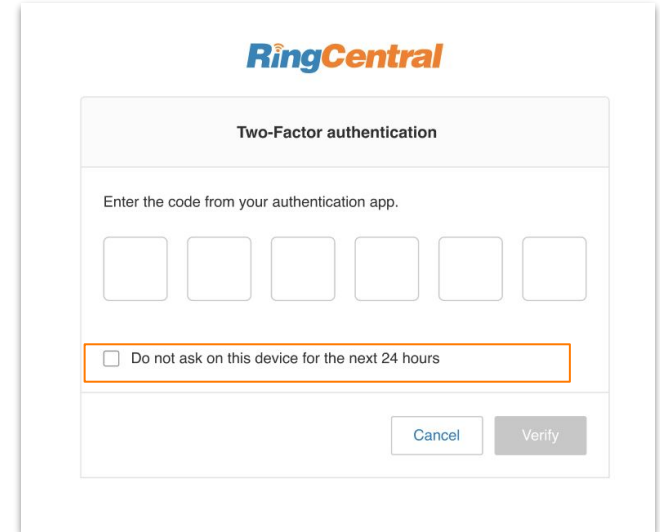
### Rollout plan

- Q2 25.2 Release

## Feature: MFA bypass on trusted devices with admin control



Service Web Policy Configuration



MFA prompt at login



## Feature: *Service Web audit log for call log download and delivery settings update*

### What's new

- Account admins can track actions of admins and users regarding call log viewing, downloading, and delivery settings updates through the Service Web audit trail log.
- Jira Ticket: [INIT-19167](#)

### What problem does it solve

- When call logs within admin or user views are accessed, downloaded, or have their delivery settings updated, no audit trail is generated in Service Web. This lack of tracking poses a challenge, especially in scenarios where RingCentral Security Operations, Fraud teams, and customers need to determine if a bad actor accessed call logs.

### Rollout plan

- Q2, 25.2.2

# Thank you