

What's In Deck 25.3 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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25.3 Deployment Schedule - AT&T Office@Hand

Item	Release	Dates	Status	Comments
Admin, Service Portal, Security Updates, Hard phones	25.3 25.3.2	9/6/25 10/1/25		
Office@Hand Mobile App	25.3.20	9/1/25		Final builds for AT&T to publish in App stores
Office@Hand Desktop/Web App	25.3.20	9/10/25		

RC App Desktop - 25.3.20

Feature: Message Replies

What's new

- Ability for RingCentral app messaging users the ability to reply to another user's message and create a threaded conversation.
- Threaded conversations allows messaging users to collaborate about a specific topic, helping organize all message replies in one single threaded view to maintain context.

What problem does it solve

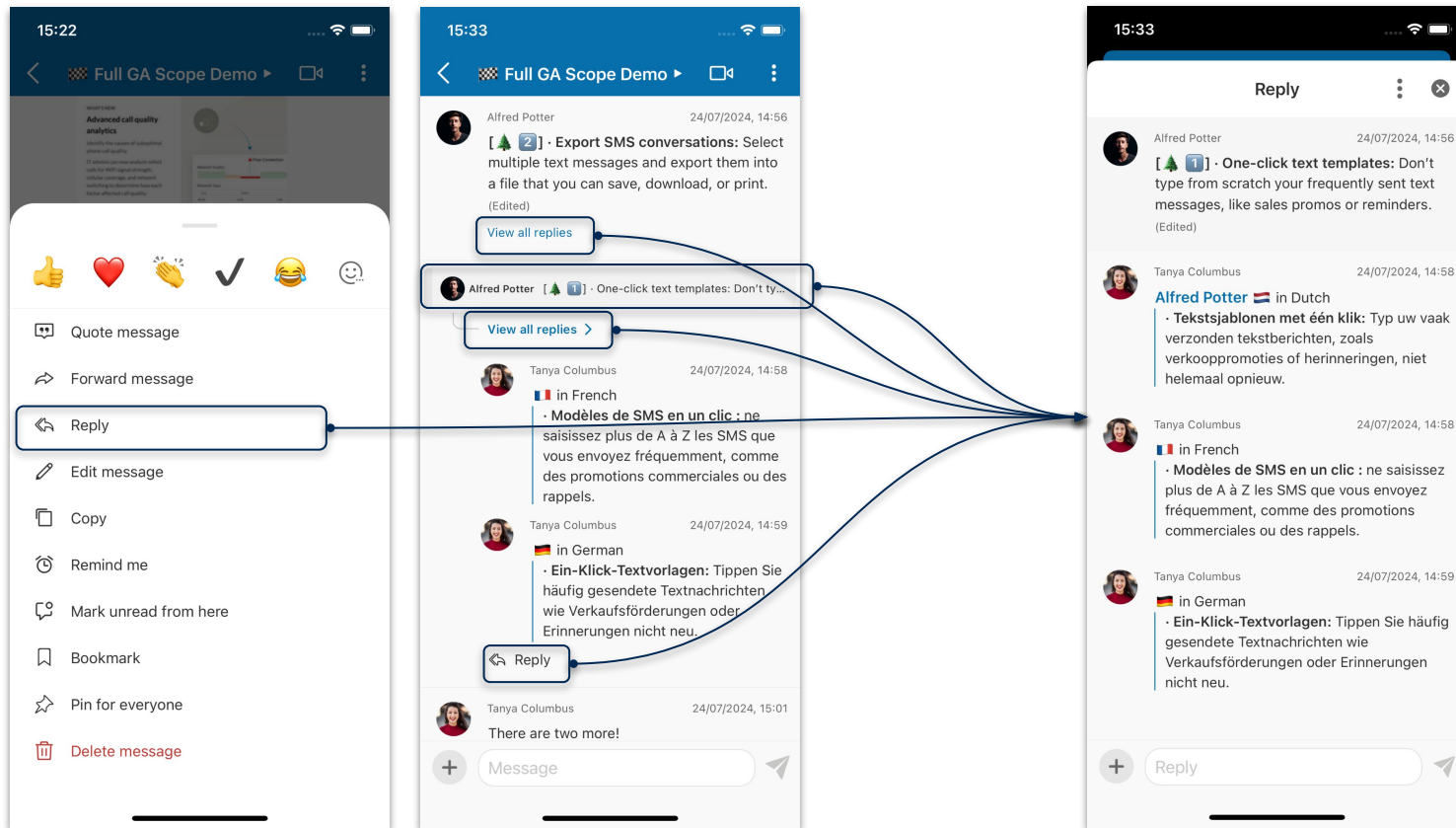
- One of the top most-voted features in the customer community

Rollout plan

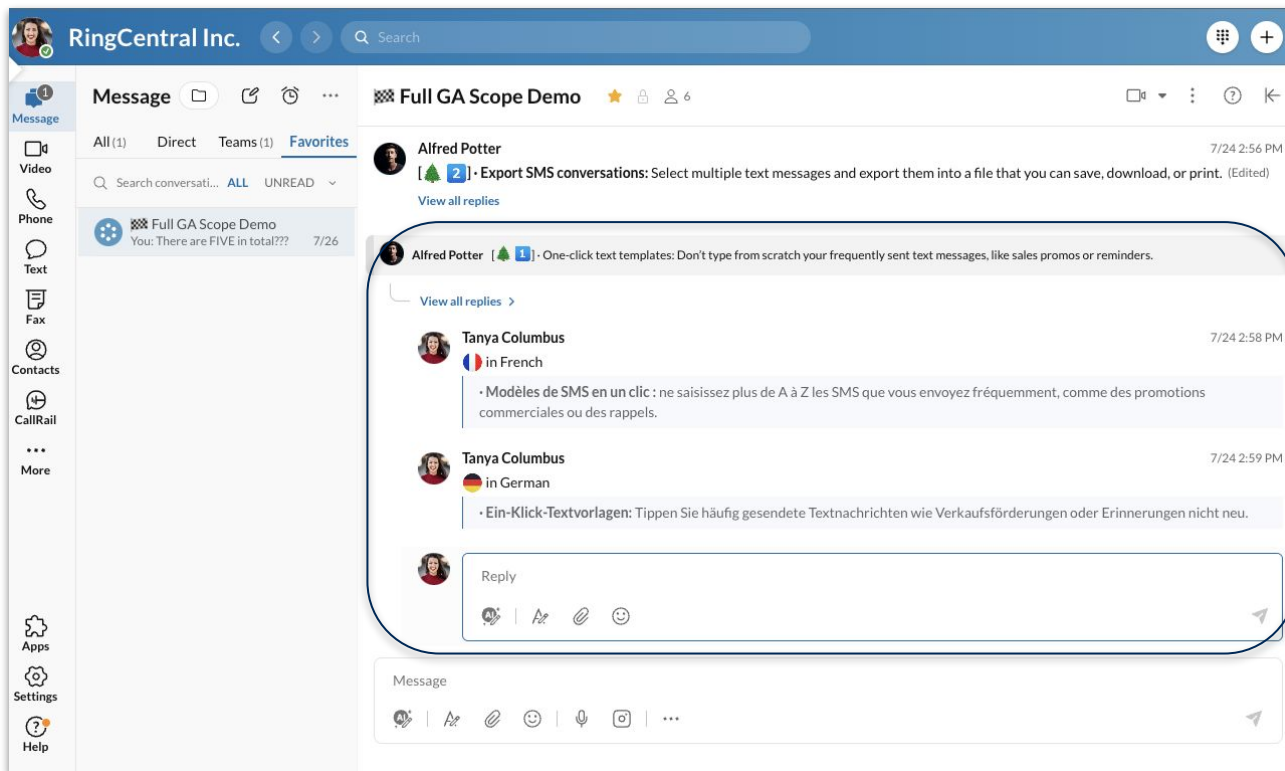
- GA 25.3.20*



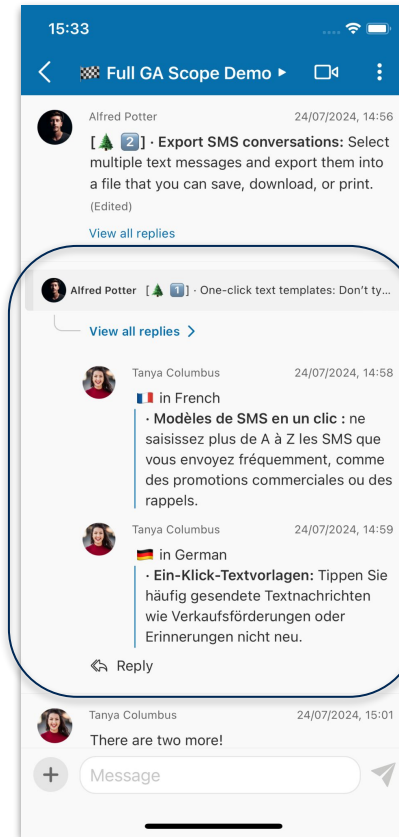
How it works - Start/Add a reply



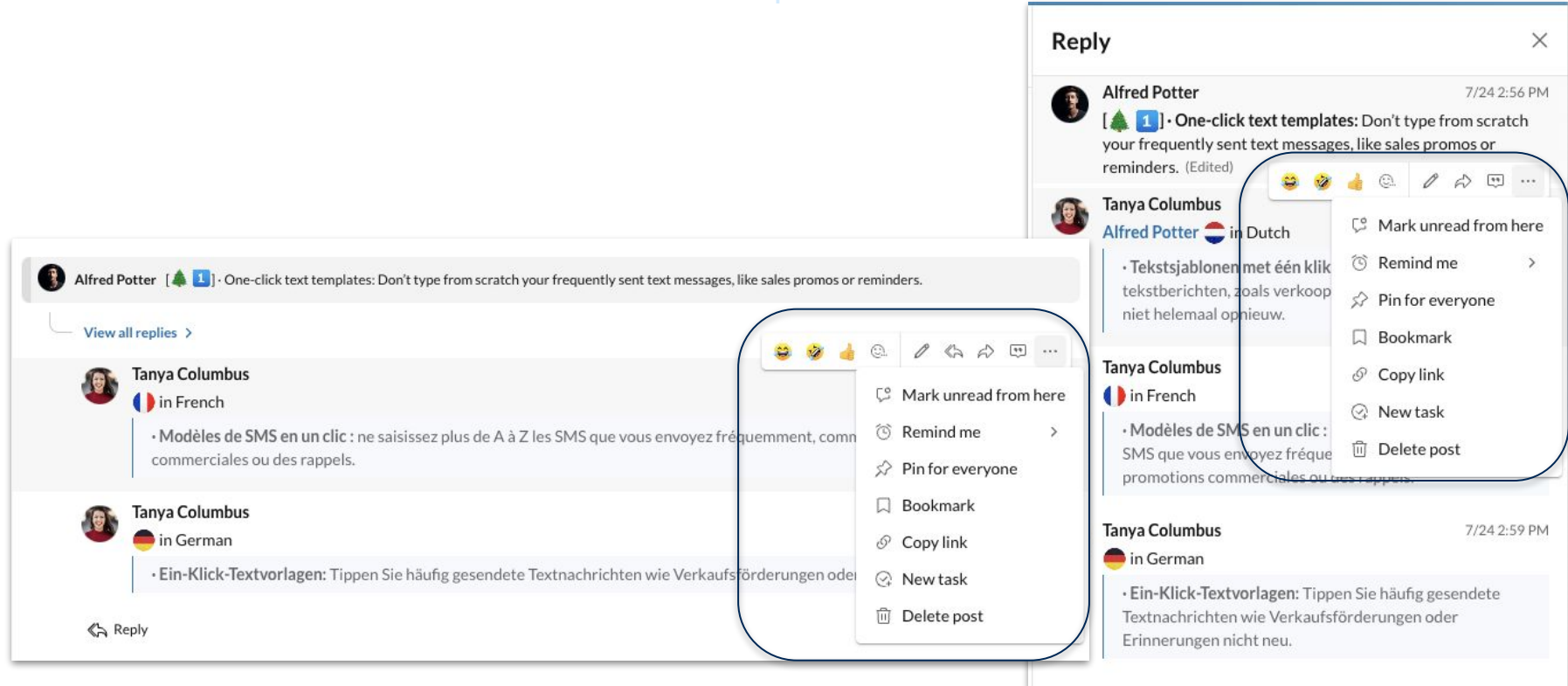
How it works - View thread in conversation



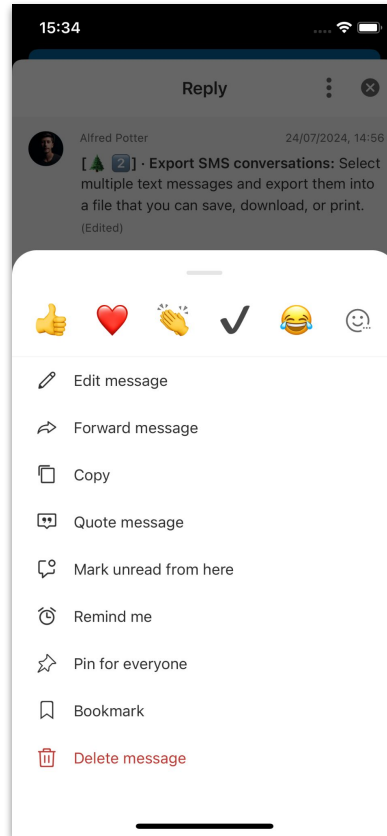
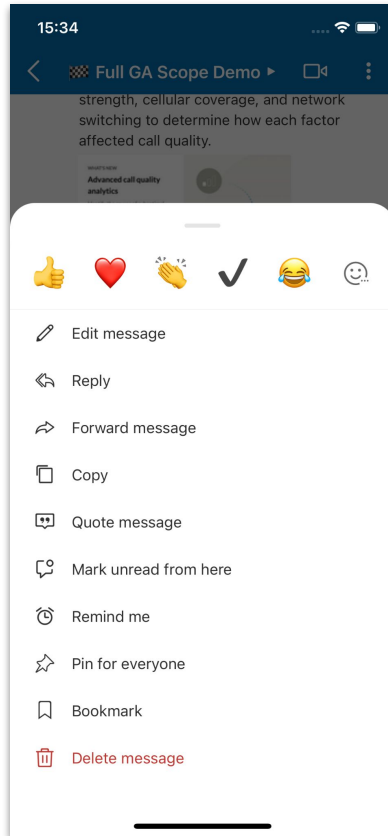
How it works - View thread in conversation



How it works - Post actions for replies



How it works - Post actions for replies



How it works

What message will be forwarded when I forward parent post of a reply or a reply?

- Only the selected post, not the entire thread.

What kind of messages can I reply to?

- Three types are supported: text-only message, attachment-only message, and text + attachment message.

Can I reply to a reply?

- No, only one-level reply is supported.

RingEx Core Admin - 25.3

Feature: Message-only numbers as user's Caller ID

What's new

Users can now select message-only numbers as their Caller ID or Fax ID.

What problem does it solve

Some customers assign fax-receiving numbers to Message-only extensions and want their users to be able to set those numbers as the outbound fax caller ID, allowing them to send and reply to faxes.

Rollout plan

- 25.3 - GA
- All brands

Feature: Message-only numbers as user's Caller ID

User 1

Ext. 102Outbound Calls/FaxesNotifications

▼ Caller ID

^ Fax Settings

☒ Allow this user to access Fax features

☐ Allow this user to send faxes using Email-to-fax

User can access Fax features in the following applications:

☒ FaxOut☒ RingCentral app (desktop and mobile)

Cover Page Info

This information will be printed on your fax cover page

Company

e.g. John Doe

Country

United States

Street Address

e.g. 120 1st St SW

Additional Address (Optional) ⓘ

e.g. Suite 500 or Building A, Floor 3

City

e.g. Alabaster

State/Province

Select State/Province

Zip Code

e.g. 35007

Phone Number ⓘ

(251) 295-2222 - Primary Number

Edit

Fax number

(251) 295-2222 - Primary Number

Edit

Cover Page

Contempo

Select

Select Number

Select a phone number you want to display as your Caller ID number for Fax number.

Type

Select	Number	Name	Type
<input type="radio"/>	Blocked		Others
<input type="radio"/>	(251) 295-4444		Main Company Number
<input checked="" type="radio"/>	(251) 295-2222		Primary Number
<input type="radio"/>	(205) 378-1261		Message-Only
<input type="radio"/>	(205) 378-1241		Message-Only
<input type="radio"/>	(205) 378-1209		Message-Only
<input type="radio"/>	(205) 378-1199		Message-Only

Total: 7

Show: 25

< 1 >

CancelDone

Message-only numbers* become available in the Fax ID/Caller ID number selection list

*Single-site accounts: all numbers assigned to Message-only extensions.

Multi-site accounts: [see here](#)

Feature: Message-only numbers as user's Caller ID

Restrict Message-only numbers as Caller ID

User 1

Ext. 102 Outbound Calls/Faxes Notifications

^ Caller ID

[Caller ID restriction settings](#)

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

Caller ID restriction settings

Allow direct numbers as caller ID ☒

Allow company numbers as caller ID ☒

Allow company fax number as caller ID ☒

Allow company substitute caller ID numbers as caller ID ☒

Allow message-only number as caller ID ☒

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

If needed, admins can hide
Message-only numbers from
user's Caller ID list

Scope of available Message-only numbers on Multi-site accounts

Cross-Site Access Management

By default, there are no cross-site access limitations—all sites can access other sites, including the company directory, extension 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. [Learn More](#)

☒ Enable Cross-Site Access Management

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

☐ Extension numbers in Caller ID list ⓘ

☐ Extension numbers in Caller ID list ⓘ

All users can choose any message-only number as a Caller ID or Fax ID.

☒ Extension numbers in Caller ID list ⓘ

The list of message-only numbers is restricted by the "Site Access" rule configured for the user's site.

For example, if Site 1 has limited site access to its own site only, then all users in Site 1 can only select message-only numbers assigned to extensions from Site 1 as their Caller ID or Fax ID.

On multi-site accounts, the list of available message-only numbers depends on whether the Cross-Site Access Management feature for "Extension Numbers in Caller ID List" is enabled.

Note: This toggle was previously called "[Site Numbers in Caller ID List](#)" and now applies to both site numbers and message-only numbers.

Feature: Consolidated list of user's numbers in user profile

What's new

Admin Portal → User Details → "Numbers" tab will now display Digital Line numbers, providing a consolidated view of all numbers assigned to a user.

What problem does it solve

When a customer admin needs to change, reassign, or delete a user's number that is actually a Digital Line number, they are unsure how to complete the task because they cannot find the number on the "Numbers" tab. Today the "Numbers" tab only displays additional direct numbers, while Digital Line numbers are listed under the "Phones" tab.

Rollout plan

- 25.3 - GA
- All brands

Feature: Consolidated list of user's numbers in user profile

Case 1: User with only 1 number = DL number

Before

(confusing representation)

User 1

Ext. 102Outbound Calls/FaxesNotifications

▼ User Details

▲ Devices & Numbers

Primary Number
(251) 295-2222
[Edit](#)

PhonesNumbers

[+ Add Direct Number](#)

Number	Type	Name	Publish	Actions
No numbers are available.				

After

User's primary number (DL number) can be easily found on the "Numbers" tab

User 1

Ext. 102Outbound Calls/FaxesNotifications

▼ User Details

▲ Devices & Numbers

Primary Number
(251) 295-2222
[Edit](#)

PhonesNumbers

[+ Add Direct Number](#)

Number	Number Type	Name	Publish	Actions
(251) 295-2222	Softphone		<input checked="" type="checkbox"/>	⋮

Feature: Consolidated list of user's numbers in user profile

Case 2: User with DL number and additional number

Before

User 2

Ext. 103

Outbound Calls/Faxes

Notifications

▼ User Details

^ Devices & Numbers

Primary Number

(251) 295-4446

Edit

Phones

Numbers

+ Add Direct Number

Number	▼	Number Type	Name	Publish	Actions
(205) 406-1644		Direct Number		<input checked="" type="checkbox"/>	⋮

After

User 2

Ext. 103

Outbound Calls/Faxes

Notifications

▼ User Details

^ Devices & Numbers

Primary Number

(251) 295-4446

Edit

Phones

Numbers

+ Add Direct Number

Number	▼	Number Type	Name	Publish	Actions
(205) 406-1644		Direct Number		<input checked="" type="checkbox"/>	⋮
(251) 295-4446		Softphone		<input checked="" type="checkbox"/>	⋮

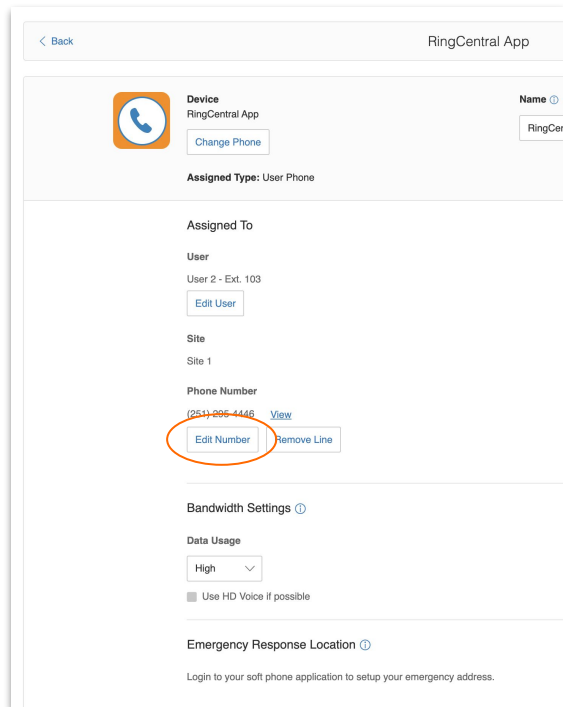
Consolidated view of all numbers assigned to a user
DL numbers differ from additional numbers by their
number type (Softphone or Desk Phone)

Feature: Consolidated list of user's numbers in user profile

Discoverability of "Change Number" action

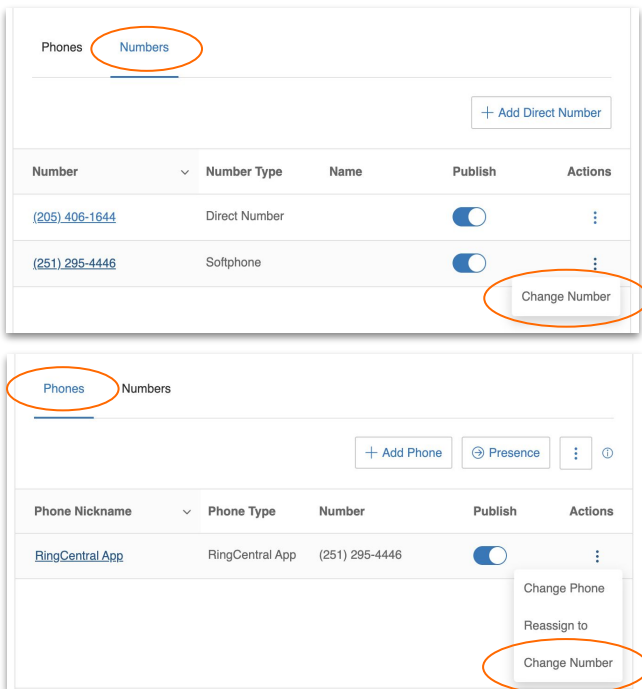
Before

"Change Number" action can only be found in the device details.



After

The 'Change Number' action is also accessible from the 'Numbers' tab (for DL or additional local numbers) and from the 'Phones' tab (for DL numbers).



Feature: Assigned licenses in user profile

What's new

- A new "Licenses" tab has been added to the user profile in the admin portal. It displays a list of all licenses assigned to the user (view-only list at this phase of the project).

What problem does it solve

Currently, the User Profile lacks a centralized interface for administrators to view and manage all licenses assigned to a user. The existing 'Edit licenses' functionality is not easily discoverable and does not display additional number licenses assigned to the user.

Rollout plan

- 25.3 - GA
- All brands and customers on NGBS

Feature: Assigned licenses in user profile

The screenshot displays a user management interface. On the left is a list of users with columns for Status and Name. On the right is a detailed view for 'User 1'. The 'User Details' section has four tabs: General, Settings & Permissions, Licenses (highlighted with an orange box), and Security. Below the tabs, the 'User cost center' is 'Cost Center 1' and the 'User type' is 'RingEX™'. The 'Phone licenses' section shows two entries: 'Domestic DigitalLine Unlimited' and 'Global RingEX™ - APAC'. The 'Additional number licenses' section shows 'Additional Local Numbers'. The 'Add-on licenses' section shows 'RingSense' and 'Large Meetings'.

Status	Name
<input type="checkbox"/>	Alycia Adams-Breitenberg
<input checked="" type="checkbox"/>	Calista Zerniak
<input type="checkbox"/>	Concepcion Fay
<input type="checkbox"/>	Ellsworth Keebler
<input type="checkbox"/>	Hank Simonis
<input type="checkbox"/>	Jarod Gerlach-Kessler
<input type="checkbox"/>	Marlene Mertz
<input type="checkbox"/>	Samara Kub
<input checked="" type="checkbox"/>	Sdemi New (Super Admin)
<input checked="" type="checkbox"/>	User 1

User 1

Ext. 110 Outbound Calls/Faxes Meetings Notifications

User Details

General Settings & Permissions **Licenses** Security

User cost center: **Cost Center 1**

User type: **RingEX™**

Phone licenses

- Domestic DigitalLine Unlimited | (316) 263-2223
- Global RingEX™ - APAC | +61 (2) 40331107

Additional number licenses

- Additional Local Numbers | Domestic | (205) 216-1653

Add-on licenses

- RingSense | RingSense
- Large Meetings | Large Meeting 100

New "Licenses" tab in the User Profile

The user's cost center is now surfaced in the User Profile

"Phone licenses" displays all assigned RingEX licenses (can be >1)

"Additional number licenses" now clearly indicates the additional number licenses assigned to the user.

"Add-on licenses" lists all assigned add-ons

FAQ

1. Can admins edit user type or assign additional licenses through this new “Licenses” tab?

Not at the moment, but this functionality is currently under development.

2. Does the “Edit licenses” functionality remain available in the user list?

Yes, 'Edit licenses' continues to function as before, but in future releases, all its features will be migrated to the Licenses tab in the user profile.

Feature: *Leave conference as a host: admin control*

What's new

- Give customers admin the ability to control whether users are allowed to use leave conference as a host feature in Jupiter.

What problem does it solve

- Leave conference as a host is a beta feature in Jupiter that allows customers to continue the conference calls even the host drops. Customers such as Allstate have asked for admin control in Admin Portal to allow or disallow users to leverage this feature.

Rollout plan

- Q3 2025 once both SW and app changes are completed.

Feature: *Leave conference as a host: admin control*

[Admin control in SW]

The screenshot displays the RingCentral Admin Portal interface. The top navigation bar includes 'Home', 'Users', 'Phone System', 'Meetings', 'Reports', 'Billing', and 'More'. The 'Users' section is active, showing a list of users with extensions. A callout box highlights the 'Allow user to leave conference calls without ending them' toggle, which is currently turned on. A text box explains that this allows a user to leave a conference call without ending it, but the call will continue to use the account's allocated minutes until it ends.

RingCentral Admin Portal

Home Users Phone System Meetings Reports Billing More

Search settings, pages, or help articles

User List » **Users with Extensions**

Search [] [] [] + Add User MS Teams Connect History []

[-] Delete [-] Enable [-] Disable [-] Send Invite [-] Set Credentials [-] Apply Template [-] Change Site [-] Connect Microsoft Teams

Status	Name
<input type="checkbox"/>	Adam Smith
<input type="checkbox"/>	Anita Baxter
<input type="checkbox"/>	Lyra Boyle
<input type="checkbox"/>	Bruno Hatfield
<input type="checkbox"/>	Earl Jackson
<input type="checkbox"/>	Spencer Chandler
<input type="checkbox"/>	Leonard Calderon
<input type="checkbox"/>	Louisa Wang
<input type="checkbox"/>	Tim Bishop
<input type="checkbox"/>	David Gaines

Adam Smith

Ext. 10011 Outbound Calls/Faxes Meetings Notifications

User Details

Devices & Numbers

Phones Numbers **Conference**

Conference Number ⓘ
650 555 1234

Host Code
650-555-1234

Participant Code
650-555-1234

Reset Reset

☒ Allow user to leave conference calls without ending them

Invite with Email

Phone

Group Memberships

AI

This user will be able to leave a conference call without ending it, but the call will continue to use your account's allocated minutes until it ends.

Feature: *Leave conference as a host: admin control*

[Admin control in SW]

The screenshot displays the RingCentral Admin Portal interface. At the top, the RingCentral logo is on the left, and 'Admin Portal' with a dropdown arrow and the RC logo are on the right. A navigation bar below the logo contains links: Home, Users, Phone System, Meetings, Reports (with a dropdown arrow), Billing, and More. A search bar on the right of the navigation bar contains the text 'Search settings, pages, or help articles' and a magnifying glass icon.

The main content area is divided into a left sidebar and a right main panel. The sidebar lists various settings categories: Service Console, Account Settings (with a dropdown arrow), Appearance, Archiver Settings, App Integrations, Avaya Integration, PCI Pal Integration, Directory Integration, Headset Support, Microsoft Teams, Multi-Site Settings, General Settings (highlighted with a blue bar), Outbound Call Prefix, Extension Numbering, Security and Compliance (with a dropdown arrow), and Apps and Resources (with a dropdown arrow). The main panel shows the 'Account Settings' page with the 'General Settings' sub-section selected. It contains several toggle settings: 'Fax Settings' (Allow this account to access Fax features), 'Email-to-Fax' (Allow this account to send faxes using Email-to-fax), 'SMS Service' (Allow this account to access SMS Service), 'Auto-answer calls' (Allow auto-answer for this account), and 'Conference call' (Allow hosts to leave conference calls without ending them). The 'Conference call' setting is highlighted with a dashed purple box, and a dashed purple line extends from its toggle to the right edge of the screen.

Feature: Allow users to generate *a new activation email after expiry*

What's new

- Customer admins will have the ability to allow users to generate a new activation email when the activation email expires.

What problem does it solve

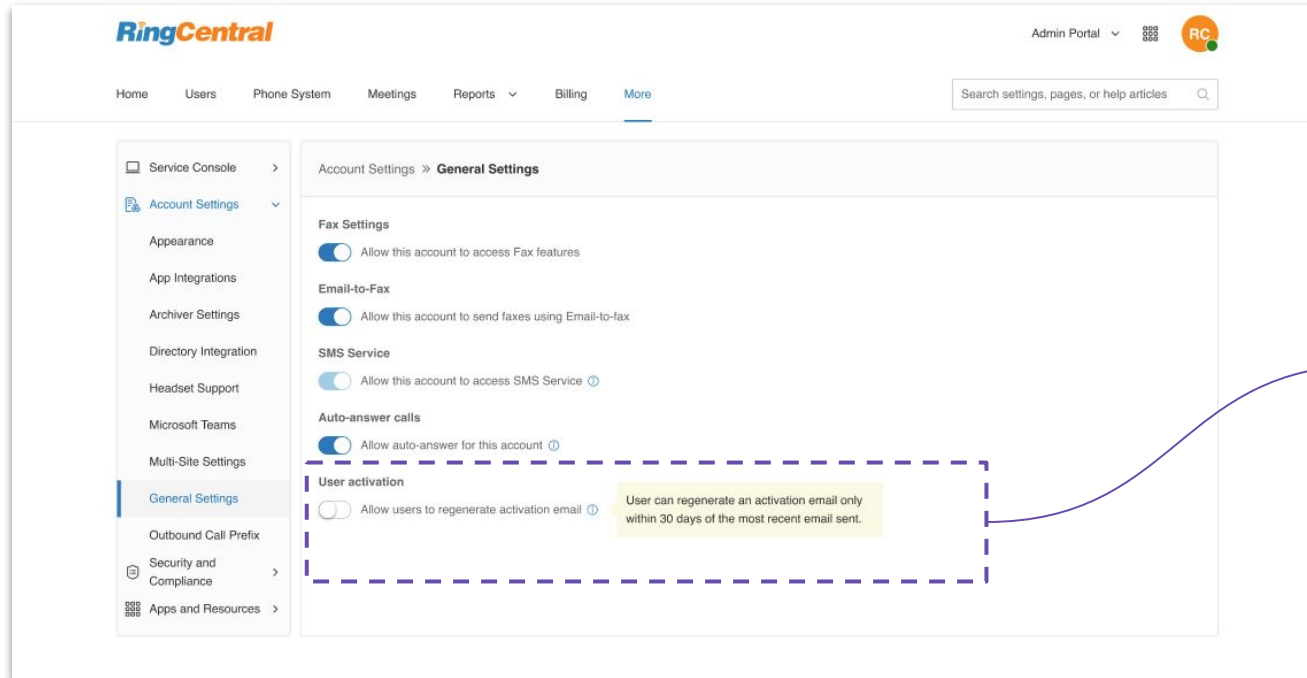
- When an activation email expires, users have to reach out to admins to generate an activation email for them. If admins are not available, users have to wait to receive a new activation email.

Rollout plan

- GA for all customers in 25.3.

Feature: Allow users to generate a new activation email after expiry

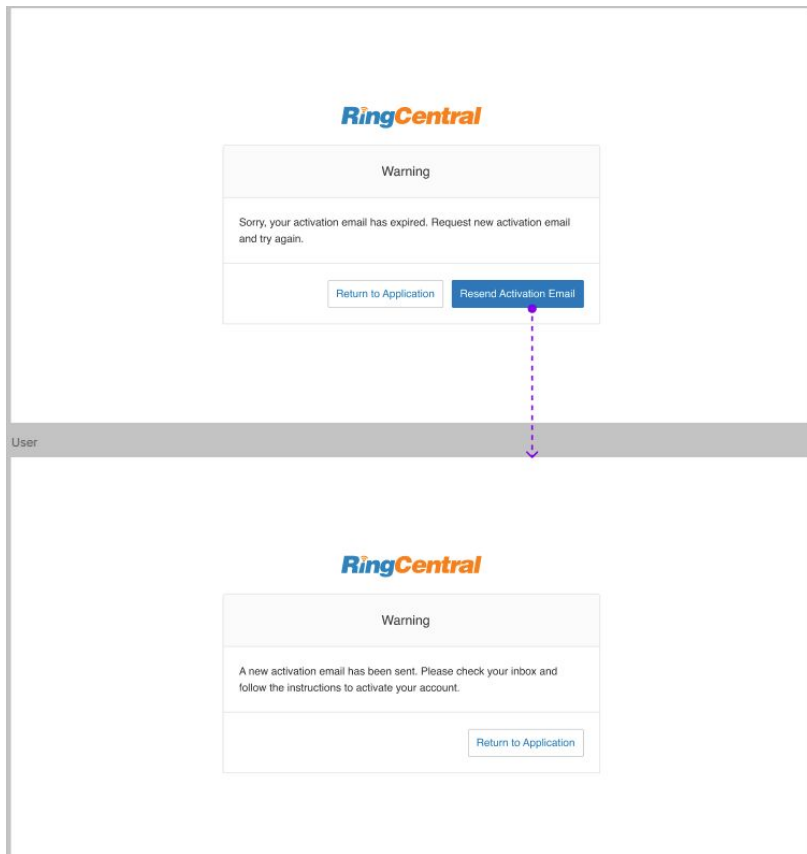
[Admins can enable/disable the feature]



User activation toggle can allow or disallow users to generate activation email once the email expires.

Feature: Allow users to generate a new activation email after expiry

[Users can request for another activation email]



When admins allow users to generate a activation email once the email expires, users can click Resend Activation Email to receive a new activation email.

FAQ

What is the default setting for my account's User activation ?

- The default is off. If admins want to allow users to trigger a new activation when the email expires, admins need to toggle on.

Is there any limitation to request for a new activation email?

- After the activation email expires, the users can request for another activation within 30 days.
- For instance, if an activation email is sent on May 1, a user can't request a new activation email after May 30. The activation email remains to expire in 48 hours.



Feature / Configuration: Rename "Billing" tab to "Account" in Service Portal

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

Licenses & Inventory

Below is a list of licenses and devices you have on your account. You can filter them by product category, cost center and site to check inventory
Note: Licenses can be used across sites, full-paid devices can be used across cost centers.

Search

Product Name	Total	In-Use	Available	Actions
 Office Licenses	10	0	10	▼
 Additional Local Numbers	10	0	10	▼



Before

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

Licenses & Inventory

Below is a list of licenses and devices you have on your account. You can filter them by product category, cost center and site to check inventory
Note: Licenses can be used across sites, full-paid devices can be used across cost centers.

Search

Product Name	Total	In-Use	Available	Actions
 Office Licenses	10	0	10	▼
 Additional Local Numbers	10	0	10	▼

After

Feature: *Rename Purchase Calling Credits to Additional Usage Credits*

What's new

- Rename Purchase Calling Credits in SW & SCP to Additional Usage Credits
- Rename Calling Credits Bundle in invoice and credit card charge statement to Additional Usage Credits Bundle

What problem does it solve

- Purchase Calling Credits/Calling Credits Package are referred to the same license. This credit is applicable to calling, SMS, fax, and other areas when the overage occurs Therefore, using the term "calling" is misleading and customers have been confused by the name.

Rollout plan

- GA in Q3 2025.

Call Handling

RingEx Core Call Handling - 25.3

Feature: *iOS Emergency Dialing*

What's new

Support enforcing Emergency Calling via VoIP

What problem does it solve

UK Customer has a requirement to be able to call emergency services on their mobile devices. The mobile devices do not have a sim and UK does not allow emergency calls without a SIM. Since Apple updated the iOS access rights mThor is not able to determine if the device has a SIM or not. This feature will fix the iOS functionality and allow the customer to place emergency via VoIP on mThor.

Rollout plan

- GA for all RC & Partner brands

How It Works

To be able to Allow Emergency calling via VoIP, the user would need to enable the SP 624 “Preserve mobile app generated CallerID for emergency calls” which has to be enabled.

After enabling the SP 624 the user will be able to call Emergency via VOIP if SIM is not present in the device

(Fixes iOS issue, already works on Android)

FAQ

On what client is this supported?

- This is supported in mThor.

Is this behavior controlled by a service parameter?

- SP 624 “Preserve mobile app generated CallerID for emergency calls” has to be enabled.
- SP 624 was not introduced as part of this feature
- This feature fixes the iOS shortcoming of determining SIM presence

RingEx Core Call Handling - 25.3.2

Feature: *Voicemail Enhancements - Distribution Lists (Personal), Dial-by-Name, Private Message, ASR*

What's new

- Voicemail enhancements to allow users to create personal distribution lists, mark messages as private, and address voicemails using dial-by-name via keypad or hands-free voice commands (ASR)

What problem does it solve

- Lack of feature parity with legacy voicemail systems
- Workflow inefficiencies

Rollout plan

- GA: All RC/Partner brands, all packages with calling capabilities, 25.3.2
- No pricing impact

Feature summary

- Distribution Lists (Personal)
 - Create and manage custom recipient lists to send voicemails to multiple users simultaneously
- Mark voicemail as private
 - Restrict actions like forwarding or saving by marking voicemails as private
- Dial-by-Name voicemail addressing
 - Use keypad input to select recipients by spelling their names
- ASR (Auto Speech Recognition) for voicemail
 - Use speech to select recipients or lists hands-free



Distribution lists (personal)

- Users can create recipient lists to send voicemails to multiple recipients simultaneously
- Manage lists via My Extension portal and RC desktop/web app:
 - Create, view, edit and delete lists
 - Add or remove recipients
 - Support up to 50 lists per user extension, with 50 recipients per list
 - Add recipients via extension or name search, with cross-site access management support
- Use distribution lists when sending or forwarding voicemails:
 - Available via phone and all RC apps
 - Combine with individual recipients (duplicates automatically filtered)
 - Supports up to 3 lists + 20 individuals per message
- Distribution lists cannot be shared with other users, and will not appear in other users' search results



Distribution lists (personal) (cont.)

The screenshot shows the 'My Extension' portal with the 'Settings' tab selected. Under the 'Phone' section, 'Distribution lists' is highlighted. The page includes a search bar, a '+ New distribution list' button, and a table of existing lists.

Name	Members	Notes
All Employees	38	General announcements
Belmont Office	41	Belmont office employees
Product and Technology	21	Product, Engineering, Design
Sales Team	44	Sales and Account Executives
US Employees	50	All US Full Time Employees
Total: 5		

Distribution lists on My Extension portal

The screenshot shows the RingCentral desktop app interface. The 'Settings' menu on the left has 'Voicemail' selected. The 'Distribution lists' page is displayed, featuring a search bar, a '+ New distribution list' button, and a table of lists.

Name	Members	Notes
All Employees	1134	General announcements
Belmont Office	301	Belmont office employees
Product and Technology	81	Product, Engineering, Design
Sales Team	60	Sales and Account Executives
US Employees	570	All US Full Time Employees
Total: 5		

Distribution lists on RC desktop app

Mark voicemail as private

- Prevent sharing by marking voicemails as private:
 - Forwarding or downloading
 - Transcripts on RC app
 - Attachment or transcription in email
- Mark private via phone or RC app
- PSTN callers can also mark voicemails as private
- Private message can also be marked as urgent
- Visual and audible privacy indicator in TUI, RC apps, or My Extension portal
- Replies to private messages inherit the privacy setting



Mark voicemail as private (cont.)

New voicemail

To

Angela Martin × Michael Scott ×

Message Re-record

Recording complete.

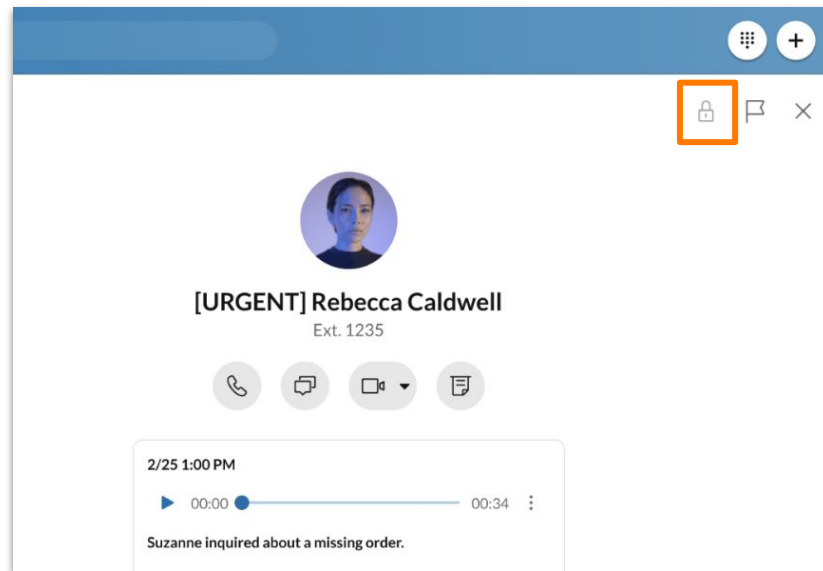
00:00 00:34

The message will be sent direct to the recipient's voicemail box.

☒ Urgent message ☒ Private message

Cancel Send

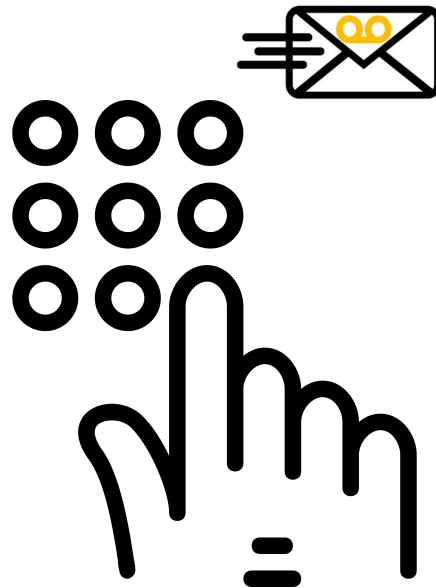
Mark private before send voicemail



Visual privacy flag for voicemail recipient

Dial-by-Name voicemail addressing over the phone

- Use keypad (DTMF) to spell recipient names and address voicemails
- Supports first and last name lookup per directory search criteria
- Limitations
 - Only for users with "Include User in Company Directory" enabled
 - Does not support distribution lists



ASR for voicemail addressing over the phone

- Speak the recipient's name or distribution list name to address voicemails hands-free
- Powered by the same AI engine as AIR
- Works for both new and forwarded voicemails
- Follows the same dial-by-name search logic (first or last name)
- Limitations:
 - English-only support
 - Only for users with "Include User in Company Directory" enabled
 - Only works for addressing recipient name and distribution list for voicemail



Feature: *DPP (Deskphone Pairing) Bulk Enablement in SW*

What's new

- Admins can turn on DPP (Deskphone Pairing) for multiple users at once in SW

What problem does it solve

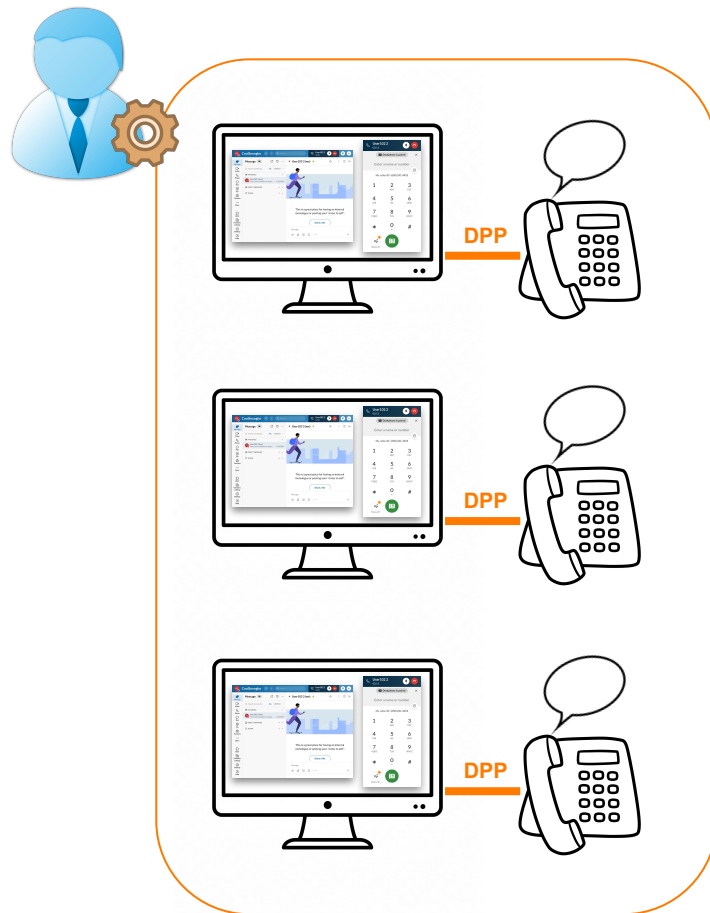
- No administrative capability to turn on DPP for multiple users at once
- IT burdened with additional training and support requests from users who struggle to turn on DPP on their own

Rollout plan

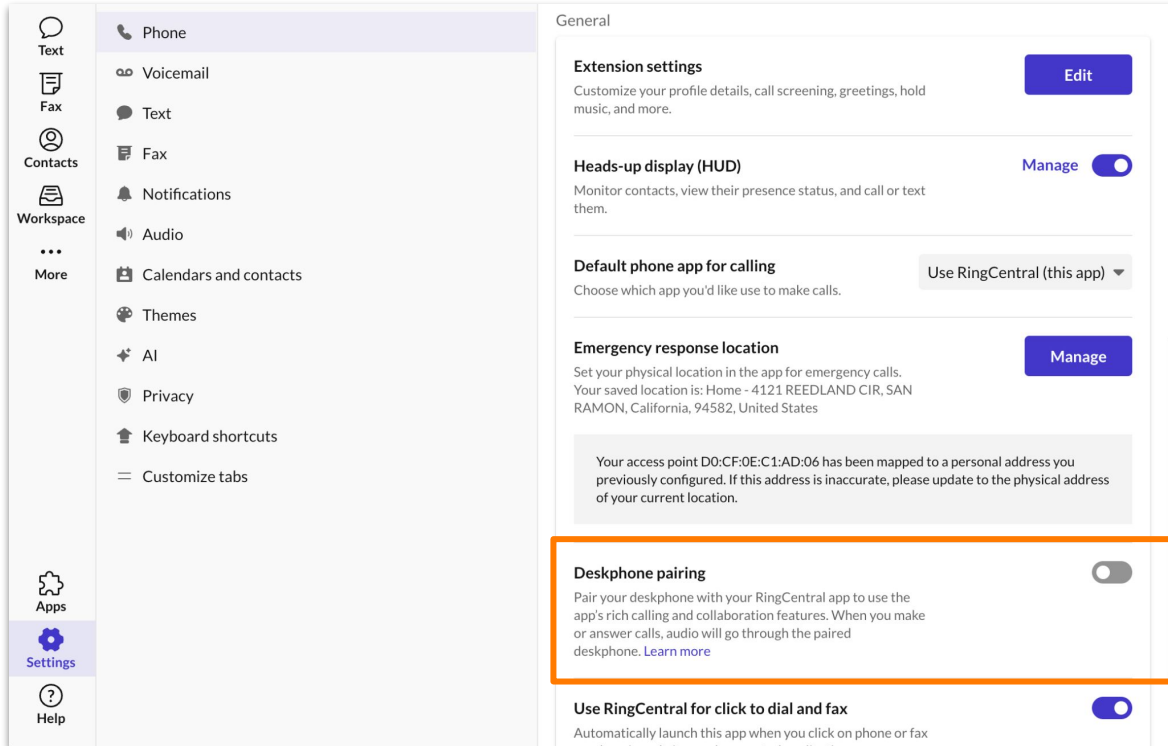
- GA: All RC/Partner brands, all packages with calling capabilities, 25.3.2
- No pricing impact

Feature summary

- Allows admins to turn on DPP (Deskphone Pairing) for multiple users at once via User Settings template
- DPP is off by default (same as today)
- DPP setting to be synchronized between SW, My Extension and user's RC desktop apps
- Users may still turn off DPP via their RC app



DPP setting on RC app (desktop)



Navigation:

RC app > Settings >
Phone

DPP setting on SW - User page

Manage which specific numbers will be blocked and unable to reach you.

Call flip >

Easily transfer live calls between your devices by pressing * and an assigned number.

Hold music >

Select the music that callers will hear when they are on hold.

Ringtone [Manage](#) Doorbell ▾

Select the sound you will hear when an incoming call rings on your desktop app.

Auto-answer calls Off ▾

Select how long callers will wait before their calls get auto-answered. This setting won't apply when you're on an active call.

General settings

Deskphone pairing ☒

Pair your deskphone with your RingCentral desktop app to use the app's rich calling and collaboration features. When you make or answer calls, audio will go through the paired deskphone. [Learn more](#)

Navigation:

SW > Users > User
List > Users with
Extensions > [your
user] > Ext. [user's
extension] > Phone

DPP setting on SW - User Settings template

General settings

Deskphone pairing

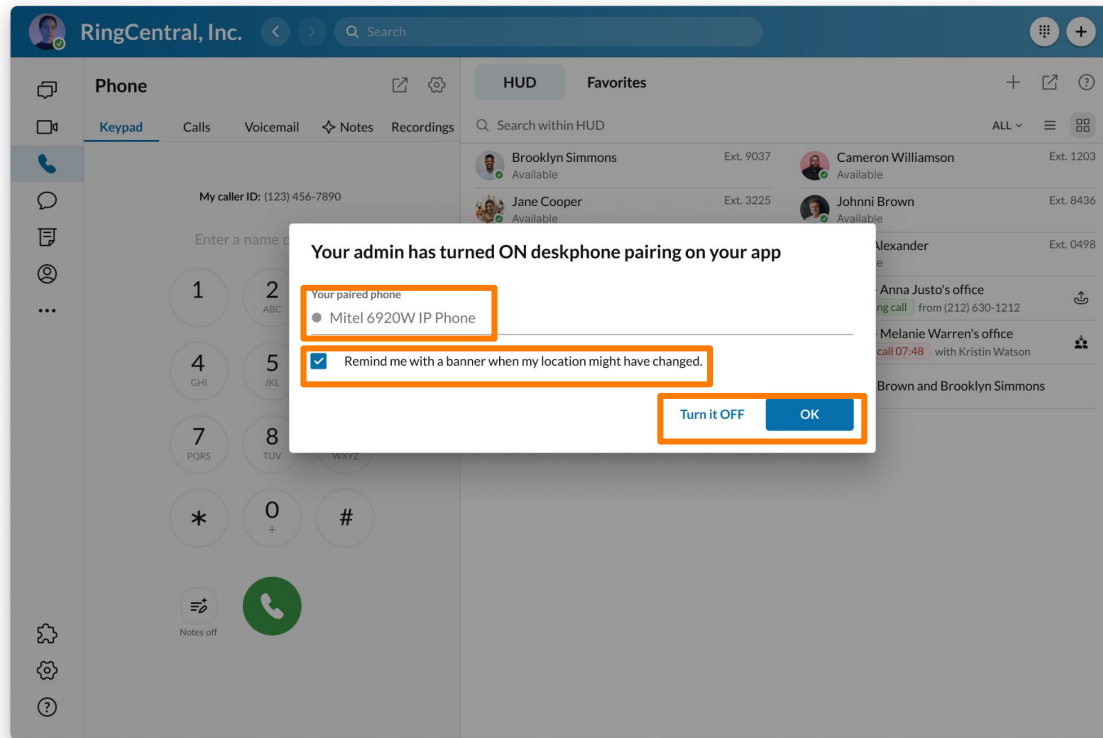
Pair your deskphone with your RingCentral desktop app to use the app's rich calling and collaboration features. When you make or answer calls, audio will go through the paired deskphone. [Learn more](#)

☐ Override user settings

Navigation:

SW > Users >
Templates > User
Settings > [your
template] > Inbound >
Phone

User's experience when DPP is turned on by admin

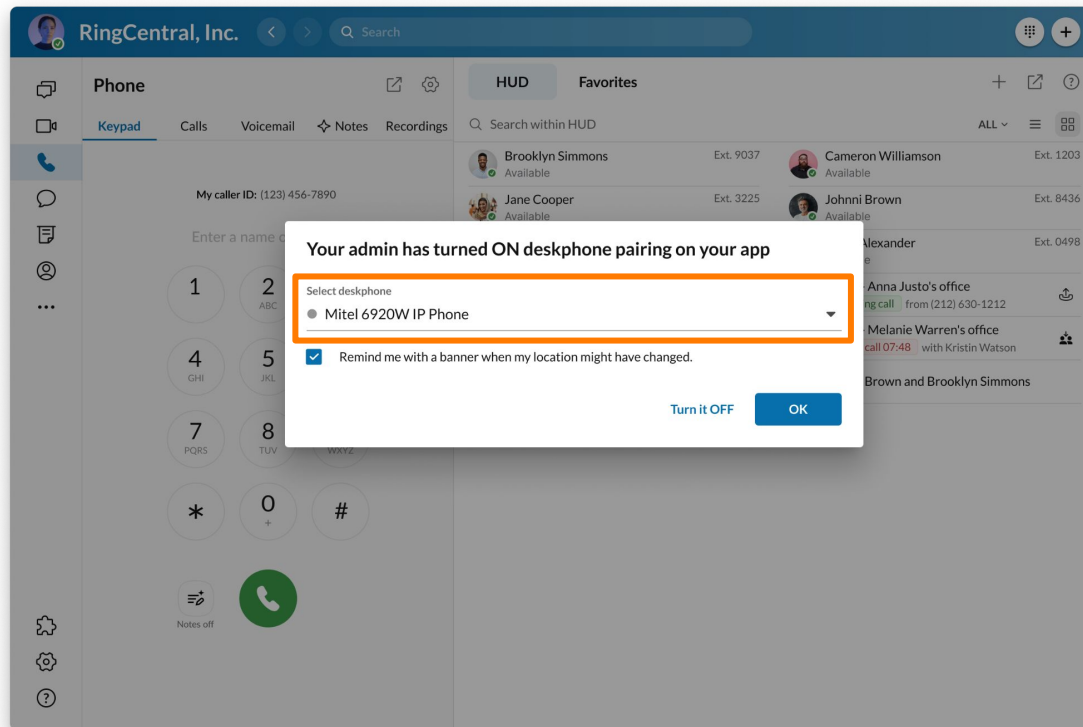


Deskphone auto-fills if only one is assigned

User can enable/disable location change alerts

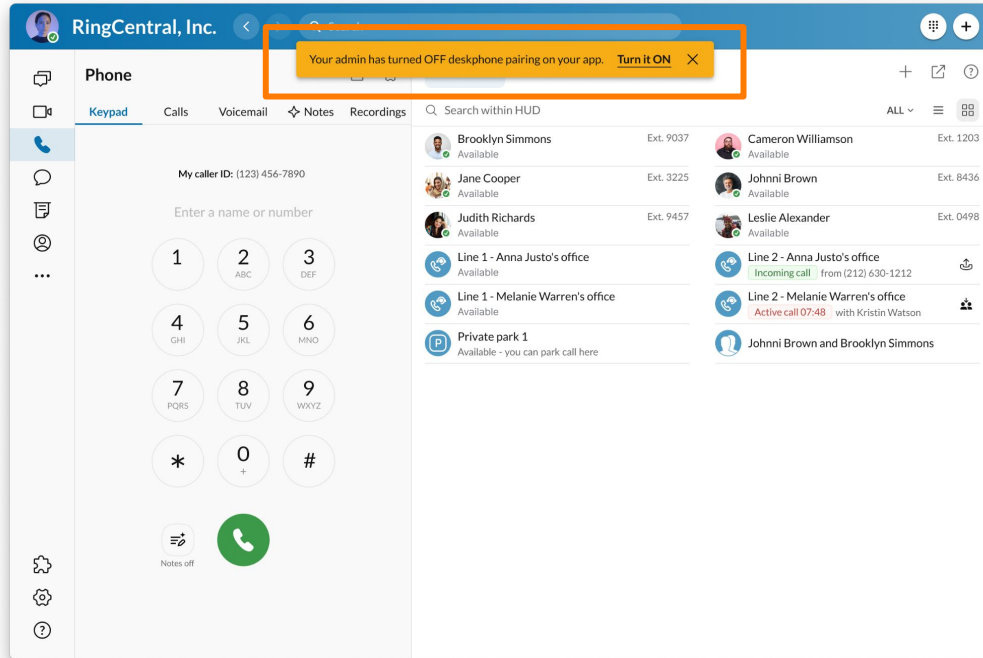
User can turn off DPP or confirm to keep it on

User's experience when DPP is turned on by admin (cont.)



User can select which deskphone to pair when two or more phones are assigned

User's experience when DPP is turned off by admin



User is notified when DPP gets turned off by admin

Security

RingEx Core Hardware - 25.3

Feature: *Default Area Code for Germany & Austria (Phase 2)*

What's new

- Add Default Area Code support for Germany & Austria on hard phones: Cisco, Avaya, Mitel, Unify

What problem does it solve

- Default Area Code is supported for most countries on softphone clients, but is only supported for US, Mexico, China, Australia on hard phones.
- Vodafone & other mercury partners are selling into European countries where users expect a more native (local) dialing experience.

Rollout plan

- Brands: All RC Brands (US, CA, UK, EU, AU); All Partner Brands (Vodafone, AT&T, Avaya, BT, Rainbow, Telus, Unify)
- Tiers/Packages: All Essential, Standard, Premium, Ultimate
- Countries: Germany, Austria

RingEx Core Hardware - 25.3.2

Feature: Yealink WiFi Phone AX83H & AX86R certification & merchandising

What's new

- Support BYOD Assisted Provisioning and Merchandising for Yealink WiFi phones AX83H and AX86R

What problem does it solve

- Support BYOD and assisted provisioning
- Support merchandising (new purchase, DaaS, Rental)

Rollout plan

- 25.3.2 for RC US, RC UK, RC CA, Partners & GSP in US, UK, and CA only.
- *Rest of RC, Partners and GSP global brands will be supported in 25.4
- *Merchandising pending AT&T PBI readiness

Yealink AX83H



Yealink AX86R



Feature: *Assisted Provisioning for Avaya J1xx & B199 phones for all GSP Partners*

What's new

- Enable Assisted Provisioning for Avaya J1xx devices across GSP brands

What problem does it solve

- Avaya devices are in the market and customers would like to use them on our GSP brands

Rollout plan

- 25.3 release
- Assisted Provisioning for BYOD devices only (not available for purchase)
- All GSP brands

Global

RingEx Core Global - 25.3

Feature: *Support New Address Format*

What's new

Use of unified API that will provide the current Address Format as well as provide which address verification mechanism is used as well as the new address format.

What problem does it solve

Single Address Format is not compatible across multiple countries. Multiple services in RingCentral that provide address collection independently presented the address address format and the rules for validation. Any change in address format required separate feature flags per service to control the address format version. This solution provides a unified API that will be used by all services.

Rollout plan

- GA for all RC & Partner brands
- Initially will be used for Emergency Addresses only
- Future expansion to all addresses
- For 25.3 the Emergency Addresses of UK, AU, FR, PT will be updated to the new format

Feature: *Support German Data Retention Regulations for German Global RingEX Users*

What's new

Global Office RingEX user with Assigned Country Germany will have their call logs obfuscated after 7 days

What problem does it solve

German data retention laws dictate that call records for any German user must be deleted or obfuscated after a 7 days. This solution will obfuscate the call logs for a German Global RingEX users where they are part of a non-German account

Rollout plan

- GA for all RC & Partner brands
- Applies to all packages with calling capabilities
- No pricing impacts

RingEx Core Global - 25.3.2

Feature: *Emergency Address Verification Improvements - Informatica*

What's new

- In all flows where the user has the opportunity to provide their emergency service address for the UK, Informatica service must be used to validate the input address before accepting and saving the information

What problem does it solve

- Challenges related to emergency address verification and accuracy of emergency addresses that customers have provided before they are sent to our local carriers.
- This will help in reducing/eliminating the amount of rejected emergency addresses that RC send to the local carrier.

Rollout plan

- GA for all RC & Partner brands
- Applies to all packages with calling capabilities
- No pricing impacts

How It Works

Today when a user enter the emergency address in UK RingCentral utilizes SmartyStreets to validate the address. The closest match that SmartyStreets finds is selected.

Now RingCentral will utilize Informatica for address validation and the user will be presented with a selection of one or multiple matches to select the exact match.

The diagram illustrates the address validation process flow. It starts with the 'Edit Address' form, which contains fields for Customer Name, Country, Address, Road/Street, City, County, and Postcode. An orange arrow points from the 'Address' field to the 'Confirm your address' dialog. The 'Confirm your address' dialog shows the results of the validation. There are three possible outcomes: 1. A single match is found, and the user is prompted to confirm it. 2. Multiple matches are found, and the user is prompted to select the correct one. 3. No matching address is found, and the user is prompted to check the address for mistakes and resubmit.

Edit Address

Customer Name: David Simms

Country: United Kingdom

Address: 59 Wells Street

Road/Street: e.g. Road/Street

City: London

County: e.g. West Yorkshire

Postcode: W1T 3PT

Buttons: Cancel, Done

Confirm your address

We found the following address that seems to match the information that you entered. Please check the address below and confirm if this is the correct address.

☒ 59 Wells Street, London, UK W1T 3PT

Buttons: Back, Confirm

Confirm your address

We found multiple addresses that match the information that you entered. Please check the suggestions below and choose the correct address.

☒ 50 Wells Street, London, UK W1T 3PT

☐ 56 Wells Street, London, UK W1T 3PT

☐ 59 Wells Street, London, UK W1T 3PT

Buttons: Back, Confirm

No matching address found

We were unable to find an address matching the information you entered. Please check the address for mistakes and resubmit.

Button: Back

FAQ

Is this supported in Jupiter and mThor?

- Yes, this is supported in Jupiter, mThor and ServiceWeb.

Where is this available?

- Initially this will be available in UK only. Planned expansion to other countries coming soon.

Is this behavior controlled by a service parameter?

- No, this is available by default.

Integrations



Feature: Teams Embedded app and presence sync - Email notification preferences

What's new

Provide a choice to admins to notify the users whenever Embedded app is installed and presence sync is enabled for their users

What problem does it solve

Certain companies are sensitive of communication sent directly to their users and would like admins to manage when a software installation or update is sent out. Currently, activation emails for Teams Embedded app and presence sync integrations are sent out by default with no prior notice to the admins.

Rollout plan

GA 25.2.30 (Integrations release), 25.3 (ServiceWeb release)

Feature: Teams Embedded App and Presence sync - Multiple MS tenants mapped to single RC tenant

What's new

Support multiple MS Azure/Teams tenants to be connected to a single RingCentral tenant.

What problem does it solve

Customers who have multiple tenants in Azure setup for their users located in different geographical locations have trouble setting up the Embedded app and presence sync integration as they can not connect more than 1 Azure tenant with their RingCentral tenant

Rollout plan

GA 25.3

Feature: Support keyboard shortcuts in Teams Embedded App

What's new

Support keyboard shortcuts

What problem does it solve

Feature parity with RingCentral app - phone

Rollout plan

GA 25.3

Settings

- General
- Message
- Video
- Phone
- Voicemail
- Text
- Fax
- Notifications
- Audio
- Calendars and contacts
- Themes
- AI
- Privacy
- Keyboard shortcuts**
- Customize tabs

Keyboard shortcuts

[Reset to default](#)

Message and call options

Send message using Enter/Return key

Set Enter/Return as a shortcut to send texts and messages. To insert a new line, press Shift (⇧) + Enter/Return (↵).



Call using F6 hotkey

Highlight a phone number in any app or web page and press F6 to dial the number using the RingCentral app.



General

Keyboard shortcuts

Click into a field to edit. Customize actions up to three keys. Message formatting and some quick action shortcuts remain on by default.



Quick actions

Save note	⌘ S	New video meeting	⌘ V
Open keypad	⌘ D	Schedule video meeting	⌘ + Shift + V
New text message	⌘ T	Zoom in	⌘ +
New fax	⌘ F	Zoom out	⌘ -
New message	⌘ M	Reset zoom	⌘ O
New team	⌘ + Shift + M	Copy text	⌘ C
Switch conversation	⌘ K	Pop out conversation	⌘ P
View all unread	⌘ + Shift + U	Paste text	⌘ V
Search	⌘ F	Undo	⌘ Z
Reload	⌘ R	Select all	⌘ A

