

# RINGCENTRAL

# STANDARD EDITION

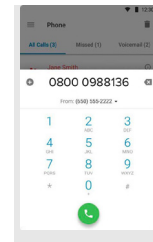
# FEATURES

RingCentral is an industry-leading next-gen cloud communication solution delivering crystal clear audio and high definition video. RingCentral's streamlines communications and collaboration on one global platform. Essential business applications are seamlessly integrated delivering optimized workflows and increased productivity.

**Combine Frontier Dedicated Internet Access (DIA) with RingCentral for the industry-leading connectivity communication solution.**

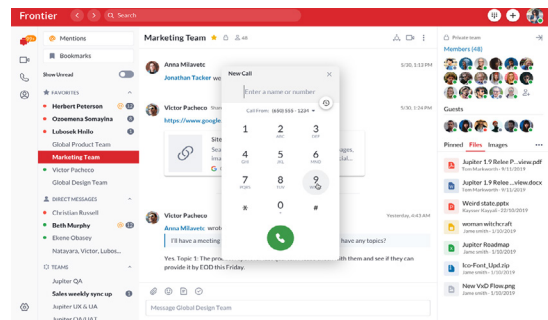
## Stay connected with powerful call controls

RingCentral provides a complete cloud-based phone system with local numbers, extensions, call delegation, call screening, visual voicemail and more.



## Seamless team collaboration

A single, unified workspace for team messaging, file sharing, tasks and calendars.



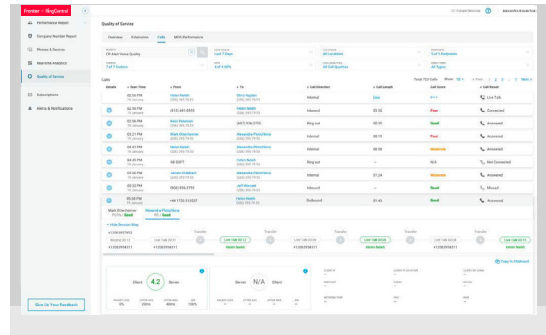
## Stay informed with up-to-the-minute network reporting

- Access a real-time dashboard to proactively monitor call quality and reactively troubleshoot issues.
- Pinpoint quality issues down to the exact location, ISP, network and endpoint.
- Get easy-to-understand quality scores and underlying data including jitter, latency, packet loss and codecs.



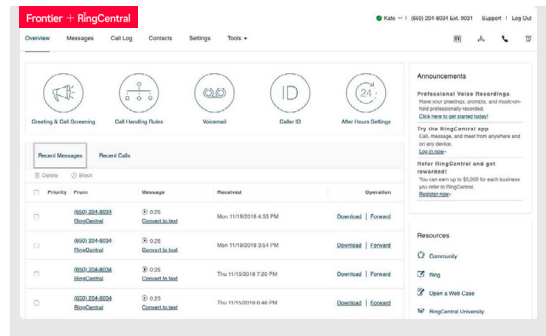
## World-class security and reliability

Seven layers of security protect your data and communications at every juncture. Enterprise-grade reliability and a fully redundant global network ensure service remains at the highest standard.



## Simplified IT administration

Manage users and locations – anytime, anywhere, on any device. Robust reporting and management tools offer a holistic view across all your sites.



## Included features



### Business phone system

- Cloud-based PBX
- Unlimited US/CA calling
- Unlimited users
- International calling
- HD voice
- Auto-Receptionist
- Employee and department extensions
- Visual voicemail
- Voicemail with email notification
- Phone numbers: local and vanity
- Log in with corporate email credentials
- Unified number for phone and fax
- Answering rules
- Call forwarding
- Extension dialing
- Call screening and blocking
- On-demand call recording
- Shared lines
- Call delegation
- Call log reports
- Call flip
- Call switch
- Call transfer
- Call park
- Private park locations
- RingMe™ click-to-call-me
- RingOut™ click-to-call-out
- Intercom
- Paging
- Inbound caller ID number
- Outbound caller ID
- Return calls with \*69
- Presence across multiple devices
- Corporate directory
- Cloud contact syncing
- Custom answering and call routing rules
- Visual call handling
- Historical call reports
- Missed-call notifications
- Company number labelling
- Native iOS app integrated calling
- Head-up display (HUD) to view real-time availability and manage multiple incoming calls



### Audio conferencing

- Unlimited, easy access across devices with up to 1,000 participants
- Own unique bridge number and access codes
- Host controls plus invite with international dial-in
- Local dial-in numbers in over 55 countries
- Start the conference without a host
- Premium audio conference number
- Reset host and participant access codes



### RingCentral app (desktop)

- Supports Windows and Mac
- HD voice enabled
- Click-to-call
- Click-to-fax
- Answer calls directly from the desktop app
- Make outbound calls from the desktop app (with direct dial)
- Supports Plantronics headsets with call control
- Active call management
- Call queue support
- Single view of current call, incoming calls, calls on hold
- Access voicemail and view faxes directly from app
- View incoming caller's number and extension
- Integrated with company directory
- Contacts and favorites synced to RingCentral cloud
- View colleagues' phone presence status
- Launch RingCentral Video
- Set outbound caller IDs for calls
- Integration with Microsoft Outlook/Office (Windows only)
- Integration with Mac Address Book/Mac Photo support (Mac only)
- Option to print incoming faxes automatically (Windows only)
- Share code snippets in original formatting
- Embedded media player



### RingCentral app (mobile)

- Supports iPhone, iPad and Android smartphones and tablets
- Unified number for phone and fax
- Pre-call and active call management
- Auto call handoff (Wi-Fi <-> 3G/4G)
- Conferencing
- Contacts and favorites synced to RingCentral cloud
- Host RingCentral Video from mobile devices
- Join RingCentral Video as a participant
- Call switch
- Call screening
- Warm transfer
- View colleagues' phone presence across devices
- Reports dashboard (admin only)
- Roles and permissions support
- Interactive notifications with quick response options
- Quick swipe for actions
- Supports spotlight search (iOS only)
- Supports 3D touch (iOS only)
- Display caller ID on "To" field
- Native caller ID for iOS video calls
- Custom ringtones and notifications
- Siri integration



### Internet fax

- Send and receive without a fax machine
- Send and receive faxes by email
- Sign and edit faxes electronically
- Send faxes using a fax machine with an analogue adapter
- Scan to fax directly from the RingCentral desktop app
- Drag-and-drop files as attachments
- Online account with activity log
- Click-to-fax
- Forward as fax



## Video meetings

- Unlimited meetings and conferencing
- HD audio and video
- Host HD video conferences with mobile enablement (PC, Mac, iOS, Android)
- Host large meetings for up to 100 participants
- Personal meeting IDs
- Web sharing with advanced annotation features
- Switch meeting across devices
- Send invitations via email
- Separate controls for host and host ability to assign moderators
- View meeting history at v.ringcentral.com and in the RingCentral app
- Record meetings to the cloud
- View and listen capability on any web browser with dial-in option (no download needed)
- Support Chrome OS (Chromebooks)
- Meeting recordings (local and cloud)
- Active speaker spotlight for all participants
- Intuitive host controls (mute/unmute, record, annotation, etc.)
- Attendee controls for easy meeting collaboration
- Screen sharing on iPhone/iPad app from desktop (via USB and AirPlay)
- Intelligent echo cancellation
- Microsoft Outlook and Google Workspace plugin
- Quality of service
- Performance report
- Adoption and usage
- Integration with Outlook, Google Calendar and iCal
- Calendar integrations with Microsoft 365/Google
- Integrations with Microsoft Teams, Slack, Salesforce and more
- Group collaboration (instant video and screen sharing, mute all participants, annotate on a shared screen, in-meeting chat, meeting delegates, prevent new users from joining meeting, meeting password, test mic and speaker settings, etc.)
- Schedule video meetings through Google Chrome
- APIs for scheduling meetings
- APIs for accessing recordings
- Join the audio portion of a RingCentral video meeting by VoIP, PSTN or Call Me



## Messaging and team collaboration

- Team messaging with unlimited guest users
- Unlimited cloud storage for the RingCentral app (messages, files, recordings)
- File sharing
- Search across groups, messages and files
- Address entire teams with @team mentions
- Shortcuts for frequently used features
- Team calendars and events
- Task management
- Integrated with company directory
- Integrated video conferencing with screen sharing
- Full telephony calling capability
- Image annotation
- In-app document previews
- Unified message history
- Content retrieval and search
- Voicemail and fax
- Mobile, web, desktop apps (Windows, Mac, iOS and Android apps)
- Data retention and backup
- Advanced administration controls
- SMS (text messaging) available as an opt-in feature



## Security

- Alphanumeric password
- Session timer
- Authorized apps manager
- VoIP country blocking
- TLS/SRTP secure voice
- Alphanumeric password
- Session timer
- Authorized apps manager
- VoIP country blocking
- TLS/SRTP secure voice



## Integrations

- RingCentral internet fax
- Microsoft Outlook
- RingCentral for Google (Chrome/Calendar/ Drive/ Gmail/Docs)
- RingCentral for Microsoft 365 (mail)
- RingCentral for Microsoft Teams
- Access to RingCentral **App Gallery** featuring 200+ apps and integrations
- Open API access for third-party app development and deployment



## Admin features

- 24/7 support
- Multi-level auto attendant
- Multi-level IVR with Visual IVR Editor and audio prompts
- Auto provisioning
- Dial-by-name directory
- Configurable call queues
- Overflow call queues
- Shared lines
- Music + messages on hold
- User templates
- Set nickname or label for caller ID numbers
- User groups
- Limited extension (voice-only IP endpoints for conference rooms and common areas)
- Directory listings
- Data retention policies
- Compliance exports
- Audit Trail
- Multiple account management (federation)
- Bulk upload
- Porting



## Analytics

- Performance Reports
- Quality of Service (QoS) Reports
- Live Reports (add-on)
- Meetings dashboard
- Meetings usage

## Why Frontier Business

At Frontier, we believe in the power of technology to change lives. That's why we take pride in being a trusted business telecommunications partner, helping you meet today's challenges and technology demands. Frontier Business is committed to keeping your network connected and your data secure 24/7/365.

Got a question or need support?



Visit us at [enterprise.frontier.com](https://enterprise.frontier.com)