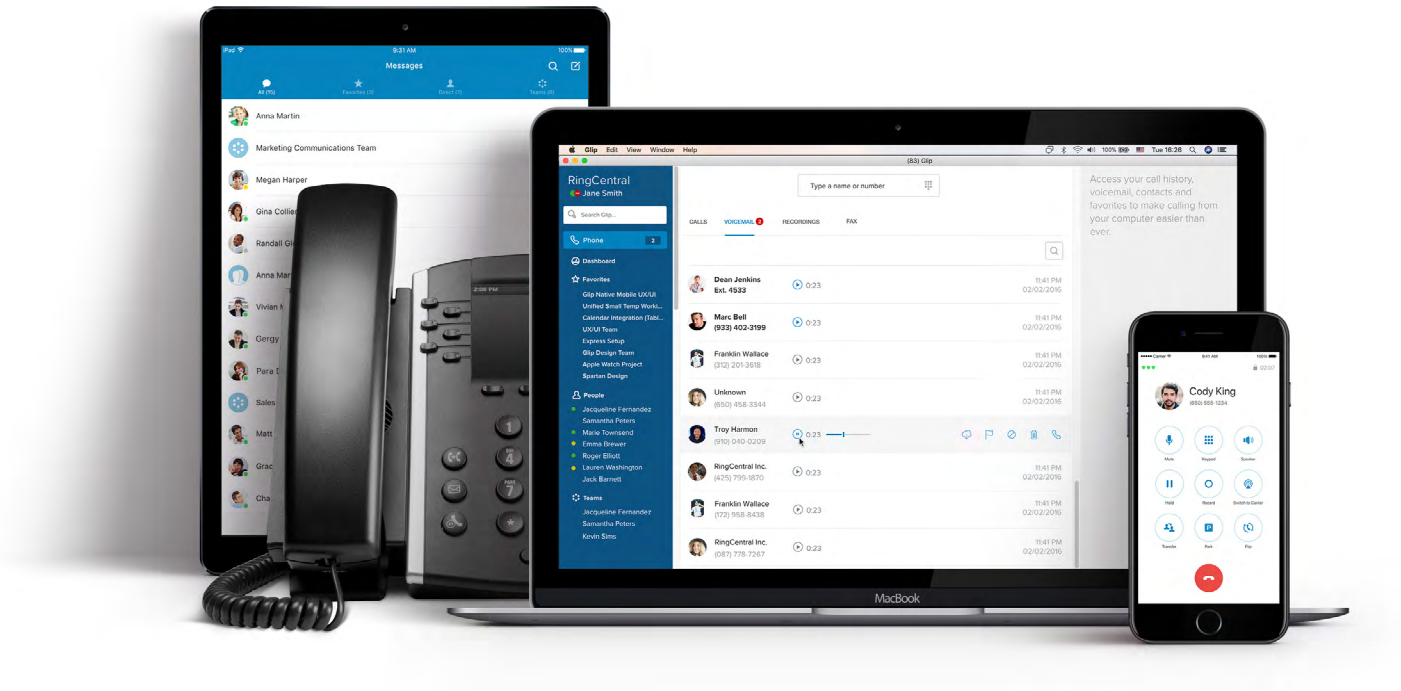
RingCentral Office® Premium™ Edition

Empower your business to communicate, collaborate, and connect via voice, team messaging and collaboration, audio and video conferencing, and fax from any location and on any device. RingCentral Office provides a complete business communications and collaboration solution that is flexible and completely scalable, so it can grow and adapt to meet your company's ever-evolving needs.



Use RingCentral Office Premium edition as your unified communications and collaboration solution and enjoy:

- Streamlined communications through a rich set of capabilities
- Comprehensive integrations with today's leading business applications
- Simplified provisioning, activation, and management of global solutions
- Robust call and user monitoring features
- Multi-site support for your different branch locations
- HD video conferences with up to 50 attendees
- 2,500 toll-free minutes
- Real-time analytics and reporting tools
- Unparalleled ease of use
- Ultimate mobility and access
- Enterprise-class security
- Reliable call quality

Powerful scalability and flexibility

RingCentral Office Premium edition delivers a highly scalable cloud-based phone system that provides significant flexibility in managing your rapidly growing business operations. Our agile platform-based solution facilitates timely and rapid network and device configuration, automatic product upgrades and innovations, and flexible monitoring and management tools, helping ensure that your organization scales according to the latest industry trends.

World-class security and reliability

Robust security measures are implemented at every level of RingCentral's architecture and processes and our full-time security and fraud-prevention department works to ensure the physical and environmental security of your service 24/7. Enjoy peace of mind knowing that our distributed network is fully redundant in every location we serve, providing a truly global infrastructure that consistently delivers the service continuity and quality you deserve.

Simplified administration

As your business scales and grows, your growing networked locations create more complex operations with unique management challenges. RingCentral's multi-site support feature gives you the flexibility to manage and support your branch offices based on their unique operational needs. Use our centralized web-based dashboard to easily manage all your users and locations—anytime, anywhere, on any device.

Team collaboration

Use RingCentral Meetings™ to hold high-definition video conferences with up to 50 participants, utilizing advanced collaboration features, including screen sharing, web sharing, file annotation, and more. RingCentral Glip® provides a unified team workspace that allows your employees to share conversations, files, tasks, and calendars. Bring internal and external teams together with real-time text, voice, and video conferencing and keep projects on track by setting action items and timelines.

Comprehensive integrations

Built as an open platform from the ground up, RingCentral is designed to easily integrate your business communications capabilities with the applications and cloud services your organization uses every day. We deliver custom-built integrations into Salesforce®, G Suite, Microsoft® Office products, and many other leading sales, marketing, and CRM applications. Our Connect Platform™ allows you to seamlessly use leading market apps out of the box, while industry-standard APIs enable your developers to leverage our open platform architecture to innovate in novel ways, adding value to existing products.

Real-time analytics

RingCentral brings you the industry's most sophisticated reporting capabilities so you can proactively monitor, analyze, and resolve issues before they can negatively affect your operations. Our powerful real-time reporting dashboards represent customizable views of your account's call performance and service quality data, providing end-to-end visibility into your business and network conditions.

Included features:

Business phone system:

- Call monitoring (monitor, whisper, barge-in, takeover)
- Single Sign-on (SSO) support
- Active Directory integration
- Customizable roles and permissions
- Hot desking on a shared phone
- Cloud-based PBX
- Auto-Receptionist
- Multi-level IVR (Multi-level auto-attendant)
- Role-based access controls
- Dial-by-name directory
- Employee and department extensions
- Visual IVR editor
- Music and messages on hold
- Visual voicemail
- Voicemail with email notification
- RingCentral Global Office™ (international branch office support)
- Corporate directory
- Multi-site support

Business SMS and MMS

- Unlimited texts up to 1,000 characters
- Direct access from mobile apps and desktop apps
- Group texting
- Detect numbers and URLs
- Multimedia messaging
- In-feed previews

Call management

- Automatic call recording
- Inbound caller ID name (CNAME)
- Answering rules
- Call queues
- Call forwarding
- Caller ID
- Extension dialing
- Call screening and blocking
- On-demand call recording
- Shared lines
- Call logs
- Call flip
- Call transfer
- Call park
- Park locations
- Intercom
- Paging
- Inbound caller ID number
- Outbound caller ID (phone, text, fax)
- Return calls with *69
- Presence across multiple devices
- Historical call reports
- User templates
- Text-to-conference quick start
- Missed-call notifications
- Company number labeling

Audio conferencing

- Unlimited, easy access across devices
- Own unique bridge number and access codes
- Host controls plus invite with international dial-in
- Local dial-in numbers in over 40 countries

Video conference and online meetings

- Host HD video conferences (up to 50 people per meeting)
- Mobile enablement (PC, Mac®, iOS®, Android™)
- Host large meetings (additional license fee applied)
- Single Sign-on (SSO) support
- Web sharing with advanced annotation features
- Send invitations via text or email
- One-click/tap to connect
- Meeting recording
- Chat capability
- Active speaker spotlight for all participants
- Intuitive host controls (mute/unmute, record, annotation, etc.)
- Remote control access for attendees
- Screen sharing on iPhone/iPad app from desktop (via AirPlay®)
- Whiteboard sharing (Windows®, Mac, and iPad)
- File sharing from cloud storage (Box, Dropbox™, and Google Drive™)
- Intelligent echo cancellation
- Accessibility support for attendees with disabilities
- Global office support
- Microsoft Outlook® Plugin
- Integration with Outlook, Google Calendar™, and iCal®
- Support for RingCentral Rooms™ (additional license fee applied)
- RingCentral Room Connector™ (additional license fee applied)
- Live webinars (additional license fee applied)
- Integration with marketing automation tools (Webinar™ feature)

Collaboration

- Team messaging with internal and external contacts
- File sharing
- Screen sharing
- Video conferencing
- Task management
- Image annotation
- In-app document previews
- Unified message history
- Content retrieval and search
- Team calendars and events
- Third-party integrations
- Open platform/APIs
- Full telephony calling capability
- Voicemail, SMS, fax
- Mobile, web, desktop apps (Windows, Mac, iOS, and Android apps)
- Single Sign-on (SSO) support

Collaboration (cont.)

- Data retention and backup
- HIPAA-Compliant Conduit
- Auto-provisioning with RingCentral Office
- Integrated with company directory
- Shortcuts for frequently used features

Internet fax

- Send and receive without a fax machine
- Receive faxes as email
- Sign and edit faxes electronically
- Send faxes using a fax machine with an analog adapter
- Send and receive faxes from RingCentral mobile and desktop apps
- Send and receive faxes from Microsoft Office
- Online fax archiving
- Third-party integrations

Phone services

- Unlimited US and Canada calling
- 2,500 toll-free minutes
- International calling
- Smart numbers for voice and fax
- Directory listings
- Phone numbers: toll free, local, vanity, international
- International calling minutes bundles
- HD voice
- RingMe® click-to-call-me
- RingOut® click-to-call-out
- Log in with corporate email credentials

RingCentral Mobile®

- Supports iPhone, iPad, and Android smartphones and tablets
- Supports Apple Watch® (iOS)
- HD voice enabled
- Unified number for phone, fax, and text
- Pre-call and active call management
- Auto call handoff (Wi-Fi <-> 3G/4G)
- Conferencing
- Quality of service (QoS) dashboard of call quality metrics (admin only)
- Single Sign-on (SSO) support
- Inbound caller ID name (CNAME)
- Contacts and favorites synced to RingCentral cloud
- Host RingCentral Meetings from mobile devices
- Join RingCentral Meetings as a participant
- Join now
- Business SMS and MMS
- Call switch
- Send text to 911
- View colleagues' phone presence across devices
- Call screening
- Reports dashboard (admin only)
- Supports RingCentral Global Office login and dial plans
- 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
- VoIP country blocking (US only)

RingCentral for Desktop

- Supports Windows and Mac
- Answer calls directly from the desktop app
- Make outbound calls from the desktop app (with direct dial)
- Single Sign-on (SSO) support
- Inbound caller ID name (CNAME)
- Supports Plantronics headsets with call control
- Active call management
- Single view of current calls, incoming calls, calls on hold
- Access voicemail and view faxes directly from app
- View incoming caller's number and extension
- Call screening
- Integrated with company directory
- Contacts and favorites synced to RingCentral cloud
- Head-up display (HUD)
- Call monitoring capability from HUD
- View colleagues' phone presence status
- Conferencing
- Access to RingCentral Meetings
- Join now
- Business SMS and MMS
- Call switch
- Send and receive texts with emoji support
- HD voice enabled
- Set outbound caller IDs for calls and texts
- Integrated with Microsoft Outlook/ Office (Windows only)
- Integrated with Mac Address Book/Mac Photo support (Mac Only)
- Option to print incoming faxes automatically (Windows only)
- Click-to-call
- Click-to-fax
- Supports RingCentral Global Office login and dial plans
- VoIP country blocking (US only)

Integrations

- RingCentral for Salesforce
- RingCentral for Zendesk®
- RingCentral for Desk
- Active Directory support
- RingCentral internet fax
- Microsoft Office and Outlook
- RingCentral for Google (Chrome™/ Drive/Gmail™/Docs™)
- RingCentral for Office 365™ (Mail)
- RingCentral for Skype™ for Business
- RingCentral for Oracle® Sales Cloud
- RingCentral for ServiceNow®
- RingCentral for Dropbox (message backup)
- Integration with Box, Dropbox, and Google (via FaxOut)
- Log in with Gmail

HD voice-enabled devices

- Polycom® IP phones
  - VVX 101
  - VVX 201
  - VVX 311
  - VVX 411
  - VVX 501
  - VVX 601
  - IP5000 conference
  - IP6000 conference
  - RealPresence Trio 8800
- Cisco®
  - SPA 303
  - SPA 508
  - SPA 514G
  - SPA 525G2
  - SPA 122 (ATA)
- Yealink
  - T46S
  - T42S
  - W56P cordless phone

Contact RingCentral Partner Support:
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