RingCentral Softphone user guides (for power users)

The RingCentral Softphone is an easy-to-use app, and a comprehensive communications hub with an all-inclusive phone, fax, SMS, and conferencing. Convert your computer to a phone using the internet.

Softphone Features

- Calling and texting
- Call forwarding
- Voicemail and call recording
- Faxing

Softphone User Guides

- Softphone for Windows
- Softphone for Macs
- Softphone for iOS (iPhone, iPad)
- Softphone for Android

Tips

- Select Single Sign-On option to log in.
- Avoid echoing by using headset with microphone.
- When you are not speaking during a conference call, use the mute option to eliminate background noise.
- Favorite contacts for easy connections.
- Check the Presence Status of anyone to ensure availability.
- Sync your system calendar with Softphone to get notifications of upcoming meetings.

Support Contact

Please submit a ticket to the CUIT Service Desk to ask questions or report an issue. You can also call the Service Desk at 212-854-1919. You can expect a response within one business day.