RingCentral Release Notes | June

The Release Notes provide an update of the latest new features and enhancements for RingCentral products.
Also contained are Resolved Issues since the last release, and Known Issues introduced by this release.

What's New & Improved	REGION	PRODUCT TYPE		
		OFFICE	PROFESSIONAL	FAX
RingCentral Meetings. Hold face-to-face meetings in high definition and share your desktop or documents with anyone, anytime, anywhere. • Invite up to 50 participants to a meeting • Record meetings with playback and sharing capability • Calendar integration • Convenient safe driving mode on iOS and Android • Echo detection upon joining	US	✔		
Multi-level IVR / Auto Attendant[1]**.** Enables companies to extend the existing Auto-Receptionist phone menu with multiple levels support. It provides callers with more sophistic self-service access to reach a destination. • Supports up to 100 IVR menus per account with easy IVR prompt creation. • Imports and exports XML files for quick deployments and bulk changes. • Validation function summarizes results of any misconfiguration.	US, UK	✔		
RingCentral Mobile App: • Instantly joins a conference with one tap from a text invitation message, without entering a participant code.[2] • Send callers to voicemail or reply with a pre-defined text-to-speech message. • Call Handoff: Switch from a data network to a carrier network during a call. • Accesses VoIP calling settings from navigation menu. • Automatically detects phone numbers and URL's in text messages.[3]	US, Canada, UK	✔	✔	
New Supported Cordless Phones: • Yealink W52P SIP-compliance cordless phone.	US, Canada	✔	✔	
New Supported IP Phones: • Cisco SPA-514G Gigabit Ethernet desk phone. • Polycom SoundStation IP 5000 conference phone.	UK	✔		

[1] *Multi-level IVR/Auto Attendant is available for Office Premium and Enterprise Editions only*

[2] *One-tap to join a conference feature is available for Office Editions in US only*

[3] *Business SMS (text) is only available for Office Edition in US and Canada only*

What's New & Improved – continued.	REGION	PRODUCT TYPE		
		OFFICE	PROFESSIONAL	FAX
Cloud integration with RingCentral FaxOut. Access files directly from Box, Dropbox and Google Drive from FaxOut within an account.	US, Canada, UK	✔	✔	✔
Free International Minute Bundles. Additional service option available for purchase from RingCentral.	UK	✔		

Resolved Issues	REGION	PRODUCT TYPE		
		OFFICE	PROFESSIONAL	FAX
Automatic Call Recording[4]**:** Resolved error that occurred during call recording preventing the recording from being saved under certain conditions.	US, Canada, UK	✔		
Softphone: Resolved issue where RingCentral Softphone App was unable to make outbound call under certain conditions.	US	✔	✔	
Mobile: Resolved call forwarding issue where phone numbers would be automatically placed in one group, even though custom forwarding numbers were added individually.	US, Canada, UK	✔	✔	
Call Park: Resolved issue that prevented parked PSTN with blocked caller ID from being picked up.	US, Canada, UK	✔		
User Management: Resolved issue that prevent Account Admins to reset passwords for users with extensions in a disabled state.	US, Canada, UK	✔	✔	✔
Call on Hold: Resolved issue where pressing ## could not effectively place calls on hold.	US, Canada, UK	✔	✔	
Softphone: Softphone RingOut now correctly plays music while connecting to short extension number.	US, Canada, UK	✔	✔	
Greeting: Pressing # during or after the company greeting now correctly replays company greeting.	US, Canada, UK	✔	✔	
Call Queue: Resolved issue where a Call Queue member was unable to receive new calls after transferring a call	US, Canada, UK	✔		

[4] *Available for Office Premium and Enterprise customers only*

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Resolved Issues – continued.

Resolved Issues – continued.	REGION	PRODUCT TYPE		
		OFFICE	PROFESSIONAL	FAX
Transfer: Resolved issue where a cold transfer via hold menu could not be completed.	US, Canada, UK	✔	✔	
Recording: Resolved issue where the recording option was not present if call was terminated due to a maximum call duration limit	US, Canada, UK	✔		
Call Park: Resolved issue where warm/cold transferred parked call returns to hold if parked by pressing ##.	US, Canada, UK	✔		
Login: Internet Explorer 11 users will no longer see a "browser not supported" message when logging in.	US, Canada, UK	✔	✔	✔
Mobile: Shared Lines group is no longer visible in Intercom Permitted Users List.	US, Canada, UK	✔		
Call Queue: Status of Call Queue agent now correctly reflects free status if a Call Queue call is transferred to another extension	US, Canada, UK	✔	✔	
Mobile: Call Queue agent no longer appears busy when transferring a Call Queue call answered via mobile app.	US, Canada, UK	✔		
Mobile: Disabled extensions will no longer be announced in list of extensions when setting call handling rules.	US, Canada, UK	✔	✔	
Call Forwarding: Customers cannot select a digital line number as a forwarding number	US, Canada, UK	✔	✔	

Known Issues	REGION	PRODUCT TYPE		
		OFFICE	PROFESSIONAL	FAX
Mobile: Cannot perform a RingOut call to IVR extension number.	US, UK	✔		