

Office® Edition Comparative Matrix

This comparison matrix is a quick reference guide to review and decide which features are important to your business.

Business phone system	ULTIMATE™	PREMIUM™	STANDARD™	ESSENTIALS™
Cloud-based PBX; easy to manage with instant updates	●	●	●	●
Auto-Receptionist	●	●	●	●
Multi-level IVR (Multi-level auto attendant)	●	●	●	○
Visual IVR editor	●	●	●	○
Dial-by-name directory	●	●	●	●
Music + messages on hold	●	●	●	●
Employees and extensions	●	●	●	●
Visual voicemail	●	●	●	●
Voicemail with email notifications	●	●	●	●
Voicemail-to-text transcription	●	○	○	○
Call monitoring (monitor, whisper, barge-in, takeover)	●	●	○	○
RingCentral Global Office™ (international branch offices support) ¹	●	●	●	●
Single Sign-on (SSO) support	●	●	○	○
Active Directory integration	●	●	○	○
Role-based access control with predefined roles/permissions	●	●	●	●
Role-based access control with customized roles/permissions	●	●	○	○
Corporate directory (Polycom® phones, mobile app, desktop app)	●	●	●	●
Hot desking on a shared phone	●	●	○	○
Business SMS				
Unlimited text to any number or contact	●	●	●	●
Send and receive up to 1,000 characters in one text message	●	●	●	●
Group texting among colleagues; view conversation in one text thread	●	●	●	●
Access directly from mobile apps and desktop apps; messages sync instantly	●	●	●	●
Detect numbers and URLs	●	●	●	●
MMS support	●	●	●	●

Call management	ULTIMATE	PREMIUM	STANDARD	ESSENTIALS
Answering rules	●	●	●	●
Call queues (formerly departments)	●	●	●	●
Call screening and blocking	●	●	●	●
Call logs	●	●	●	●
Call flip	●	●	●	●
Call transfer	●	●	●	●
Call forwarding	●	●	●	●
Automatic call recording	●	●	○	○
On-demand call recording	●	●	●	●
Shared lines ¹	●	●	●	●
Call park (park calls in a public location in an account; pick up with touch-tone support)	●	●	●	●
Park locations (private location only visible for assigned users within a group)	●	●	●	●
Intercom	●	●	●	○
Paging ¹	●	●	●	○
Inbound caller ID number	●	●	●	●
Inbound caller ID name (CNAME)	●	●	○	○
Outbound caller ID (phone, text, fax)	●	●	●	●
Return calls with *69	●	●	●	●
Presence across multiple devices	●	●	●	●
Extension dialing	●	●	●	●
Historical call reports	●	●	●	○
User templates ¹	●	●	●	○
Text-to-conference quick start	●	●	●	○
Missed call notification	●	●	●	●
Native iOS® app integrated calling	●	●	●	●
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	●	●	●	○

Online meetings (with RingCentral Meetings™)	ULTIMATE	PREMIUM	STANDARD	ESSENTIALS
Host HD video conference with mobile enablement	● up to 75 participants	● up to 50 participants	● up to 4 participants	● up to 4 participants
Host large meetings (additional license fee applied)	Up to 200 participants	Up to 200 participants	Up to 200 participants	Up to 200 participants
Web sharing with advanced annotation features	●	●	●	●
Send invitation via text or email	●	●	●	●
Join RingCentral Meetings as a participant	●	●	●	●
Record meetings	●	●	●	●
Active speaker spotlight for all participants	●	●	●	●
Intuitive host controls during a meeting	●	●	●	●
Attendee controls for easy meeting collaboration	●	●	●	●
Grant remote control and mouse/keyboard control for participants	●	●	●	●
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: ¹ log in with an international phone number	●	●	●	●
Single Sign-on (SSO) support	●	●	○	○
Microsoft Outlook® plug-in: start and schedule a RingCentral Meeting directly from Outlook	●	●	●	●
Integration with Outlook, Google Calendar™, and iCal®	●	●	●	●
Supports RingCentral Rooms™ (additional license fee applied)	●	●	●	●
Work with telepresence endpoint via Room Connector™ (additional license fee applied)	●	●	●	●
Host webinars (additional license fee applied)	●	●	●	●
Integration with marketing automation tools (Webinar™)	●	●	●	●

Phone services cont.	ULTIMATE	PREMIUM	STANDARD	ESSENTIALS
Unlimited US and Canada calling	●	●	●	●
Toll-free calling	10,000 mins	2,500 mins	1,000 mins	100 mins
International calling	●	●	●	●
Smart numbers for voice and fax	●	●	●	● (no fax)
Directory listings	●	●	●	●
Phone number: toll-free, local, vanity, or international numbers	●	●	●	● (no toll-free)
International calling minutes bundles	●	●	●	○
HD voice on phones ²	●	●	●	●
RingMe® click-to-call me	●	●	●	●
RingOut® click-to-call out	●	●	●	●
Log in with corporate email credentials	●	●	●	●
RingCentral Glip®				
Chat with internal and external contacts	●	●	●	●
Start conference call and online meetings within the app	●	●	●	●
Integrated with company directory; view colleagues' presence in real time	●	●	●	●
Projects, teams, notes, and task management	●	●	●	●
File sharing	●	●	●	●
Calendar and events	●	●	●	●
Search across all entities	●	●	●	●
Available online, Windows, Mac, iOS, and Android™ apps	●	●	●	●
Integrated with Google Drive, Box, Dropbox, Evernote®, OneDrive, Asana, JIRA®, GitHub, Zendesk®, and many more	●	●	●	●
Single Sign-on (SSO) support	●	●	○	○
Shorcuts for frequently used features: set away status, create tasks, search, etc.	●	●	●	●
Internet fax				
Send and receive without a fax machine	●	●	●	○
Get faxes by email	●	●	●	○
Send faxes using a fax machine with the analog adapter	●	●	●	○
Scan to fax directly from desktop ³	●	●	●	○
Drag and drop files as attachments	●	●	●	○

Integrations	ULTIMATE	PREMIUM	STANDARD	ESSENTIALS
RingCentral internet fax	●	●	●	○
Microsoft Office and Outlook ³	●	●	●	●
RingCentral for Google (Gmail™, Chrome™, Google Docs™)	●	●	●	●
RingCentral for Office 365™ (mail)	●	●	●	●
RingCentral for Skype™ for Business	●	●	●	●
RingCentral for Salesforce®	●	●	○	○
RingCentral for Oracle® Sales Cloud	●	●	●	○
RingCentral for Zendesk	●	●	○	○
RingCentral for Desk	●	●	○	○
RingCentral for ServiceNow®	●	●	●	○
RingCentral Archiver (message backup from Dropbox and Google Drive)	●	●	○	○
RingCentral for Box	●	●	○	○
Log in with Gmail	●	●	●	●
Active Directory support	●	●	○	○
RingCentral Mobile®				
Supports iPhone, iPad, and Android smartphones and tablets	●	●	●	●
Supports Apple Watch® (iOS): get instant message/call notification and respond from Apple Watch	●	●	●	●
Unified number for phone, fax, and text	●	●	●	● (no fax)
Pre-call and active call management	●	●	●	●
Auto call handoff (Wi-Fi <-> 3G/4G); call continuation during network handoff	●	●	●	●
Conferencing: host meeting, send invitation with international dial-in via text or email, join meeting before host, one-tap join as a participant	●	●	●	●
Contacts and favorites are synced to RingCentral cloud; imported contacts are automatically synced to RingCentral cloud and accessible from RingCentral apps	●	●	●	●
Host RingCentral Meetings from mobile devices	●	●	●	●
Join RingCentral Meetings as a participant	●	●	●	●
Join now: integration with Google Calendar for one-tap-join conferencing/meetings	●	●	●	●
Business SMS: send and receive texts (up to 1,000 characters) to individuals and groups; join call and view web in a text thread with an easy tap	●	●	●	●
Business MMS supported	●	●	●	●

RingCentral for Mobile cont.	ULTIMATE	PREMIUM	STANDARD	ESSENTIALS
Call switch: instantly switch an active call between RingCentral endpoints	●	●	●	●
Send text to 911 ⁴	●	●	●	●
View colleagues' phone presence across devices	●	●	●	●
Call screen with options to send to voicemail or reply with a predefined or personal message in real time	●	●	●	●
View report dashboard of call summary, queue activities, and user activities (admin only)	●	●	●	●
View quality of service (QoS) dashboard of call quality metrics (admin only)	●	●	○	○
HD voice enabled with clearer communications (Opus codec support with adoptive audio bandwidth based on the network)	●	●	●	●
Voicemail-to-text (text transcription preview in message)	●	○	○	○
Supports RingCentral Global Office (international branch offices support) login and dial plans ¹	●	●	●	●
Single Sign-on (SSO) support	●	●	○	○
Roles and permissions support	●	●	●	●
Interactive notifications from notification tray with quick response options	●	●	●	●
Quick swipe for actions for messages, favorites, documents, and draft/outbox (iOS)	●	●	●	●
Supports Spotlight search (iOS only)	●	●	●	●
Supports 3D touch (iOS only)	●	●	●	●
Display caller ID on "To" field (lists the number a caller dialed)	●	●	●	●
VoIP country blocking ⁵	●	●	●	●
RingCentral for Desktop (new generation of RingCentral Softphone)				
Supports Windows and Mac	●	●	●	●
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: mute/unmute, transfer, record, park (private or public), flip calls	●	●	●	●
One single view for easy management of current call, incoming calls, calls on hold	●	●	●	●

RingCentral for Desktop cont. (new generation of RingCentral Softphone)	ULTIMATE	PREMIUM	STANDARD	ESSENTIALS
Access voicemail and view fax directly from the app with options to save, listen/view, reply, delete, block numbers, etc.	●	●	●	● (no fax)
View the caller's number and extension (if any) from an incoming call	●	●	●	●
View the caller's name (CNAME) from an incoming call	●	●	○	○
Call screen with options to ignore calls, send to voicemail, or reply with a predefined or personal message in real time	●	●	●	●
Integrated with company directory	●	●	●	●
Contacts and favorites are synced to RingCentral cloud; imported contacts are automatically synced to RingCentral cloud and accessible from RingCentral apps	●	●	●	●
Head-up display (HUD) with visibility of extension presence (synced with desk phones) and call handling for multiple incoming calls (transfer, add to call, pick up calls, call park, etc.)	●	●	●	●
Call monitoring from HUD (monitor, whisper, barge-in, takeover)	●	●	○	○
View colleagues' phone presence status from contacts, favorites, etc.; easy for a quick chat or call	●	●	●	●
Conferencing: host meeting, send invitation with international dial-in	●	●	●	●
Access to online meetings	●	●	●	●
Join now: integration with Google Calendar for one-click join to conferencing/meetings	●	●	●	●
Business SMS: send and receive texts (up to 1,000 characters) to individuals and groups	●	●	●	●
Business MMS supported	●	●	●	●
Call switch: instantly switch an active call between RingCentral endpoints	●	●	●	●
Send and receive texts with emoji support	●	●	●	●
HD voice enabled with clearer communications (Opus codec support with adaptive audio bandwidth based on the network)	●	●	●	●
Set outbound caller IDs for calls and texts	●	●	●	●
Integration with Microsoft Outlook/Office; reach your contacts directly from within Microsoft Office applications; automatic photo input support ³	●	●	●	●
Integrated with Mac Address Book/Mac photo support ⁴	●	●	●	○

RingCentral for Desktop cont. (new generation of RingCentral Softphone)	ULTIMATE	PREMIUM	STANDARD	ESSENTIALS
Option to print incoming faxes automatically ³	●	●	●	○
Click-to-call/click-to-fax (from applications and websites that support call:to, tel: and fax: protocols)	●	●	●	● (no fax)
Voicemail-to-text (text transcription preview in message)	●	○	○	○
Supports RingCentral Global Office (international branch offices support) login and dial plans ¹	●	●	●	●
Single Sign-on (SSO) support	●	●	○	○
VoIP country blocking ⁵	●	●	●	●
Security				
Alphanumeric password	●	●	●	●
Session timer	●	●	●	●
HIPAA Conduit ⁴	●	●	●	○
Business Associate Agreement offers ⁷	●	●	●	○
SSL encryption on server ⁸	●	●	●	●
TLS/SRTP secure voice on mobile app, desktop app, desk phones, and conference phones ⁹	●	●	●	●
Encryption at rest: encrypt all local data in mobile app and desktop app ⁸	●	●	●	●
Authorized apps manager	●	●	●	●
Other				
Bulk purchase ¹	●	●	●	●
Phone rentals ¹⁰	●	●	●	●
Cost center management (department billing codes) ¹¹	●	●	●	●
Multiple account management ¹¹	●	●	●	●
Device order management	●	●	●	●
Live Reports	●	●	○	○
Quality of service (QoS) reports	●	●	○	○
Visual IVR	●	●	○	○

¹ Not available for one-line tiers.

² Not available for Polycom IP321, and Yealink W52P.

³ Windows only.

⁴ Mac only.

⁵ Not available for making and receiving calls within countries that prohibit VoIP services. However, faxes and SMS are not impacted.

⁶ Available for US only.

⁷ Standard BAA is available for US Office Premium and Ultimate editions with 20 or more users or US Office Standard edition with 100 or more users.

⁸ Feature is enabled only with signed BAA; US only.

⁹ Opt-in only; feature is enabled with signed BAA.

¹⁰ Required two-year contract. Not available for legacy tiers.

¹¹ Opt-in only.

