

# Unified Communications with RingCentral feature details

Unified Communications (UC) with RingCentral combines AI powered messaging, video meetings and calling into a single platform. This guide compares features of our two license options to help you determine which solution best meets your business needs.

PHONE FEATURES	ADVANCED	ULTRA	LIMITED EXTENSION <sup>1</sup>
Advanced call handling (monitor, whisper, barge, takeover)	•	•	No
Advanced call handling: mute/unmute, transfer, record, forward, park (private or public)	•	•	Not for call forwarding
Advanced call screening and blocking (user level)	•	•	No
AI-powered robocall protection	•	•	Yes
Answering rules	•	•	No
Auto-dialer and line seizure	•	•	No
Auto-receptionist	•	•	No
Call delegation	•	•	No
Call flip (flip devices in one click)	•	•	Yes
Call forwarding	•	•	No
Call from computer (softphone)	•	•	No
Call logs and reports	•	•	No
Call park	•	•	For public park only
Call recording	Automatic/On	Automatic/On	On demand
Call switch (switch from calling to video in one click)	•	•	No
Click to dial	•	•	No
Corporate directory	•	•	No
Custom answering and call routing rules	•	•	No
Dial-by-name directory	•	•	No

PHONE FEATURES (continued)	ADVANCED	ULTRA	LIMITED EXTENSION <sup>1</sup>
Emergency calling (E911)	•	•	Yes
Enhanced call forwarding, user call handling enhancements (e.g. configure based on work hours and other custom rules)	•	•	No
Extension-to-extension dialing	•	•	Yes
Forward all calls with one click	•	•	No
Forward voicemails, calls, etc.	•	•	No
Heads-up display (HUD) — mobile and desktop	•	•	No
High-definition (HD) voice, AI-noise cancellation <sup>3</sup>	•	•	Yes
Hot desking on a shared phone	•	•	No
Inbound caller ID number	•	•	Yes
Incoming caller ID name (CNAM)	•	•	Yes
International calling <sup>3</sup>	•	•	Yes
Music and messages on hold	•	•	Yes
Outbound caller ID number	•	•	Yes
Presence across all devices	•	•	No
Push-to-talk/walkie talkie	Add-on	Add-on	No
Reply to phone call with automated voice message	•	•	No
RingMe® click-to-call me	•	•	Yes
RingOut® click-to-call out	•	•	Yes
Robocall protection	•	•	No
Shared lines <sup>2</sup>	•	•	No
Shared lines and voicemail	•	•	No
Standalone call window (on desktop)	•	•	No
Three-way calling	•	•	No
Unlimited local calling within the U.S. and Canada	•	•	Yes
Up to eight-digit extensions with site codes	•	•	Yes
Visual voicemail — voicemail transcriptions, voicemail to email	•	•	No

AUDIO CONFERENCING	ADVANCED	ULTRA	LIMITED EXTENSION <sup>1</sup>
Invite international participants with local dial-in numbers in 50+ countries	•	•	No
Own unique bridge number and access codes	•	•	No
Premium audio conference numbers	•	•	No
Reset host and participant access codes	•	•	No
Send instant invites via email or text	•	•	No
Unlimited audio conferences, participants per bridge	Up to 1,000	Up to 1,000	No

CALL QUEUES	ADVANCED	ULTRA	LIMITED EXTENSION <sup>1</sup>
Bridge call appearance (BCA) delegated lines	•	•	No
Call queues and hunt groups	•	•	No
Call queue overflow	•	•	No
Call queue pickup	•	•	No
Call queue remote member management	•	•	No
Call queue routing options	•	•	No
Directed call pickup	•	•	No
Group call pickup (Ring group)	•	•	No

BUSINESS MMS/SMS	ADVANCED	ULTRA	LIMITED EXTENSION <sup>1</sup>
Business MMS	•	•	No
Business SMS allocations (per user, per month, pooled across accounts)	100	200	No
Carrier compliant and optimized for delivery (meets new carrier requirements and reduces risks of fines)	•	•	No
Group MMS	•	•	No
Group SMS	•	•	No
Messages sync instantly across mobile and desktop apps	•	•	No
Send more than plain text — MMS, emojis, attachments and more	•	•	No
Unified inbox and business phone number for SMS, calling, internet faxing	•	•	No

<b>INTERNET FAX</b>	<b>ADVANCED</b>	<b>ULTRA</b>	<b>LIMITED EXTENSION<sup>1</sup></b>
Advanced fax spam blocking	●	●	No
Connect faxing to your other apps	●	●	No
Customizable fax cover pages (on mobile and desktop)	●	●	No
Drag and drop files as attachments <sup>5</sup>	●	●	No
Email-to-fax	●	●	No
Fax activity log	●	●	No
Fax admin controls: roles and permissions	●	●	No
Fax from desktop computer <sup>6</sup>	●	●	No
Flexible fax scheduling	●	●	No
Group faxing capability (up to 50 recipients)	●	●	No
Instant fax alerts by SMS, email, etc.	●	●	No
Internet-fax integration with unified inbox and business phone number for SMS and calling	●	●	No
Print incoming faxes automatically	●	●	No
Print-to-fax	●	●	No
Receive multiple faxes simultaneously (no busy signals)	●	●	No
Scan-to-fax	●	●	No
Unlimited internet faxing	●	●	No

<b>ANALYTICS</b>	<b>ADVANCED</b>	<b>ULTRA</b>	<b>LIMITED EXTENSION<sup>1</sup></b>
Adoption analytics and usage reports	●	●	N/A
Business analytics essentials	●	●	N/A
Business analytics pro	Add-on	●	N/A
Call logs	●	●	N/A
Customer-defined locations	●	●	N/A
Device analytics and alerts		●	N/A
Live reports for real-time, call-queue monitoring <sup>7</sup>	Add-on	Add-on	N/A
Report subscriptions	●	●	N/A

**INTEGRATIONS — ACCESS MORE THAN 330  
OUT-OF-THE-BOX INTEGRATIONS**

	ADVANCED	ULTRA	LIMITED EXTENSION <sup>1</sup>
RingCentral for Archiver	●	●	No
RingCentral for Amazon Connect	●	●	No
RingCentral for Bullhorn	●	●	No
RingCentral for Canvas	●	●	No
RingCentral for Firefox	●	●	No
RingCentral for Google® (Google Workspace™ productivity and collaboration tools add-on, Google Chrome™ and Hangouts)	●	●	No
RingCentral for Hubspot®	●	●	No
RingCentral for LTI (Blackboard®, Moodle™, D2L® and Canvas)	●	●	No
RingCentral for Microsoft Dynamics 365	●	●	No
RingCentral for Outlook <sup>4</sup>	●	●	No
RingCentral for NetSuite®	●	●	No
RingCentral for Office 365 (Outlook Mail on the web)	●	●	No
RingCentral for Office 365 (Microsoft Teams on the web)	●	●	No
RingCentral for Okta	●	●	No
RingCentral for Salesforce®	●	●	No
RingCentral for ServiceNow®	●	●	No
RingCentral for Slack	●	●	No
RingCentral for Smarsh®	●	●	No
RingCentral for SugarCRM®	●	●	No
RingCentral for Zapier®	●	●	No
RingCentral for Zendesk®	●	●	No

VIDEO MEETINGS	ADVANCED	ULTRA	LIMITED EXTENSION <sup>1</sup>
Ability to lock meetings	●	●	No
Active speaker spotlight	●	●	No
Advanced annotation features	●	●	No
Audio options: VoIP, PSTN, Call Me	●	●	No
Auto-follow camera setting	●	●	No
Breakout rooms	●	●	No
Closed captions	●	●	No
Collaborative notes	●	●	No
Collaborative whiteboard	●	●	No
Dynamic end-to-end encryption	●	●	No
HD audio and video	●	●	No
In-meeting participant reactions	●	●	No
Intelligent echo and background noise cancelation	●	●	No
Intuitive host and attendee controls	●	●	No
Live transcription	●	●	No
Maximum meeting participants	100	200	No
Meeting insights and summaries	●	●	No
Meeting passwords	●	●	No
Meetings log and history	●	●	No
Microsoft Outlook® and Google Workspace™ productivity and collaboration tools Plugin <sup>9</sup>	●	●	No
Personal meeting IDs and names	●	●	No
Public and private in-meeting chat	●	●	No
Remote desktop control	●	●	No
RingCentral Rooms Connector for existing, third-party, SIP-based hardware	Add-on	Add-on	No
Screen and application sharing	●	●	No
Send instant invitations via email or text	●	●	No
Share camera view from a mobile device	●	●	No
Share from Google Drive™ online storage services on a mobile devices	●	●	No

VIDEO MEETINGS (CONTINUED)	ADVANCED	ULTRA	LIMITED EXTENSION <sup>1</sup>
Switch meeting across devices (mobile, desktop, Rooms)	●	●	No
Team huddle	●	●	No
Test microphone and speaker settings	●	●	No
Unlimited cloud-video recording storage <sup>10</sup>	●	●	No
Virtual background	●	●	No
Waiting room	●	●	No
Web client (no downloads required)	●	●	No

MESSAGING AND TEAM COLLABORATION	ADVANCED	ULTRA	LIMITED EXTENSION <sup>1</sup>
@ mentions for individuals and teams	●	●	No
Advanced account-level administration controls	●	●	No
Calendar integration	●	●	No
Chat with internal and external contacts	●	●	No
Create a team based on a scheduled video meeting with Team Connect	●	●	No
Customizable tabs	●	●	No
Dark theme	●	●	No
Embedded apps in team messaging (RingCentral Add-ons)	●	●	No
Emoji reactions	●	●	No
Event creation and management	●	●	No
File sharing	●	●	No
Forward posts between conversations	●	●	No
In-app document previews	●	●	No
In-app Resource Center for onboarding, feature discovery, help, support and feedback	●	●	No
Integrated telephony calling, SMS, fax and video conferencing	●	●	No
Integrated with company directory	●	●	No
Mobile apps for iOS and Android™ platform	●	●	No
Personal folders	●	●	No
Post an email as a message	●	●	No

<b>MESSAGING AND TEAM COLLABORATION (CONTINUED)</b>	<b>ADVANCED</b>	<b>ULTRA</b>	<b>LIMITED EXTENSION<sup>1</sup></b>
Presence status	●	●	No
Search across groups, messages, files	●	●	No
Shortcuts for frequently used features: Quick actions, app navigation, text formatting	●	●	No
Task creation and management	●	●	No
Team administration controls	●	●	No
Unified app access (desktop, mobile, browser-based)	●	●	No
Unlimited guest users	●	●	No
Unlimited posts	●	●	No
Unlimited storage for files, messaging and audio recording		●	No

<b>APIs 500+ OPEN APIs AND 80K+ DEVELOPERS</b>	<b>ADVANCED</b>	<b>ULTRA</b>	<b>LIMITED EXTENSION<sup>1</sup></b>
Active call control API	●	●	No
API access for third-party app development and deployment	●	●	No
Data APIs	●	●	No
Fax APIs	●	●	No
System configuration APIs	●	●	No
Team messaging APIs	●	●	No
Video APIs	●	●	No
Voice APIs	●	●	No
WebRTC E911 API	●	●	No

<b>AI FEATURES</b>	<b>ADVANCED</b>	<b>ULTRA</b>	<b>LIMITED EXTENSION<sup>1</sup></b>
<b>AI Assistant</b> Takes notes, writes, and translates across phone, messaging and video	●	●	No
<b>ACE (AI Conversation Expert)<sup>11</sup></b> Conversation intelligence: automated summaries and transcripts, CRM updates (e.g., Salesforce), AI coaching and executive insights	Add-on	Add-on	No

<b>SECURITY AND COMPLIANCE</b>	<b>ADVANCED</b>	<b>ULTRA</b>	<b>LIMITED EXTENSION<sup>1</sup></b>
Alphanumeric password	●	●	Yes
Authorized apps manager	●	●	No
Business associate agreement for HIPAA-regulated customers <sup>12</sup>	●	●	Yes
Data loss protection <sup>13</sup>	●	●	Yes
eDiscovery and legal hold <sup>13</sup>	●	●	No
Endpoint management via RingCentral for Microsoft Intune	●	●	No
HITRUST certified	●	●	Yes
ISO 27001, 27017-18 and 22301 certified	●	●	Yes
PCI-compliant	●	●	No
RAY BAUMs Act and Kari's Law compliant	●	●	Yes
Session timer	●	●	N/A
Single sign-on (SSO support)	●	●	No
SOC 2 and SOC 3 compliant	●	●	Yes
STIR/SHAKEN compliant	●	●	Yes
TLS encryption/SRTP secure voice	●	●	Yes

<b>IT ADMINISTRATION</b>	<b>ADVANCED</b>	<b>ULTRA</b>	<b>LIMITED EXTENSION<sup>1</sup></b>
Accessibility features	●	●	No
Advanced business phone system (cloud PBX)	●	●	No
Audit trail	●	●	No
Azure AD integration	●	●	No
Bring your own devices (BYOD) on select desk phones and headsets	●	●	Yes
Bulk uploading of new users (2500 at a time)	●	●	No
Call management and phone system administration	●	●	No
Citrix® and VMware® virtual desktop softphone integration	●	●	No
Company setup, add new users on mobile	●	●	No
Compliance exports	●	●	No
Cost center management	●	●	No

<b>IT ADMINISTRATION (CONTINUED)</b>	<b>ADVANCED</b>	<b>ULTRA</b>	<b>LIMITED EXTENSION<sup>1</sup></b>
Customizable greetings	•	•	No
Data retention <sup>14</sup>	•	•	No
Free, instant software upgrades/updates	•	•	No
Include non-Phone (Video Pro/Pro+) users in account (Virtual User)	•	•	No
Integrated telephony for Microsoft Teams	•	•	No
Live-call monitoring	•	•	No
Mobile onboarding for mobile-only users	•	•	No
Multi-level auto attendant and interactive video response (IVR)	•	•	No
Multiple account management	•	•	No
Multi-site admin and management	•	•	N/A
Number porting	•	•	No
Okta AD integration	•	•	No
Professional implementation	•	•	Yes
RingCentral service status site	•	•	No
Role-based access controls and permissions	•	•	No
Set primary number across multiple endpoints	•	•	No
Single Sign-on (SSO) support	•	•	No
Templates for bulk uploads	•	•	No
Web-based user and admin portals	•	•	No
Zero-touch provisioning on select devices (desk phones)	•	•	Yes

<b>RINGCENTRAL ROOMS ADD-ON FEATURES<sup>8</sup></b>	<b>ADVANCED</b>	<b>ULTRA</b>	<b>LIMITED EXTENSION<sup>1</sup></b>
720 HD video and audio	•	•	No
Calendar integrations with Office 365 <sup>®</sup> , Google <sup>®</sup> and Exchange	•	•	No
Closed captions	•	•	No
Cross-platform compatibility between host device and tablet controller	•	•	No
Easy activation code sign in	•	•	No
End-to-end encryption support for meetings	•	•	No
HDMI screen share	•	•	No

RINGCENTRAL ROOMS ADD-ON FEATURES <sup>8</sup> (CONTINUED)	ADVANCED	ULTRA	LIMITED EXTENSION <sup>1</sup>
Mobile device to Rooms switch	●	●	No
Mobile phone as Rooms controller	●	●	No
One tap to join meetings	●	●	No
Passcode protection admin settings	●	●	No
Pre-fixed camera positions	●	●	No
Remote software management	●	●	No
Room camera control	●	●	No
Rooms analytics	●	●	No
Rooms as a softphone system	●	●	No
Rooms status and alerts	●	●	No
Third-party meetings with Zoom and Webex <sup>9</sup>	●	●	No
Voice activated control for Rooms	●	●	No
Waiting room	●	●	No
Wirelessly join from desktop or mobile	●	●	No
Works with appliance hardware, USB hardware and PC/MAC room kits	●	●	No

[Learn more](#)

1. Limited extensions may be purchased for common area phones that are not assigned to a specific user (i.e. conference room)
2. Supported devices only
3. Calling rates apply
4. Not available for one-tier lines
5. Attach up to 20MB of files
6. Available only within Windows<sup>®</sup> applications
7. Additional license fee applies
8. Rooms data is available to RingCentral Rooms customers
9. Available on the RingCentral app
10. Stored for up to one year
11. ACE is sold separately; additional license required
12. For U.S. customers only
13. Via third-party integration with Theta Lake
14. Rooms data is available to RingCentral Rooms customers

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