

Unified Communications with RingCentral feature details



Unified Communications (UC) with RingCentral combines 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 ¹
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 demand	Automatic/ On demand	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

¹ enterprise.spectrum.com

Phone features (continued)

	Advanced	Ultra	Limited extension ¹
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 ²	•	•	Yes
Hot desking on a shared phone	•	•	No
Inbound caller ID number	•	•	Yes
Incoming caller ID name (CNAM)	•	•	Yes
International calling ³	•	•	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 ²	•	•	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 ¹
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 ¹
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 ¹
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

Internet fax

	Advanced	Ultra	Limited extension ¹
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 ⁵	•	•	No
Email-to-fax	•	•	No
Fax activity log	•	•	No
Fax admin controls: roles and permissions	•	•	No
Fax from desktop computer ⁶	•	•	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

Analytics

	Advanced	Ultra	Limited extension ¹
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 ⁷	Add-on	Add-on	N/A
Report subscriptions	•	•	N/A

Integrations — access more than 330 out-of-the-box integrations

	Advanced	Ultra	Limited extension ¹
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 ⁶	•	•	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 ¹
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 ⁹	•	•	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 ¹
Switch meeting across devices (mobile, desktop, Rooms)	•	•	No
Team huddle	•	•	No
Test microphone and speaker settings	•	•	No
Unlimited cloud-video recording storage ¹⁰	•	•	No
Virtual background	•	•	No
Waiting room	•	•	No
Web client (no downloads required)	•	•	No

Messaging and team collaboration

	Advanced	Ultra	Limited extension ¹
@ 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

Messaging and team collaboration (continued)

	Advanced	Ultra	Limited extension ¹
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

APIs 500+ open APIs and 80k+ developers

	Advanced	Ultra	Limited extension ¹
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

Security and compliance

	Advanced	Ultra	Limited extension ¹
Alphanumeric password	•	•	Yes
Authorized apps manager	•	•	No
Business associate agreement for HIPAA-regulated customers ¹¹	•	•	Yes
Data loss protection ¹²	•	•	Yes
eDiscovery and legal hold ¹²	•	•	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

IT Administration

	Advanced	Ultra	Limited extension ¹
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

IT Administration (continued)

	Advanced	Ultra	Limited extension ¹
Customizable greetings	•	•	No
Data retention ¹³	•	•	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

RingCentral Rooms add-on features⁸

	Advanced	Ultra	Limited extension ¹
720 HD video and audio	•	•	No
Calendar integrations with Office 365®, Google® 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 features⁸ (continued)

	Advanced	Ultra	Limited extension ¹
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 [®]	•	•	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

- Limited extensions may be purchased for common area phones that are not assigned to a specific user (i.e. conference room,
- Supported devices only
- Calling rates apply
- Not available for one-tier lines
- Attach up to 20MB of files
- Available only within Windows[®] applications

- Additional license fee applies
- Rooms data is available to RingCentral Rooms customers
- Available on the RingCentral app
- Stored for up to one year
- For U.S. customers only
- Via third-party integration with Theta Lake
- Retention period applies

Learn more

enterprise.spectrum.com/RingCentral

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America’s largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

©2024 Charter Communications. All rights reserved. Spectrum Enterprise is a registered trademark of Charter Communications. All other logos, marks, designs, and otherwise are the trademarks and intellectual property of their respective third-party owners. Not all products, pricing and services are available in all areas. Pricing and actual speeds may vary. Restrictions may apply. Subject to change without notice.

