

# RINGCENTRAL MVP® EDITION COMPARISON MATRIX

This comparison matrix is a quick reference guide to help you determine the communications and collaboration features that meet your business needs.\*

	Essentials Up to 20 users	Standard Unlimited users	Premium Unlimited users	Ultimate Unlimited users
<b>Messaging and team collaboration</b>				
Chat with internal and external contacts	●	●	●	●
Integrated telephony calling, SMS, fax, and video conferencing	●	●	●	●
Unlimited posts	●	●	●	●
Integrated with company directory	●	●	●	●
Unlimited guest users	●	●	●	●
Presence status	●	●	●	●
File sharing	●	●	●	●
Search across groups, messages, files	●	●	●	●
Team calendars and events	●	●	●	●
Task management	●	●	●	●
In-app document previews	●	●	●	●
Team admin controls	●	●	●	●
Advanced account-level administration controls	●	●	●	●
Shortcuts for frequently used features: set away status, create tasks, search, etc.	●	●	●	●
<b>Video meetings</b>				
HD audio and video	○	●	●	●
Maximum meeting participants	N/A	100	200	200
Screen and application sharing	○	●	●	●
Advanced annotation features	○	●	●	●
Active speaker spotlight	○	●	●	●
Intuitive host and attendee controls	○	●	●	●

	Essentials	Standard	Premium	Ultimate
Public and private in-meeting chat	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Personal meeting IDs	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Ability to lock meetings	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Meeting passwords	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Test mic and speaker settings	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Send instant invitation via email or text	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Switch meeting across devices (mobile, desktop) <sup>2</sup>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Web client (no downloads required)	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Intelligent echo cancellation	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Meetings log and history	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Audio options: VoIP, PSTN, Call Me	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Microsoft Outlook and G Suite plugin	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Phone</b>				
Auto-Receptionist	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Multi-level IVR (auto-attendant)	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Visual IVR editor	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
HD voice <sup>3</sup>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Unlimited local calling	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Extension-to-extension dialing	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
International calling <sup>4</sup>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
International calling credit bundles	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Toll-free minutes <sup>5</sup>	100	1,000	2,500	10,000
Inbound caller ID number	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Inbound caller ID name	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Outbound caller ID number	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Presence across all devices	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Corporate Directory	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Dial-by-name directory	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Call logs and reports	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Intercom <sup>6</sup>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Paging <sup>6</sup>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

	Essentials	Standard	Premium	Ultimate
Call recording	<input type="radio"/>	On-demand	Automatic	Automatic
Active call management: mute/unmute, transfer, record, forward, park (private or public)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Custom answering and call routing rules	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Music and messages on hold	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Call screening and blocking	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Call switch and flip	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Shared lines <sup>6</sup>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Call queues	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingMe <sup>®</sup> click-to-call me	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingOut <sup>®</sup> click-to-call out	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Visual voicemail	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Voicemail-to-text transcription	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Voicemail with email notifications	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Heads-up display (HUD)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Hot desking on a shared phone	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Advanced call handling (monitor, whisper, barge, takeover)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Business SMS</b>				
Unlimited text to any number or contact from your business phone number (up to 1,000 characters)	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Group SMS	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
International SMS <sup>7</sup>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Business MMS	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Group MMS	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Messages sync instantly across mobile and desktop apps	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
<b>Global</b>				
Global presence in 100+ countries <sup>8</sup>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
10+ languages	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
1,000 regional calling minutes <sup>9</sup>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Emergency services in global countries <sup>10</sup>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Self-service global number ordering	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

### User and system administration

Web-based user and admin portals	●	●	●	●
Free, instant software upgrades/updates	●	●	●	●
24/7 support	○ <sup>11</sup>	●	●	●
Single Sign-on (SSO support)	○	○	●	●
Active directory integration	○	○	●	●
User templates <sup>6</sup>	○	●	●	●
Cost center management	●	●	●	●
Multiple account management	●	●	●	●
Data retention <sup>12</sup>	●	●	●	●
Audit Trail	●	●	●	●
Compliance exports	●	●	●	●
RingCentral service status site	●	●	●	●
Role-based access control with predefined roles/permissions	●	●	●	●
Role-based access control with customized roles/permissions	○	○	●	●
Multi-site admin and management	○	○	●	●
Templates for bulk uploads	●	●	●	●
Accessibility features	●	●	●	●

### Security

Alphanumeric password	●	●	●	●
Session timer	●	●	●	●
Authorized apps manager	●	●	●	●
Business Associate Agreement for HIPAA-regulated customers <sup>13</sup>	●	●	●	●

### Analytics

Adoption and usage	○	●	●	●
Historical reporting (users, queues, numbers, meetings)	○	●	●	●
Live Reports <sup>14</sup> (real-time call reporting)	○	●	●	●
Quality of Service (QoS)	○	●	●	●
Real-time analytics (QoS alerts)	○	○	●	●

	Essentials	Standard	Premium	Ultimate
Rooms and devices <sup>15</sup>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Device status alerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

### Integrations

RingCentral for Google (G Suite add-on, Chrome, Hangouts)	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Microsoft Teams	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Microsoft Outlook <sup>16</sup>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Office 365 (Outlook Mail on the web)	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Office 365 (Teams on web)	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Skype for Business <sup>16</sup>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Firefox	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Amazon Connect	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Slack	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Zapier	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Salesforce	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Zendesk	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for ServiceNow	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for SugarCRM	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Bullhorn	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for NetSuite	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Microsoft Dynamics 365	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Oracle Sales Cloud	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Okta	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral Archiver	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Canvas	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
RingCentral for Smarsh	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

### APIs<sup>17</sup>

API Access for third-party app development and deployment	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Voice APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Active Call Control API	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
WebRTC E911 API	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
P2P SMS APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

	Essentials	Standard	Premium	Ultimate
Commercial SMS APIs <sup>13</sup>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Team Messaging APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Video APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Fax APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
System Config APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Data APIs	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

### Audio conferencing

Unlimited audio conferences with up to 1,000 attendees per conference	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Own unique bridge number and access codes	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Invite international participants with local dial-in numbers in 50+ countries	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Send instant invites via email or text	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Reset host and participant access codes	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Premium audio conference numbers	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

### Internet fax

Send and receive faxes electronically, without a fax machine	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Send fax via integrations	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Send faxes using a fax machine with an analog adapter	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Scan to fax directly from desktop <sup>16</sup>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Drag-n-drop files as attachments <sup>18</sup>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Fax activity log	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>

<sup>5</sup>Subject to change. For more details, please contact your RingCentral Account Executive. Terms and conditions apply.

<sup>1</sup>Essentials edition doesn't include fax and video meetings.

<sup>2</sup>Available on the RingCentral app.

<sup>3</sup>Supported devices only.

<sup>4</sup>Calling rates apply.

<sup>5</sup>Toll-free minutes are per account regardless of number of lines. Additional minutes are always available for purchase.

<sup>6</sup>Not available for one-tier lines.

<sup>7</sup>Limitations apply, contact your Account Executive.

<sup>8</sup>Additional licence fee applies. Not available for one tier lines.

<sup>9</sup>Limited in some countries, contact your Account Executive.

<sup>10</sup>Subject to country availability.

<sup>11</sup>Live phone support is available 24/7 for 2+ users.

<sup>12</sup>Retention period applies.

<sup>13</sup>For US customers only.

<sup>14</sup>Additional license fee applies.

<sup>15</sup>Rooms data is available to RingCentral Rooms customers. Device data is available to Ultimate tier customers only.

<sup>16</sup>Windows only.

<sup>17</sup>Standard-edition customers with more than 50MRR get access to APIs.

<sup>18</sup>Attach up to 20 MB of files.

For more information, please contact RingCentral Partner Support at [partners@ringcentral.com](mailto:partners@ringcentral.com) or 800-595-8110.

RingCentral, Inc. (NYSE: RNG) is a leading provider of cloud Message Video Phone (MVP), customer engagement, and contact center solutions for businesses worldwide. More flexible and cost-effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.



RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002. [ringcentral.com](http://ringcentral.com)

© 2020 RingCentral, Inc. All rights reserved. RingCentral and the RingCentral logo are registered trademarks of RingCentral, Inc. Other third-party marks and logos displayed in this document are the trademarks of their respective owners.