



RingCentral Quick Dialer

User Guide — Setup & Usage

Version 3.0 · April 2026 · A **RingCentral Labs** product

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RingCentral Quick Dialer is a Chrome extension that finds phone numbers on any web page and dials them through your RingCentral account, with automatic dialing of the next number when each call ends.

RINGCENTRAL LABS

This is a RingCentral Labs product

RingCentral Labs are experimental apps created by RingCentral's engineers. You can use these apps as-is, or fork the code from GitHub to create an app that solves your business's unique challenges.

Please note that Labs apps do not come with an SLA or support outside of that provided via our community and in the forums.

Part 1 – Setup

Step 1. Install the extension

RingCentral Quick Dialer is distributed through the **RingCentral App Gallery**. The extension is not published on the Chrome Web Store — instead you'll download a zip file from the App Gallery and **sideload** it into Chrome's developer mode. This is a one-time setup that takes about a minute.

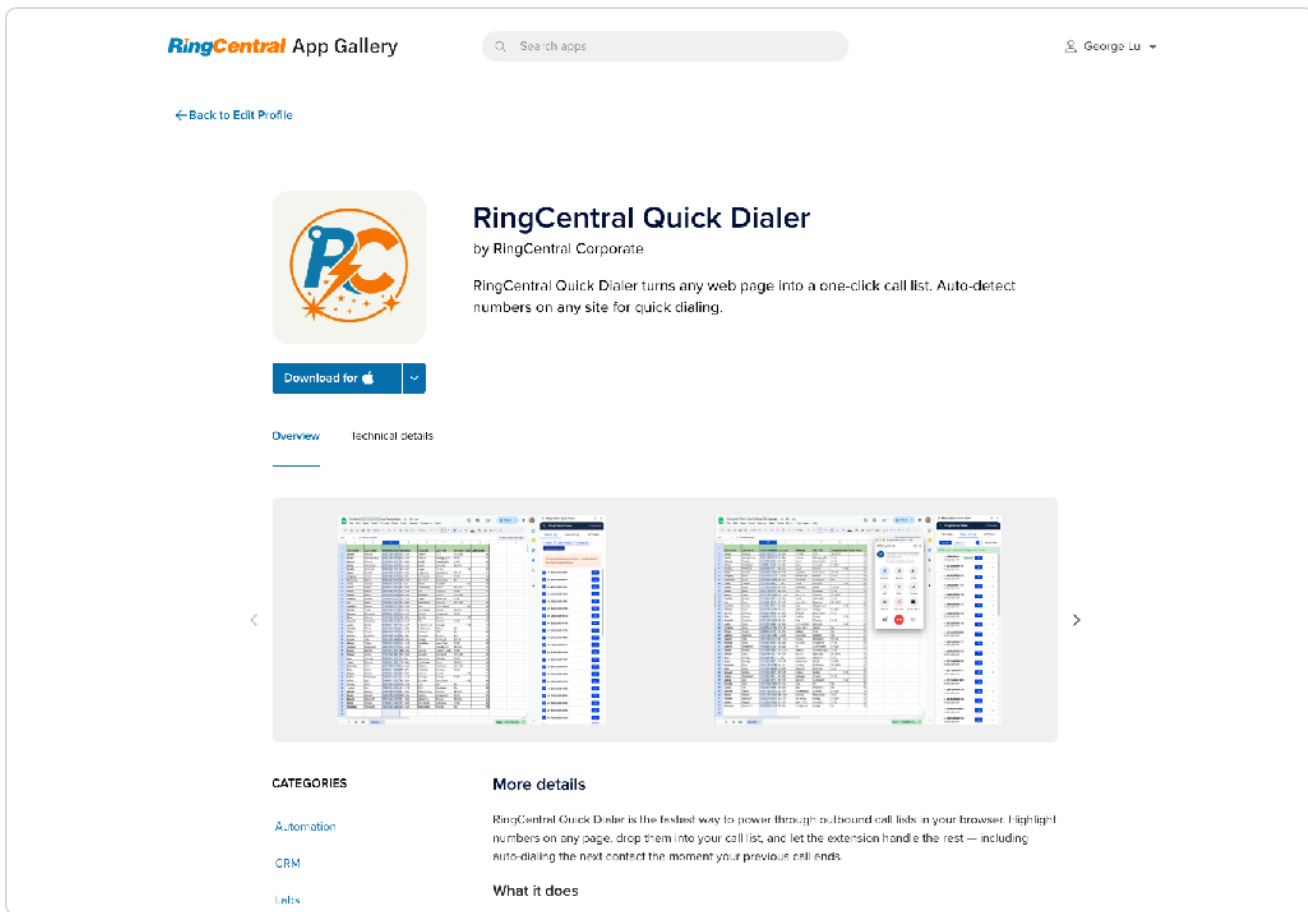


Figure 1 — The RingCentral Quick Dialer page in the RingCentral App Gallery. Click **Download** to get the latest zip.

1a. Download from the RingCentral App Gallery

1. Open the **RingCentral App Gallery** and search for "Quick Dialer" (or follow the direct link your administrator shared).
2. On the **RingCentral Quick Dialer** listing page, click **Download**.
3. Save the zip file (e.g. `RingCentral-Quick-Dialer-vX.Y.Z.zip`) to a permanent location such as `~/Documents/`.
4. Unzip the file. You should see a folder containing `manifest.json`, `icons/`, `assets/`, and other files.

1b. Sideload the extension into Chrome

1. Open `chrome://extensions` in Chrome (or click the puzzle-piece menu → **Manage Extensions**).
2. Toggle **Developer mode** on in the top-right corner.
3. Click **Load unpacked**.
4. Select the **unzipped folder** (the one that directly contains `manifest.json`).

5. The extension will appear in your extensions list. Pin it to your toolbar by clicking the puzzle-piece icon and the pin next to **RingCentral Quick Dialer**.

Important: Always select the unzipped folder that directly contains `manifest.json`. Selecting a parent folder will cause service-worker errors and the extension won't load.

Why sideload? RingCentral Quick Dialer ships through the App Gallery rather than the Chrome Web Store so that updates and access can be managed by your RingCentral administrator. Sideloaded is a normal Chrome workflow — Developer mode is required because the extension isn't from the Web Store, but it's safe and stable.

Updates: When a new version is released to the App Gallery, download the new zip, unzip it, then go back to `chrome://extensions` and either click **Update** on the extension card, or remove the old version and load the new folder. Your RingCentral connection and call list will be preserved across the update if you click Update; they will reset if you remove and re-add.

Step 2. Connect your RingCentral account

1. Click the **Quick Dialer** icon in your Chrome toolbar to open the side panel.
2. Open the **Settings** tab.
3. Click **Connect RingCentral**.
4. A RingCentral sign-in window opens — log in with your normal RingCentral credentials and approve access.
5. The window closes automatically. Settings will now show **Connected** with a green indicator.

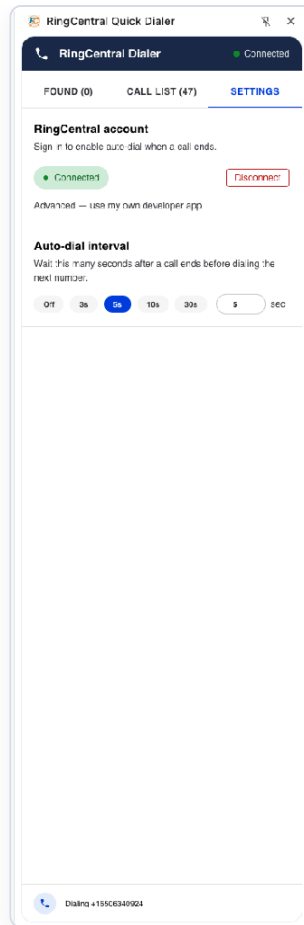


Figure 2 — Settings tab. Once connected, you'll see a green "Connected" pill and the auto-dial interval controls.

Note: The extension uses RingCentral's official OAuth flow. Your password is never seen by the extension — only RingCentral handles your sign-in, and you can revoke access at any time from your RingCentral account.

Step 3. Configure auto-dial timing

In **Settings** → **Auto-dial interval**, choose how long the extension should wait before dialing the next number when a call ends:

- **Off** — auto-dial disabled; click numbers manually
- **3s / 5s / 10s / 30s** — preset delays
- **Custom** — enter any value from 1 to 600 seconds in the input box

Recommended starting point: **5 seconds** (enough time to take notes, short enough to keep momentum).

Part 2 – Daily Usage

The side panel at a glance

Click the Quick Dialer icon in your Chrome toolbar to open the side panel on the right side of your browser. The panel has three tabs:

- **FOUND** – phone numbers detected on the current web page (count shown in the tab)
- **CALL LIST** – your dialing queue (count shown in the tab)
- **SETTINGS** – connection and preferences

Method A – Scrape numbers from a web page

This works on most CRMs, dashboards, and HTML-based pages.

1. Navigate to a page containing phone numbers (e.g. a HubSpot contact list).
2. Open the side panel and select the **FOUND** tab – the extension automatically scans the visible page and lists every phone number it detects, formatted as `+1 (555) 123-4567`.
3. Use the checkboxes on the left to pick the numbers you want, or click **Select all**.
4. Click **Add to call list** to send your selection to the call list.
5. Or click the blue **Call** button next to any individual number to dial it immediately.

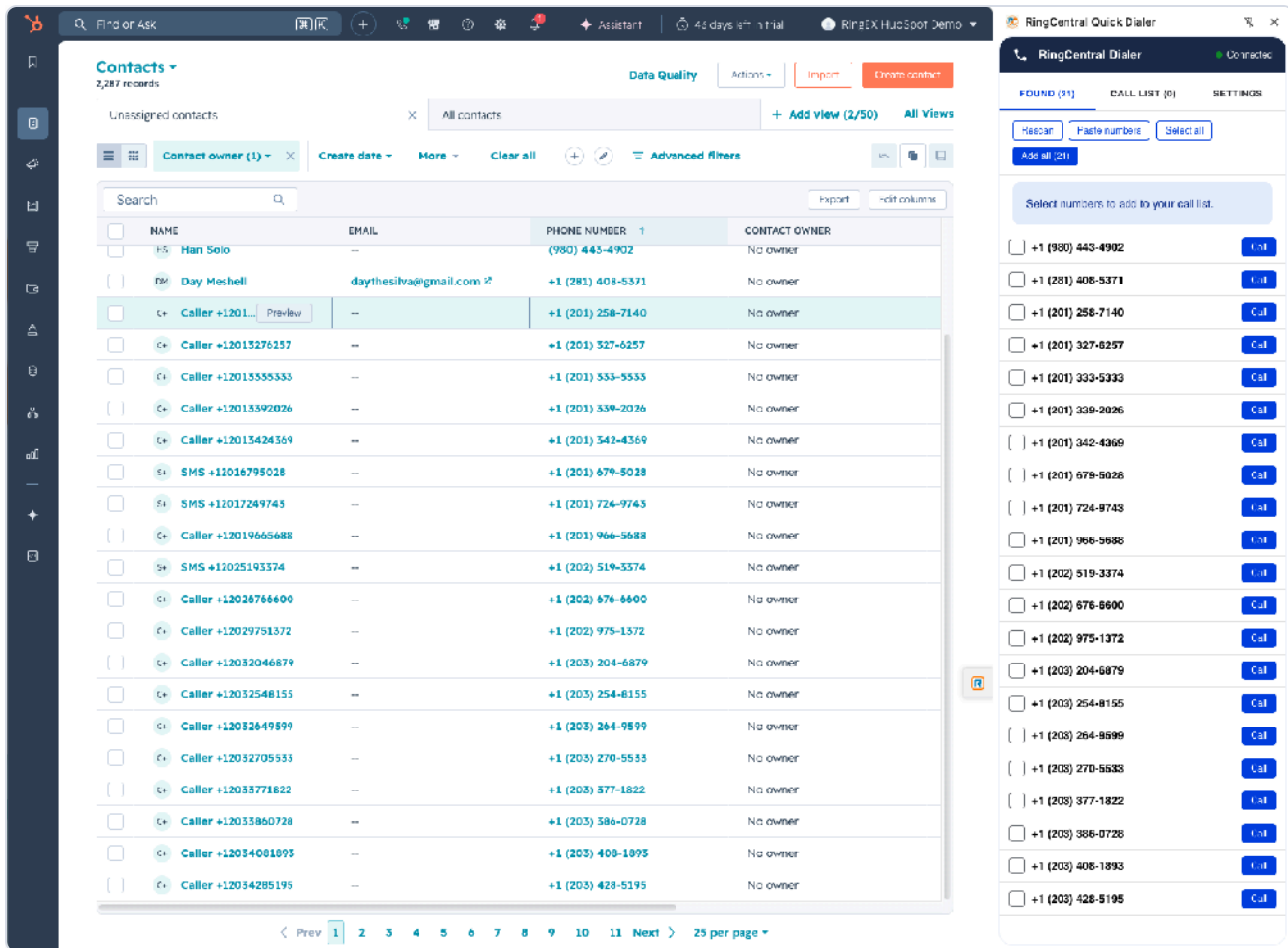


Figure 3 — Scraping a HubSpot contact list. The Found tab automatically picks up every phone number on the page; check the ones you want and add them to your call list.

Method B — Paste numbers from Google Sheets, Excel, or CSV

Google Sheets renders data on a canvas, so the extension can't scrape it directly. The same goes for some spreadsheet-style apps. Use the **Paste numbers** feature instead.

1. In your spreadsheet, select the column of phone numbers and copy (`Cmd+C` / `Ctrl+C`).
2. Open the side panel and go to the **FOUND** tab.
3. Click **Paste numbers**, paste your list into the box, and confirm.
4. The extension normalizes every number to E.164 format and lists them in the Found tab.
5. Click **Add to call list** to queue them up.

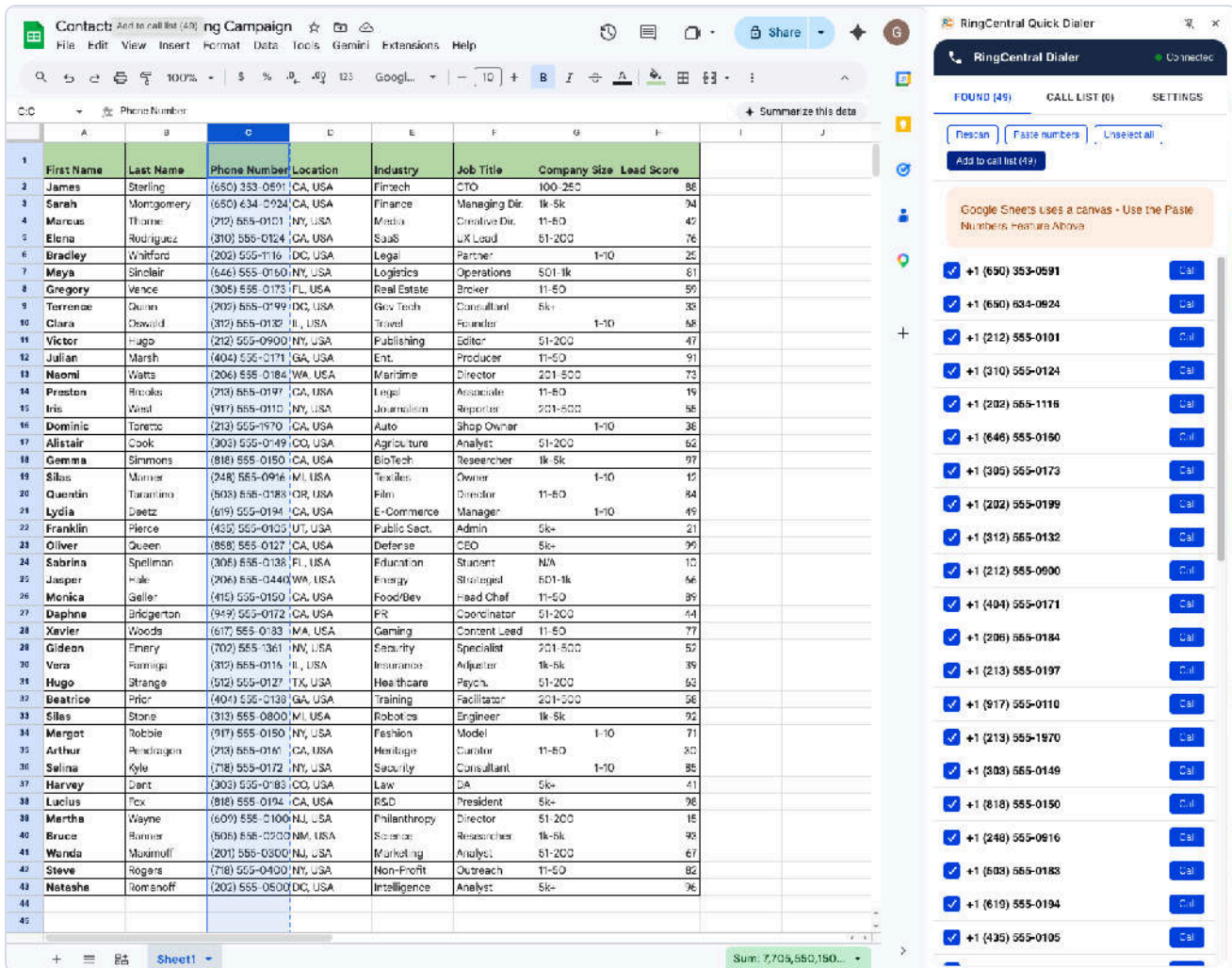


Figure 4 — Working from a Google Sheet. After copying the Phone Number column, click Paste numbers in the Found tab. The amber callout reminds you to use this flow whenever Sheets is detected.

Working with your call list

Switch to the **CALL LIST** tab to manage and dial your queue.

- **Up next** — the first item is highlighted with a green **Up next** pill. This is the number that will be dialed when you click **Call next** or when auto-dial fires.
- **Reorder** — drag any row by its grip handle (the dots on the left) to change the order. The "Up next" pill follows the top of the list.
- **Source** — each row shows where the number came from (e.g. docs.google.com) so you don't lose context.
- **Remove** — click the x on the right side of any row.
- **Clear list** — empties the entire call list.

Watching the call status

The extension polls RingCentral and shows a live status indicator at the top of the panel:

Status	Meaning
Ready	No active call; safe to dial
Ringing	Outbound call is connecting
On a call	Conversation in progress (green)
Wrapping up	Call ended; auto-dial timer running (amber)

Auto-dial on hangup

When a call ends and your call list still has numbers in it:

1. The status switches to **Wrapping up** with a countdown.
2. After your configured delay, the next number is dialed automatically.
3. To **skip the delay**, click **Call next** during the countdown.
4. To **cancel** the auto-dial, flip the auto-dial toggle off, or set the delay to **Off** in Settings.

Part 3 – Tips & Best Practices

- **Start with a small test list** (3–5 numbers) the first time to confirm auto-dial timing feels right.
- **Use 5–10 second auto-dial delay** for cold-call workflows so you have time to log dispositions between calls.
- **Pin the side panel** while working so you don't have to keep clicking the toolbar icon.
- **Reorder before you dial** — drag your highest-priority numbers to the top of the call list.
- **Use Rescan** on the Found tab if the page content changed (e.g. after pagination or filtering in your CRM).
- **Toggle auto-dial off** for a single call when you need a longer break, then toggle it back on.

Part 4 – Troubleshooting

"Authorization page could not be loaded" when connecting

The RingCentral app's redirect URI doesn't match the extension. Contact your administrator — the redirect URI must be configured in the RingCentral developer portal exactly as shown in **Settings** → **Advanced** → **Redirect URI**.

Extension shows errors and a blank panel

You probably loaded the project root folder instead of the built `dist/` folder. Remove the extension from `chrome://extensions`, then click **Load unpacked** and select the `dist` folder.

"Connected" but dialing does nothing

- Make sure the RingCentral phone is allowed to open in new tabs (check Chrome's pop-up blocker for `app.ringcentral.com`).
- Check the **Status** indicator — if it shows **On a call**, RingCentral thinks you're already on a call. End it from the RingCentral app.

Numbers aren't being detected on a page

- Some sites (Google Sheets, Salesforce Lightning canvas views, etc.) render content in a way the extension can't read. Use **Paste numbers** instead.
- Click **Rescan** on the Found tab to re-scan after dynamic content loads.

Auto-dial isn't firing

- Make sure the **Auto-dial** toggle on the call list is on (blue).

- Check **Settings** → **Auto-dial interval** is not set to **Off**.
- Make sure the call list isn't empty.
- The countdown only starts after RingCentral reports the call as fully ended (about 1–2 seconds after hangup).

Numbers paste but get rejected

The extension only accepts valid phone numbers. Numbers must be parseable to E.164 — for US/Canada, that means 10 digits (with or without `+1`, dashes, or parentheses). Extensions, internal short codes, and obviously-invalid entries are skipped.

I want to disconnect my RingCentral account

Open **Settings** and click **Disconnect**. To fully revoke the extension's access, also visit your RingCentral account settings and remove the app from authorized integrations.

Part 5 – Privacy & Permissions

- **Phone numbers and call activity stay in your browser.** The extension only sends call requests to RingCentral's official APIs; no third-party servers are involved.
 - **OAuth tokens** are stored in Chrome's encrypted extension storage and used only to authenticate with RingCentral.
 - **Page scraping** runs locally – content of the pages you scan is not transmitted anywhere.
 - **Permissions requested:** active tab (to read the page you're on), storage (to remember your call list and settings), tabs (to open the RingCentral phone), and identity (for the OAuth flow).
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Need help?

For issues, feature requests, or feedback, please use the RingCentral community forums.

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About RingCentral Labs

RingCentral Labs are experimental apps created by RingCentral's engineers. You can use these apps as-is, or fork the code from GitHub to create an app that solves your business's unique challenges. Please note that Labs apps do not come with an SLA or support outside of that provided via our community and in the forums.