# RingCentral Mobile™ User Guide

January 2010

Online http://www.ringcentral.com/support.html

#### Sales

#### **Customer Support**

Click<u>Here</u> for sales inquiries Phone: 800-574-5290 925-264-3200 (International)

Sales hours: 9am-8pm ET Monday- Friday Click <u>Here</u> to submit your customer service requests Phone: 888-898-4591 925-264-3200 (International)

Support Hours: 24 hours a day, 7 days a week



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Online User Guide ... covers more information, helping you understand and configure all the features.

- Answering Rules create After Hours rules, Custom rules, and more.
- Greetings and Music on Hold create Company greeting, order professional voice, and more.
- Message Notification understand Advanced options, design missed call notification, and more.
- Extensions (optional) create company rules, dial-by-name directory, and more.
- Messages check voicemail from the phone, listen online, download voice and fax mail, and more.
- · Account Settings add another telephone number, change service plan, and more.
- Call Settings block calls by ID, RingOut, RingMe and more.
- Contacts import and export contacts with Outlook, and more.
- Call Logs learn how to read the logs of all calls captured, set-up auto email, and more.
- On Call Actions put a call on hold, transfer the call to another number or extension, and more.
- Faxing send faxes using FaxOut, directly from Email, and more.

# Answering Rules – Creating an After Hour Rule

Create an After Hours rule to handle incoming calls differently on nights and weekends.

- 1. Click My Settings in the main menu.
- Click Answering Rules in the left panel. The Answering Rules Summary page opens.
- Click the Click here to define your hours of operation link. The Add Rule Wizard panel opens.
- 4. List the daytime hours you will be open for business.
- 5. Click Next to continue.



#### Add Rule Wizard

Confirm your Business hours. Please note that your existing Business Hours options will now only apply during these hours. Your new After Hours rule will be active during rest of the time, unless overridden by another rule.

-			
4	Monday	8 AM ▼ :  00 ▼	Monday  6 PM :  00 · Cor
~	Tuesday	8 AM 💌 : 00 💌	Tuesday 💉 6 PM 💌 : 00 💌
7	Wednesday 4	7 AM 💌 : 30 💌	Wednesday 💌 6 PM 💌 : 00 💌
7	Thursday	8 AM 💌 : 00 💌	Thursday 💌 9 PM 💌 : 00 💌
7	Friday	8 AM 💌 : 00 💌	Friday 🗾 6 PM 💌 : 00 💌
	Saturday	8 AM 💌 : 00 💌	Saturday 6 PM 💌 : 00 💌
Π.	Sunday	8 AM 💌 : 00 💌	Sunday 8 6 PM 7 : 00 7

# Answering Rules – Creating An After Hour Rule (cont.)

6. Users normally want their After Hours calls to roll to Voicemail. That is why the **Take Messages Only** answering mode is set by default.

You can also route After Hours calls to another number, or set to another mode other than Take Messages Only.

- 7. Click Submit to save.
- 8. Your Business Hour rule is now in place. Calls outside of these daytime hours roll to the After Hours rule.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut		
ACCO	DUNT	Add Rule Wizard: Answering Options								
Account Sum     Personal Infor     Billing Informat	mary mation tion	Congratulatio Please verify	ons! Your <b>After</b> the Answering	Hours rule has been cre Options for your new rul	ated and is now er e below and then c	nabled. Ilick <b>Submit</b> .				
Calling Rates     Tell a Friend		Rule:	Afte	er Hours						
CALL SE	TTINGS	Conditions: Executes when no other rules apply.								
Answering Ru	iles	Colostus	ur Annuaring	mada	Talas Mar	Only	6			
Forwarding N	umbers	Select your Answering mode:			Take Mes	lust take messages - do not forward calls				
Greetings					Just take me	ssages - <u>do not</u> n	orward calls.			
Music On Hold	1	Take Messages:			Yes 👻	Yes 💌				
Blocked/Allow	ed Numbers	Play Voicemail Greeting:			Default Vo	Default Voicemail Greeting				
▶ RingOut Option	ns	Deliver new messages to extension:			This exten	This extension -				
RingMe Option	IS									
▶ DigitalLines					SUBMIT	7				
Caller ID Setup	)				CODMIT					

Inswerii	ng Rules			) <mark>88</mark> (
٥v	Answering Rules Upda	ted Successfully! 8		
Here is a li	st of your Answering Rule:	s. When a new call is received, one rule will be executed depending	on the time of th	e call
and/or call	er.			
and/or call	er.		_	DD RULI
and/or call My Rules Enabled	Name	Description		IDD RULI
My Rules Enabled	Name Business Hours	Description When: <u>Mon-Fri 9:00AM-6:00PM</u> Introductory Greeting: <u>Default Introductory Greeting</u> (*) Findle: <u>Work Mobile</u>	<u>Edit</u>	DD RULI

# Answering Rules – Creating a New Custom Rule

Custom rules can be created at the Company or Extension level.

Custom Rules can be designed by When the caller is dialing you, Who is calling and/or What RingCentral number they are calling.

Use Custom Rules for:

- Routing important customer calls in priority manner
- Playing Holiday greetings, sending callers straight to voicemail
- Directing calls to different employees based on a fixed schedule
- 1. Click **My Settings** in the main menu.
- 2. Click Answering Rules in the left panel.
- 3. Click the **Add Rule button** in upperright hand comer.
- First, you configure WHEN the rule applies. Enter the day and hours you want this rule to be in effect.
- If you want the rule to be in effect for a date range, click the Date Range Schedule tab instead (e.g., Holiday or Vacations rules)
- 6. Click the Next to continue.



your your	rule should be based rule is not based on d	on date & time, select a Schedule late or time, just click Next.	Type and then enter a schedule for your rule.
_	Wee	kly Schedule	<u>Date Range Schedule</u>
Sele	ct the day of the week From:	and time of day when this rule shou	Id occur. Click Next when you're fimerfed.
	Monday	9 AM - : 00 -	Monday • 6 PM • : 00 • • <u>Copy</u>
	Tuesday	9 AM - : 00 -	Tuesday - 6 PM - : 00 -
	Wednesday	9 AM - : 00 -	Wednesday • 6 PM • : 00 •
	Thursday	9 AM - : 00 -	Thursday - 6 PM - : 00 -
	Friday	9 AM 👻 : 00 👻	Friday - 6 PM - : 00 -
	Saturday	9 AM 👻 : 00 👻	Saturday - 6 PM - : 00 -
	Sunday	9 AM - : 00 -	Sunday - 6 PM - : 00 -

# Answering Rules – Creating a New Custom Rule (cont.)

Custom rules can be created at the Company or Extension level.

7. Now configure WHO this rule is for – which inbound caller IDs it will handle.

You can enter the ten digit phone number then click Add to post the number to the list.

You can also drag Contacts into the list by clicking the Add from Contacts link.

- 8. Click Next to continue.
- 9. Now configure WHICH RingCentral number this rule is for.
- 10. Click Next to continue

If your rule should be based on the in	ncoming caller ID, enter a Phone Number or add a Contact and click N
If your rule is not based on caller ID,	just click Next.
Phone Number:	Add Add from Contacts
Name (optional):	
	Remove
	Remove All

Add Rule Wizard									
Condition: Dialed Number									
If this rule should be based on specific number(s) from your account that the caller dialed, please select Only applies to these numbers and then pick the numbers below. If you want this rule to apply when <b>any</b> number from your account is dialed, just click <b>Next</b> . Applies to <b>all</b> numbers Only applies to these numbers:									
) () ()	Applies to all numbers Only applies to these numb	ers:	, , ,						
Ring(	Applies to all numbers Only applies to these numb	ers:							
© Ring( Add	Applies to all numbers Only applies to these numb Central Phone Numbers Phone Number	ers: Location	Туре	Extension					
Ring( Add	Applies to all numbers Only applies to these numb Central Phone Numbers Phone Number Main: (888) 555-1212	ers: Location Toll-Free	Type Voice and Fax	Extension 0					
Ring(     Add	Applies to all numbers Only applies to these numb Central Phone Numbers Phone Number Main: (888) 555-1212 (888) 536-0191	ers: Location Toll-Free Toll-Free	<b>Type</b> Voice and Fax Voice and Fax	<b>Extension</b> 0 702					



# Answering Rules – Creating a New Custom Rule (cont.)

Custom rules can be created at the Company or Extension level.

- 11. Review your wizard settings. Click an **Edit** link if you want to go back and change the From: or When: configuration.
- 12. Click Next to continue.
- 13. Give this Custom Rule a name.

If you wish to copy an existing Answering Option configuration from another rule, you can select it from the **Create New** dropdown list if you wish to design a new Answering Option tree.

14. Click Next to continue.

Add Rule Wizard: Review					
Please review the conditions you just set up for accuracy.					
Click Edit if you need to change any specific condition. If you're satisfied, click Next.					
From: Mickey	Edit				
When: Mon-Tue 9:00AM-6:00PM	Edit				
<previous next="">&gt;</previous>					

Add Rule	Wizard: Propertie	35
Now, please from one of	e name your rule and so your existing rules or c	elect what should occur when these conditions are true.You can copy the Answering Options reate a new set of options.
Name:	Early Weekday Rule	aj
Copy Answe	ering Options from:	Create New -
NEXT >>	)	

# Answering Rules – Creating a New Custom Rule (cont.)

- 15. You are now presented with an Answering Mode panel to configure how you want calls handled for this rule.
- 16. In this example **Full Call Control** will be used.
- 17. The callers will not be screened.
- 18. They will hear Jazz hold music...
- 19. ...while two phones are rung in a Sequential Fixed order.
- 20. If neither of the phones answers, the caller will roll to voicemail. The Default greeting will be played.
- 21. Click **Submit** to save the changes. The new custom rule is now enabled.

**NOTE:** If your Business Hours Rule conflicts with your Custom rule, your Custom Rule will be used, and the Business Hours Rule will be ignored.

	Messages	Call Log	Contacts	Company Settin	s My Settings	Download	FaxOut	RingOut	
ACC	OUNT	Answeri	ng Rules						
Account Sum	nmary	Choose the	a rule vou want	to edit. Then select h	ow you would like you	r calls to be ans	wered		
Personal Infor	rmation	Chicose an	e ruie you mane	to call. men select i	on you nould like you		incicu.		
Billing Informa	ation	_						ADD RUI	E VIEW AL
Calling Rates	i.	Rule:	N	/ly Rule 1				Edit Condition	ns
Tell a Friend		Conditio	ons: Fr	om: Nisha Vyas					
CALL S	ETTINGS	- Deleteration	w	hen: Mon-Tue 9:00AM-	5:00PM				
Answering R	tules								
Forwarding N	Vumbers	Select	your Answerin	g mode:	Full Cal	I Control	)		
Greetings					Scrube Fe	orward, if I don't ap	wer Take Mess	sage.	
Music On Hok	ld .	1. Scree	n my calls						
Blocked/Allow	wed Numbers	Play In	troductory Gree	ting:	No			•	
RinoMe Optio	0.5	Enable	Call Screening	¢?	No			-	
DigitalLines		Play C	onnect Prompt:		No			•	
Caller ID Setu	ip .	Music	On Hold:		Jazz			• DN	lew Edit 🔀
MESSAGE	SETTINGS	Interr	upt music every	r.	Never (D	on't play any prompt	ts)	•	
Notification Se	ettings	2 Eonua	ed my calls						
Web Settings		Z. FOIWa	tify my Call Cor	stroller and wait	20 -	seconds before f	orwarding be	nins	
Voicemail Set	ttings	IV Fo	rward my calls:		Sequenti	ally in Fixed Order	or marcing be	<b>4</b>	
Fax Settings	4				Service and servic				
			Active Orde	er Group Phone	Name	Phone Number	de	Ring For	Options
				CE We	rk	+1 (415) 555-1212			EOI
						1213			
		3. Take n	ny messages		Yes	•			
		Play V	oicemail Greetin	ng:	Default V	olcemail Greeting			W ETT A
			Answering R	ules	Q		22	<u> </u>	
			O√ Ans	wering Rules Updated Succes	sfully!				
			Here is a list of y and/or caller.	our Answering Rules. When a n	w call is received, one rule will be	e executed depending on	the time of the call		
			H. C. Iv				ADD RU		
			Enabled Name		escription				
			IVI Busin	ess Hours V In F	New: Man-Fri 9 00AM-6 00PM roductory Greeting: <u>Default Introductory</u> vMile: <u>Work: Mobile</u>	Greeting 🕞	Eat		
			E After H	lours E	ecutes when no other rules apply. ke Messages Only: <u>Yes</u>		Edit Dele	te	
				v	ocenal Greeting: Default Voicenal Gree	eting (+)			

# Answering Rules – Sending Inbound Calls Straight to your Mobile

Follow these steps to simply forward calls straight to one telephone, such as your mobile.

- 1. Click **My Settings** in the main menu. The Account Summary page opens.
- 2. Click **Answering Rules** in the left panel. The Answering Rules Summary page displays.
- 3. Click **Business Hours** under My Rules. The Business Hours Answering Rules page opens.
- In the Select your Answering mode field, choose Ring a number Only from the dropdown list.
- Enter your ten digit mobile number (or the number for your work, home, or other device you will take the call on).
- 6. Click Submit to save changes.

**NOTE:** The caller will hear ring tones until your mobile answers. If no answer the caller is routed to your mobile's voice mail box (caller will not be directed to your RingCentral voicemail box.)



Rule: Conditions:	Business Hours Executes when no other rules apply			Edit Conditions
Select your An	owering mode:		Ring a Number Only Bindy Forward all my calls . Do	<mark>4</mark> )• nessages.
Phone Number:		5	-1 (404) 555-9768	Edit

# Answering Rules – Sending Inbound Calls Straight to Voicemail

- 1. Click **My Settings** in the main menu. The Account Summary page opens.
- 2. Click **Answering Rules** in the left panel. The Answering Rules Summary page displays.
- 3. Click **Business Hours** under My Rules. The Business Hours Answering Rules page opens.
- 4. In the **Select your Answering mode** field, choose Take Messages Only from the drop-down list.
- 5. In the Take Messages drop-down list, select Yes.
- Play Voicemail Greeting: Select the Voicemail Greeting or record your own by clicking New.
- Deliver new messages to extension: Select the extension to receive the voicemail messages (if extensions are enabled).
- 8. Click **Submit** to save changes.



			ADD RULE VIEW
Rule:	Business Hours	<b>•</b>	Edit Conditions
Conditions:	When: Mon-Fri 9:00AM-6:00PM		
Take Messages:		Just take messages - <u>do not</u> forward calls. Yes -	
Play Voicemail G	reeting:	Default Voicemail Greeting	
Deliver new me	ssages to extension:	This extension - 7	

# Answering Rules – Activating Do Not Disturb

Note: Do Not Disturb is designed to temporarily transfer incoming calls to voicemail. Do Not Disturb overrides all other settings, and is designed for those times when you are temporarily out of the office or do not want to be contacted. An incoming caller will hear the voicemail message and be asked to leave a message.

- 1. Click **My Settings** in the main menu. The Account Summary page opens.
- 2. Click **Answering Rules** in the left panel. The Answering Rules Summary page displays.
- Select Do Not Disturb under Built-in Rules. The Do Not Disturb Answering Rules page displays.
- 4. Click **Submit** to save changes.

To Edit the Do Not Disturb rules:

- 1. Click **Edit**. The Do Not Disturb Answering Rules page displays.
- 2. Edit your Voicemail settings to fit your preferences (see prior page for instructions).
- 3. Click **Submit** to save changes.

To turn Off your Do Not Disturb setting, simply deselect the Do Not Disturb checkbox and press Submit.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	Av	ailable
					1		$\rightarrow$			
ACCO	TNUC	Answeri	ng Rules		-					•
▶ Account Sumr	mary									
▶ Personal Infor	mation	Here is a and/or cal	list of your Answe ler.	ring Rules. When a new	/ call is received, or	ne rule will be ex	ecuted deper	nding on the tin	ne of the	e call
▶ Billing Informat	ion									
▶ Calling Rates									A	DD RULE
▶ Tell a Friend		My Dulo								
CALL SE	TTINGS	Enabled	Namo	De	erintion					
Answering Ru		Lindbled	Rusiness Hours	De	anu Maa Eri 0:00 AM 6	000011			Edit	
▶ Forwarding N	umbers 🖌	×	DUSITIESS HOURS	Intro	ductory Greeting: Defa	ault Introductory Gre	eeting 🕞		Eult	
Greetings				Find	Me: Work, Mobile		_			
Music On Hold				Void	cemail Greeting: Default	t Voicemail Greeting				
Blocked/Allow	ed Numbers	1	After Hours	Exe	cutes when no othe	r rules apply.			<u>Edit</u>	<u>Delete</u>
RingOut Option	ns			Take Void	e Messages Only: <u>Yes</u> cemail Greeting: <u>Default</u>	t Voicemail Greeting				
▶ RingMe Option	s		My Rule 1	Fro	m: Nisha Vyas				Edit	Delete
▶ DigitalLines				Whe	en: Mon-Tue 9:00AM-	-6:00PM				
▶ Caller ID Setup	)			Find	Me: Work					
MESSAGE	SETTINGS			Void	cemail Greeting: Default	t Voicemail Greeting				
▶ Notification Se	ttings		My Rule 2	Fro	m: <u>Mickey</u> en: Mon-Tue 9:00AM.	-6:00PM			Edit	Delete
▶ Web Settings				Intro	ductory Greeting: Defa	ault Introductory Gre	eeting 🕨			
In Voicemail Sett	ings			Find	Me: Not Configured	Voicemail Greating				
▶ Fax Settings				Voi	cinal Greeting. Deraul	Voicemail Greeting				
		Built-in F	Rules	Thes	se rules can be used to	override My Rule	s and can also I	be toggled over th	e phone.	
		Enabled	Name	Des	scription					
			Do Not Disturb	3 Take Void	e Messages Only: <u>Yes</u> cemail Greeting: <u>Default</u>	t Voicemail Greeting			Edit	
			<u>FollowMe</u>	Intro Follo	ductory Greeting: <u>Syst</u> wMe: <u>+1 (510) 815-5</u>	tem 3 💌 i209			Edit	



# Answering Rules – Setting up a RingCentral Number to Receive Faxes

- 1. Click **My Settings** in the main menu. The Account Summary page displays.
- 2. Click **Answering Rules** in the left panel. The Answering Rules Summary page displays.
- Click Edit or the Name of the rule that is enabled to receive the call to your RingCentral number. The Answering Rules page of that rule displays.
- 4. Answering Mode: Select either Full Call Control or Take Messages Only from the drop-down list.
- 5. Take messages: Select **Yes** and set either Voicemail and Fax or Fax Only from the dropdown list.
- 6. Click Submit to save changes.

**NOTE**: For accounts using Extensions: If you have multiple extensions or rules, each can be set up to receive faxes.

If you want to receive faxes on an extension, the caller must dial the extension number before they start the transmission. Accordingly, your callers can either:

Wait for the system to pick up, dial the extension number and then push Start/Send, or Dial the entire sequence of numbers into their fax machine and separate the phone number and extension number with the Pause key. For example: 800-555-1212-P-101

If you want to receive faxes when the caller has not dialed a specific extension, you must configure your O-System Extension to receive faxes. Anytime the system hears a fax signal in your Company Greeting, it will save the fax to your 0 extension's mailbox.





#### Greetings

- Select or create **Company Level Main Greeting** used by your **Answering Rules**.

- 1. Click **My Settings** tab in the main menu. (**Account Summary** page opens)
- Click Greetings on the panel under CALL SETTINGS. (Greetings page opens)
- 3. Click the Go to Company Greetings link.
- 4. Select the default greeting via the **Company Greeting** drop-down list:

Thank you for calling [My Company]... Thank you for calling. If you know...

**RingCentral's** text-to-speech program will insert your company name into the greeting if the **"My Company"** option is selected.

5. Click the **green arrow** icon to hear the message.

Click **Submit** to save changes.

#### OR

6. Press New to record a personalized greeting or import prerecorded sound (.wav) files. (New Company Greeting for Company Business Hours Rule page opens)

7. Follow the **Record over the Phone** instructions.

Click **Submit** to save changes.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	
		-	/						
ACC	OUNT	Greetings							) 🚆 🕄
▶ Account Sum	nmary								
Personal Info	rmation	The greeting	is listed below	are currently being used l uding list and then click S	by your <u>Answering</u>	<u>ı Rules</u> . To chan	ige a greeting	that plays in a	a specific rule,
Billing Information	ation								
▶ Calling Rates		Didy	au know	You can have	vour areetina	s profession	ally record	led? 🖉	×
▶ Tell a Friend		Diay	ou know	Click here for m	ore information of	or to get starte	d.		
CALL S	ETTINGS	and the second second						3	T.
▶ Answering R	ules							Go to Co	mpany Greetings
Forwarding N	lumers	My Rules							
<ul> <li>Greetings</li> </ul>	_	Rule Name	e	Greetings	4			5	
Music On Hol	d	Business H	lours	*Voicemail Greetin	g Defau	lt Voicemail Gree	tina	- F	New E
Blocked/Allov	ved Numbers	Agent Profi	le Rules	Net Applicable			-		
▶ RingOut Optic	ons	rigent i rom		Not Applicable					
<ul> <li>Ringme Optio</li> <li>Disitall isso</li> </ul>	ns	My Name							
<ul> <li>Collor ID Sotu</li> </ul>		Name used	in Greetings	Voicema		- What's	this? Doce	ord a custom A	udio name
MESSACE	SETTINGS	Voicemail r		Voicementame		· · · · · · · · · · · · · · · · · · ·			
Notification S	ottinge	voicemail r	lame	Anito					
Web Settings	cuirgs	Built-in Ru	les						
Voicemail Set	ttinas	Rule Name	3	Greetings					
▶ Fax Settings		Do Not Dist	:urb	*Voicemail Greetin	g Defau	lt Voicemail Gree	ting		New Edit 🗶
		FollowMe		*Introductory Gree	ting "Hello	answering ser	vice for	- F	New Edit 🔀
				Call Screening Pr	omot "Pleas	e sav vour name			
				Play Connect Pro	mpt "Pleas	se hold while I try	to connect you		New Edit 🗙
				*Voicemail Greetin	g Defau	It Voicemail Gree	ting		New Edit 🔀
		* Using your na	me - configure na	me under 'Greetings'			1		
		osing your ne	and configure no.	ne ander oreenings		_			
					SUBMIT		1		
							/		
						/			

#### Notes:

- Type a new name in the **Voicemail name** field to change your **Vpicemail name**.
  - •Click **Record** or **Edit** button to record your name for callers to hear.

•From this page, you can also set **Introductory** or **Voicemail** greetings for different extensions. Check that you are logged into the correct extension before changing settings. **Greetings** – Order Professional Voice Talents to Record Greetings

Customize your **RingCentral** account with a professional voice!

- Click My Settings tab in the main menu. (Account Summary page opens)
- Click Greetings on the panel under CALL SETTINGS. (Greetings page opens)
- 3. Click the image ad.
- 4. Watch the **"Take a quick** tour" video.
- 5. Press **Start Now** to place your order.

#### NOTE:

Establish credibility, present a professional presence, and enhance business image by ordering professional voice talents to record greetings!
One low price features more than 80 professional voices and hundreds of music tracks to choose from!

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	
						1			
ACC	OUNT	Greetings				-			) <b>*</b>
Account Sum	imary	-							
Personal Info	rmation	The greeting	s listed below a	are currently being used	by your <u>Answering</u>	Rules. To cha	nge a greeting	that plays in	n a specific rule,
Billing Informa	ation		in the conespon	ung list and then click a	Subinit.				
Calling Rates		Dial		<ul> <li>You can have</li> </ul>	your greeting	s profession	ally record	led?	<b>X</b>
Tell a Friend		Diay	ou know	Click here for m	ore information o	r to get starte	ed.		
CALL S	ETTINGS								W.
Answering R	ules							Go to (	Company Greetings
Forwarding N	lumbers	My Rules							
Greetings	2	Rule Name	9	Greetings					
Music On Hol	d	Business H	ours	*Voicemail Greetir	ng Defaul	t Voicemail Gre	etina	<b>•</b>	New Edit
Blocked/Allov	ved Numbers	Agent Drofi	a Dulaa		.9		3		
RingOut Option	ons	Agent Proli	e rules	Not Applicable					
RingMe Option	ns								
DigitalLines		My Name							
Caller ID Setu	p	Name used	in Greetings	Voicemail name		<ul> <li>What</li> </ul>	s this? Reco	ord a custom	Audio name
MESSAGE	SETTINGS	Voicemail r	iame	Anito				×	
Notification S	ettings								

# **Professional Voice Recordings**

Enhance your business image

#### You write it, we record it!

Customize your Ring Central account with a professional voice and establish instant credibility with your callers while enhancing the image of your dusiness.



With our top quality voice-overs and hundreds of different music tracks for building your recording, you can make your small or home-based business appear as established as the leaders in your industry. Ordering your production is completely safe, secure and best of all....it takes just a few steps.

#### Getting your script recorded takes just a few steps:

- 1. Write your script
- 2. Choose a voice-talent & Music
- 3. Pay only when you are ready to record



1

#### How To Record Company Greeting Over the Phone

•Call your RingCentral number
•Enter your extension 0
•Press Star key (\*) at any time
•Enter your password followed by the Pound key (#)
•Press 2
•Press 2
•Press 2
•Listen for the rule Company Business Hours and select it when prompted to do so
•Press 3 and follow directions

# How to Record Voicemail Greeting over the Phone

•Call your RingCentral number
•Enter your extension 0
•Press the Star key (\*) at any time
•Enter your password followed by the Pound key (#)
•Press 2
•Press 1
•Listen for the rules, e.g., Business Hours and Do Not Disturb, and select it when prompted
•Press 2 and follow the instructions

# How To Record Your Name Used in Greetings Over the Phone

The **RingCentral** text-to-speech program inserts your First and Last name into the greeting when default Introductory or Voicemail greetings are used, e.g.,

"Your call has been forwarded to the voicemail for **<u>Bob Johnson</u>**. No one is available to take your call. At the tone, please record your message..."

Instructions on how to have your own voice pronounce your name:

Call your RingCentral number
Enter your extension 0
Press Star key (\*) at the prompt
Enter your password followed by the Pound key (#)
Press 2
Press 1 and follow the directions



# How to Record Greetings from the PC

- 1. Click **My Settings** tab in the main menu. (Account Summary page opens)
- Click Greetings on the panel under CALL SETTINGS. (Greetings page opens)
- Click the New button corresponding to the greeting you want to record, e.g., Introductory Greeting, Play Connect Prompt, and Voicemail Greeting. The recording page for that specific greeting opens.
- 4. Click Record with Microphone.
- 5. Enter a name for your greeting in the **Greeting name** box.
- 6. Press Record.
- 7. Speak into the PC's microphone.
- 8. Press **Stop** to stop recording.
- 9. Press **Play** to review your greeting.
- 10. Click **Submit** when finished.

,			
Rule Name	Greetings		
Business Hours	*Introductory Greeting	"Thank you for calling"	it 🔍
	Play Connect Prompt	"Please hold while RingCentral connects	it 🗙
	*Voicemail Greeting	Default Voicemail Greeting	it
Agent Profile Rules	Not Applicable		
5 Greeting name:			_
Greening name.			
Reco	rd over the Phone	Import / Record with Microphone	4

#### NOTE:

•*Recording Greetings from PC only works with Internet Explorer 5.x and higher.* 

# Greetings – Changing the Name of a Greeting

When you record a new **Voicemail** greeting from the telephone, **RingCentral** will name the file as "Voicemail Greeting Date/Time".

To rename the file with a different description:

- 1. Click **My Settings** tab in the main menu. (Account Summary page opens)
- Click Greetings on the panel under CALL SETTINGS. (Greetings page opens)
- Click the Edit button of the greeting you want to rename.
   (Edit Custom Voicemail Greeting panel opens)
- 4. Rename the file.
- 5. Click **Submit** to save changes.

		Go	to Company Greetings
My Rules			
Rule Name	Greetings		
Business Hours	*Introductory Greeting	"Thank you for calling"	► New Edit 🗶
	Play Connect Prompt	"Please hold while RingCentral connects y 🔻	New Edit
	*Voicemail Greeting	Default Voicemail Greeting 🔹	New Edit
Agent Profile Rules	Not Applicable		0

# Music on Hold – Basic Setup

- Click My Settings tab in the main menu. The Account Summary page displays.
- Under Call Settings panel, click Music On Hold. The Music On Hold page displays.
- Refer to My Rules section; click the Music On Hold drop-down list, then select your preferred option as to what music you want your callers to hear while being forwarded to your telephone numbers. You can also set the Music On Hold to Nothing (Silence) if you don't want any music played.
- Refer to Built-in Rules section; then click Interrupt music every dropdown list, and select how often you want hold music to be interrupted with messages.
- 5. You can also select a message prompt by clicking Interrupt with prompt drop-down list, and selecting your preferred message prompt. You can hear the message prompt by clicking the green arrow icon located right beside the drop-down list. If you want to record new music, click the New button.
- 6. Refer to **Caller on Hold** section; you can select the type of Hold music callers will hear when you place them on hold during a conversation by clicking the drop-down list.
- 7. Click Submit to save your changes.



# Music On Hold – Importing pre-recorded Music (in .wav format)

- 1. Click the **My Settings** tab in the main menu. The Account Summary page displays.
- Click Music On Hold in the Call Settings panel. The Music window displays.
- Click the New button corresponding to the music or greeting you want to upload. The Upload Music On Hold – New page displays.
- 4. Enter a name for your greeting in the greeting **Name** field.
- 5. Click **Import**. Your browser's search window displays. Browse the file you wish to import, highlight and click Open. A status bar will display the progress. Your greeting has been loaded when the status bar stops moving and the length of your greeting is displayed. Click **Play** to review your greeting.
- 6. Click **Submit** to save your changes.
- Tip: For best quality greeting, format must be either: - CCITT u-Law (G711a), 8 kHz, 8 bit mono (recommended) or - PCM 8 kHz, 16 bit mono
- **NOTE:** Importing music only works with Internet Explorer 5.x and higher. The Active X Control does not work in Netscape, Mozilla or Mozilla Firefox browsers.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut
					J			
CALL	SETTINGS	My Rules	3					
Answering	Rules	Rule Nar	ne	Music On Hold			3	
		Business	Hours	Music On Hold:	Ring tones	-	▶ New Hit 🔀	
Forwarding Numbers				Interrupt music every:	30 seconds	-	_	
Greetings				Interrupt with prompt:	Thank you, Stay on th	e line 🔻	New Edit 🗙	
Music On Ho	bld	My Rule	1	Music On Hold:	Jazz	•	New Edit 🗙	
▶ Block	Ced Numbers			Interrupt music every:	Never (Don't play any	prompts) 🔹		
RingOut Opt	ions			Interrupt with prompt:	Thank you, Stay on th	e line 👻		
▶ RingMe Opti	ons							
DigitalLines								
Caller ID Set	up							

#### Upload Music On Hold - New

You can upload your own custom music on hold using the interface below.

Please enter a name for your music on hold and then press Import to upload a pre-recorded .wav file (the properties of your .wav file must be PCM, 8kHz or 11kHz, 16 bit, mono).

You can also use the Record button to record music from an external device, like a CD player, using the line-in on your computer.

The maximum allowed duration is 15 minutes.

Name:



## Message Settings – Forwarding Voice or Fax Mail to Different Employees

- 1. Click **My Settings** in the main menu. The **Account Summary** page displays.
- 2. Click Notification Settings in the left panel. The notifications Settings page displays.
- 3. Click the switch to Advanced button for more advanced notification options. Customize text and e-mail delivery of different types of messages to different employees.
- In the Voice Message panel, configure to receive e-mail and text messages when voicemail arrives.
- 5. If you uncheck the Urgent Priority box in the Voice Messages panel, you could even configure different delivery addresses if the voicemail was marked "Urgent."
- 6. Click submit to save changes.





## Message Settings – SMS Text Alert to Mobile when Messages Arrive

- 1. Click **My Settings** in the main menu. The **Account Summary** page displays.
- 2. Click Notification Settings in the left panel. The Notifications Settings page displays.
- Enter your Mobile's text address to which to send the SMS alert. Use the Add Mobile Phone link and RingCentral will append the carrier's DNS address.

```
    Voice Messages
Select Enabled in the Text
Messaging drop-down box if
you want to automatically
receive a text message alert on
your mobile.
```

```
5. Fax Messages
```

Select Enabled in the **Text Messaging** drop-down box if you want to automatically receive a text message alert on your mobile.



Example of the text notification

Overview	Messages	Call Log	Contacts	Company Se	ettings	My Settings	Download	Fax	Out	RingOut	Availa	ible		
			///			ζ m					_			
ACCO	UNT	Notificatio	on Settings			$\bigcirc$	1				<u>پې</u>	9 📀		
Account Summa     Personal Inform     Billing Informat	ary nation ion	Select your To add one o	preferred type of more mobile	of notification fo phones (for text	or each o messagi	f the following opt	ons below. Sep or PDAs), click	arate mu Add Mo	ultiple em bile Pho	ail addresse ne.	s with semi-co	olons.		
► Calling Rates		For increase	ed flexibility, sv	vitch to Advance	d Notific	ation Settings: 📑	WITCH TO ADVAN	CED						
Tell a Friend			-			_								
CALL SE	TTINGS	Email notifi	cations will be s	ent to:	brian@	ringcentral.com								
Answering Rule	e6	Format of r	otification emai	ils:	HTML	-								
Forwarding Nu	mbers	T				•		Add M	obilo Dho	_3				
▶ Greetings		Text messa	ges will be sent	10:				Aug m						_
Music On Hold		Voice Mes	sages						1''')d	Mobile Pł	none - Win	dow 🕒		×
Blocked/Allowed	d Numbers	Email			Se	and Notification Or	ly .							
RingOut Option	16					Delete message	from my acco	unt	😑 http	://service	ringcentra	l.com/se	tup/add	_m   🖄
RingMe Option	16	Text	Vessaging		A Fr	abled _								
DigitalLines					-	lin			Phone	e Number:	88855512	12		
Caller ID Setup	)	Fax Messa	ges		(	11			Provi	der:	-		-	
MESSAGE	SETTINGS	Emai	I		Se	end Notification Or	ly .				SURMIT			
<ul> <li>Notification Set</li> </ul>						Delete message	from my acco	unt						
Web Settings     Volcemall Setting		Text I	Messaging		5 Er	abled 💂								
<ul> <li>Fax Settings</li> </ul>	2					Jm.			🅘 Inter	net   Prot	ected Me	<b>@</b> ▼	🔍 75%	-
		Incoming	Calls			(1.1)			_	_		_	_	
		Emai	I		De	Not Send Notific	ation 👻							
						Unless the calle	r leaves a voice	email						
						Unless I've ans	vered the call							
		Text I	Messaging		Di	sabled 💂								
						Unless a messag	e was received							
						Unless the call wa	s answered							
		Outbound	Fax Confirma	tions										
		mail	1		Se	and Email Confirm	ations .	-						
		ext l	Messaging		Di	sabled 🖕								
n: RingCentral ect Voice Mes	isage					suami	<u>՝</u>							
Smith (734) 55 Central user (f	602) 555-383	34				Ċ	J 6							

## Message Settings – SMS Text Alert for Missed Incoming Calls

Click My Settings in the main 1. menu. The Account Summary page displays.

- Click Notification Settings in 2. the left panel. The Notifications Settings page displays.
- Enter your Mobile address. 3.
- 4. Select Enabled in Text Messaging.
- 5. Check the "Unless a message was received'" and "Unless the call was answered" check boxes.
- SUBMIT Click 6. to save changes.

Overview	Messages	Call Log	Contacts	Company	Settings	My Sett	ings	Download	FaxOut	RingOut			
						h	ղ						
ACCOL	ЛИТ	Notification	Sottings			<u> </u>	5				<u>, 99</u> 🙆		
Account Summar	у	nouncation	Jettings					1					
Personal Information	tion	Select your p	oreferred type of	of notification	for each of	f the follow	ing opti	ions below. Sep	parate multipl	e email addres	sses with semi-		
Billing Information	n	coloris. To ad	ad one of more	i mobile prior	nes (tor text	r messaging	g to ben	phones or PDA	s), cito, Auu i	Nobile Phone.			
Calling Rates		For increase	d flexibility, sw	itch to Advan	ced Notification Settings: SWITCH TO ADVANCED								
Tell a Friend													
CALL SET	TINGS	Email notific	sations will be	ent to:	brian@rinoce	entral com							
Answering Rules	i	Email notine	ations will be	in l	LITH		2						
Forwarding Num	bers	Format of ho	ouncation ema	lis:	HIML .	•	5						
Greetings		Text messag	es will be sent	to:	8885551212			Add Mo	bile Phone				
Music On Hold		Voice Mess	2005										
Blocked/Allowed I	Numbers	Torice mes	ages.		Con	d Madiff and							
RingOut Options	·	Email			Sen	o Notificati	on Only	· <del>·</del>					
<ul> <li>RingMe Options</li> </ul>						Delete mes	sage rro	om my account	when emaile	a			
DigitalLines		Text M	essaging		Ena	Enabled - 4							
Caller ID Setup	ETTINCE	Fax Messa											
MESSAGE S	ETTINGS	Fax Messa	yes		-								
<ul> <li>Web Settings</li> </ul>	"_lm	Email			Sen	d Notificati	on Only	· <del>-</del>					
<ul> <li>Volcemail Setting</li> </ul>						Delete mes	sage fro	om my account	when emaile	d			
Fax Settings	- 2	Text M	essaging		Disa	bled 👻							
		Incoming C	alls										
		Email			Sen	d Notificati	on on E	very Call 👻					
						Unless the	caller le	aves a voicem	ail				
					J 🛛	Unless I've	answere	ed the call					
		Text M	essaging		Enal	bled 👻							
		iext m	essaging										
						niess a mes	sage w	as received					
					0	nless the ca	all was a	answered					
		Outbound F	ax Confirmati	ons									
		Email			Sen	d Email Co	onfirmati	ions 👻					
		Text M	essaging		Disa	bled 🚽							



## Message Settings – Web Settings: Auto Delete VM / RingCentral VM Player

- Click My Settings in the main menu. The Account Summary page displays.
- 2. Click **Web Settings** in the left panel. **The Web Settings** page displays.
- 3. Select your preferences.
- 4. Check "Automatically delete old messages.." box if you receive lots of messages, and don't want mailbox filled up. If this option is not selected and when your mailbox is full, callers will not be allowed to leave a message.
- 5. Install the "RingCentral Voicemail Player" from your Download menu, choose it as your default media player.
- Click the "play audio" icon in your Messages folder to listen to the voicemail messages.
- 7. Click submit to save changes.
- NOTE: The Voice mail player options can only be viewed in Microsoft Internet Explorer. Other browsers are not compatible.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut		
	μų.				m					
ACCO	ли Ти	Web Settin	gs		$\cup_1$	1			00 100	0
Account Summar	, <b>6</b>									
Personal Informa	tion	Number of m	nessages to dis	play per page in Messag	es: 10 👻 3					
Billing information	n	Automat	ically delete o	ld messages if my mailbo	x reaches capaci	ity (200 message	25) 🛕			
Calling Rates					-					
Tell a Friend		Number of re	cords to displa	ay per page in the Call Lo	og: 25 🚽					
CALL SET	TINGS	Call Log Def	ault View:		Simple	-				
Answering Rules		Chan and the	Call Lans for		Mu Estanti	an Only				
Forwarding Num	bers	Show me the	2 Call Logs fro	m.	Wy Extensi	on Only 👻				
▶ Greetings		When looking	g up a phone	number's Location, use:	Google Ma	aps 👻				
Music On Hold										
Blocked/Allowed	Numbers	Please selec	t the type of m	edia player you would li	e to use when lis	tening to voice	messages ove	r the Internet:		
► RingOut Options		RingCen	tral Voicemail	Player 5						
▶ RingMe Options		System [	Default Player							
DigitalLines										
▶ Caller ID Setup					SUBMIT					
ME\$\$AGE \$	ETTINGS				h	_				
Notification Setting	nga				$\cup$	1				
Web Settings n.		Inbox 11-10-0	f 22 (14 new)				¢.	2		
Volcemail Se	n o	Open F	rom Na	Locat	on Received	Length	Save Forward			
+ Fax Settings	<u> </u>		RingCentral Inc. Vot	e for Roo Central, Webware	Thu 04/16/2009	8:31 PM 7 KB	e 🗢			
		di Play 🔲 🔅	314) 831-3345 •E	Add Contec Saint I	Wed 03/18/2009	5:55 AM 5 sec	æ 🤤			
		Ø: Play 🔲 🤇	904) 854-5736 🛛 🖽	Add Contact Jackso	n Wed 03/18/2009	2:56 AM 17 sec	e 🤜			
		Play 🖸 🤇	904) 854-5736 🛛 🖽	Add Contact Jackso	n Tue 03/17/2009	10:13 PM 23 sec	🗢 🧠			
			931) 484-7501 •EII	Add Contact Cross	vi Fri 03/13/2009	8:15 AM 21 sec	₽			
		G: Play	302) 383-1380	Add Contact VVIImi	ng Fri 03/13/2009	5:50 AM 43 sec	₽			
			718) 522-1720 HE	Add Contact RECO	IV Tue 03/10/2009	3:51 AM 15 sec				
		4: Play C	718) 522-1570	Add Contact Brook	// Tue 03/10/2009	3:37 AM 2 sec	÷ •			
		4: Play 🔲 (S	973) 320-2504 📲	Add Contact Nutley	NJ Mon 03/09/2009	9:40 AM 10 sec	e 🤤			
							b according			
		DELETE M	MARK AS READ	BLOCK		NEXT	REFRESH			

## Message Settings – Fax Settings

- 1. Click **My Settings** in the main menu. The **Account Summary** page displays.
- Click Fax Settings in the left panel. The Fax Settings page displays.
- 3. Select to receive incoming faxes as PDF or TIFF files.
- Choose the cover page style to use when using FaxOut or fax by e-mail.
- 5. Enter all e-mail addresses that will be allowed to send faxes via e-mail through this account.

**NOTE:** The e-mail address you entered in Personal Information is always treated as a trusted address.

 Check whether to not include a Cover Page when Subject field is empty.



7. Click submit to save changes.

# **Extensions – Setting up Company Level Rules**

- 1. Click **Company Settings** in the main menu. The Extensions Summary page opens.
- 2. Click **Company Rules** in the left menu. The Company Menu Rules page opens.
- 3. If you wish to establish a separate After Hours rule, press the link to the right of the Company After Hours line and follow the wizard. (If you don't create After Hours times, the Business Hours rule will be in operation 24 hours a day.
- 4. To establish how calls will be answered at the Company level during Business hours, click **Edit.**
- 5. Specify how to handle incoming calls. Either:
  - a) Play Company Greeting with option to disconnect caller or send onto extension 0 after greeting is played,

OR

- b) Don't play Company Greeting. Route caller directly to a specific extension, or, to all extensions in rotating order.
- 6. Click Finish to complete.





# Extensions – Activating a Company Directory

- 1. Click **Company Settings** in the main menu. The Extensions Summary page displays.
- Click Company Directory in the left menu panel. The Company Greetings page opens. (Click Continue to set up your Company Directory).
- 3. In the Company Directory Settings Page:
  - a) Enter the Extension Number the callers will use to access your Company Directory.
  - b) Select whether to search by First Name or Last Name.
  - c) Select the amount of letters (between 1-4) the callers will enter to search.
  - d) Choose if the callers will hear the entire directory when pressing (1).
  - e) Click Next.
- 4. In the Company Directory Extensions page:
  - a) Select the Extensions you wish to add to your Company Directory.
  - b) Click **No** to toggle **Yes** in the Directory Company column.



Exte	ensions Summary 4						8 	9				
	Extensions	Depa	artment	is								
Ext.	Name	Messages New Saved		Status / Change	Rules	Company Directory	Preferences	Delete				
<u>0</u>	John Doe	<u>14</u>	<u>8</u>	Enabled	Edit	Yes	Edit					
<u>100</u>	Extension 1	<u>0</u>	<u>0</u>	Enabled	Edit	No	Edit					
<u>222</u>	fax on demand	<u>0</u>	<u>0</u>	Enabled	Edit	No	Edit					
<u>702</u>	Jane Doe	1	<u>0</u>	Enabled	Edit	Yes	Edit					
<u>703</u>	Johnny Appleseed	2	<u>0</u>	Enabled	Edit	Yes	Edit					
<u>705</u>	Extension 1	<u>0</u>	<u>0</u>	Enabled	Edit	Yes	Edit					
<u>706</u>	Extension 1	<u>0</u>	<u>0</u>	Enabled	Edit	Yes	Edit					
<u>709</u>	Extension 2	<u>0</u>	<u>0</u>	Disabled	Edit		Edit					
<u>803</u>	Jane Watson	1	<u>0</u>	Enabled	Edit	Yes	Edit					
<u>9</u>	Company Directory						Edit					
Dead	ADD EXTENSIONS DELETE Describes to remove all your extensions and switch your account to Single Extension Mode											

# **Extensions – Selecting Feature Permissions for Employees**

- 1. Click **Company Settings** in the main menu. The Extensions Summary page displays.
- 2. Click **Extensions Permissions**. The Extension Permissions page displays.
- 3. Set permissions for: Admin International RingOut RingMe Send Fax Caller ID After Agent Profile Rule View extensions Regional Settings
- 4. Click **Submit** to save changes.

Overview	Messages	Call	Log	Contacts	Comp	Company Settings		ettings	Downl	oad	FaxOut	RingOut	Av	ailable
							1							
EXTEN	SIONS	Exte	nsion	Permissio	าร									
▶ Extensions		You o	an disa	llow certain ex	tensions	from usina	the following f	eatures b	v desele	ctina then	n here.			
Extension Per	missions 2						j							
COMPANY	SETTINGS	Ext.		Name	3	<u>Admin</u>	International	<u>RingOut</u>	<u>RingMe</u>	Send Fax	Caller ID	Alter Agent Profile Rule	View extension	Regiona Settings
Company Rule	es	0	Syster	n Extension	-	$\checkmark$	V	V	1	V	$\checkmark$			
Company Gre	etings	1	Sales									1		<b>V</b>
Company Dire	ctory	100	Exten	sion 1								1		
Regional Setti	ngs	2	Custor	mer Service								1	<b>V</b>	<b>V</b>
Caller ID Name	9	222	fax on	demand			<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	1	<b>V</b>	<b>V</b>
DEPART	MENTS	702	Jane D	)oe			<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>
<ul> <li>Departments</li> </ul>		703	Johnny	Appleseed			<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>
Agents Status	3	705	Exten	sion 1			<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>	<b>V</b>
Departments	Status	706	Exten	sion 1			<b>V</b>	<b>V</b>	<b>v</b>	<b>V</b>	<b>V</b>	1	$\checkmark$	<b>v</b>
		707	test									1		<b>V</b>
		803	Jane V	Vatson										
							_		1					
								SUBMIT	4					

# **Extensions – Adding more Extensions**

- 1. Click **Company Settings** in the main menu. The Extensions Summary page opens.
- 2. Click Add Extensions. The Additional Extensions page opens.
- 3. Enter the number of additional extensions needed.
- Click Submit. The Extensions Summary page opens with the additional extensions disabled.

Your RingCentral plan comes with extensions. Professional – 5 extensions Business Plus – 10 extensions Business Power – 20 extensions Business Premium – 100 extensions

5. Click **Continue** to proceed.

You will only need to purchase additional extensions when you have used your allotment.

Tip: The most cost effective way to get more extensions is to upgrade to a higher service plan.

Overview	Messages	Call Log	Contacts	Company Setting	s	My S	ettings	Download	FaxOut	RingOu	t Avail	able
					T							
EXTEN	SIONS	Extension	s Summary									2 🧣
Extensions			_									
▶ Extension Per	missions	E	xtensions									
COMPANY	SETTINGS	Ext.	Nam	e -	Mess	ages	Status / Char	nge	Rules	Company	Preferences	Delete
Company Rule	IS	0 John D			New	Saved	Enabled	Edi		Vee	Edit	
Company Gre	etings	0 30000	<u>ue</u>		14	2	Enabled	<u>cu</u>	<u>u</u>	165	Eult	
▶ Company Dire	ctory	100 Extensi	<u>on 1</u>		0	<u>0</u>	Enabled	Ed	<u>it</u>	No	Edit	
Regional Setti	ngs	222 fax on d	lemand		<u>0</u>	<u>0</u>	Enabled	Ed	it	No	Edit	
▶ Caller ID Name	•	702 Jane D	oe		1	<u>0</u>	Enabled	Ed	it	Yes	Edit	
DEPART	MENTS	703 Johnny	Appleseed		<u>2</u>	<u>0</u>	Enabled	Edi	it	Yes	Edit	
▶ Departments		705 Extensi	<u>on 1</u>		<u>0</u>	<u>0</u>	Enabled	Ed	it	Yes	Edit	
<ul> <li>Agents Status</li> </ul>	\$	706 Extensi	<u>on 1</u>		<u>0</u>	<u>0</u>	Enabled	Edi	it	Yes	Edit	
▶ Departments \$	Status	709 Extensi	on 2		<u>0</u>	<u>0</u>	Disabled	Edi	it		Edit	
		803 Jane W	atson		1	<u>0</u>	Enabled	Edi	it	Yes	Edit	
		9 Compa	ny Directory								Edit	
	2		ISIONS								DEI	ETE

All of your free extensions are currently active.
You may add as many extensions as you like at low price of \$2.99 each per month.
Please enter the amount of extensions you would like to add:
Additional Extensions: 0 @ \$2.99 each per month (\$2.99 total)
The cost of these additional extensions is a recurring monthly charge. Any available discount will be applied at the time you place your order.

# **Extensions – Disabling and Deleting Extensions**

1. Click **Company Settings** in the main menu. The Extensions Summary page displays.

#### To Disabled an extension:

- Click Enabled on the extension you wish to disable. The Disabled Extension page displays.
- 3. Click **Submit** to save changes.

**NOTE**: Disabling an extension leaves the extension and all its rules in the system. You can re-activate the extension by clicking Disabled.

#### To Delete an extension:

- 4. Click the check box in the Delete column corresponding to the extension you wish to delete.
- 5. Click Delete. The warming window displays.
- 6. Click **OK** to continue.

**NOTE**: Deleting an extension removes the extension and all its rules from your system. You would need to rebuild all the extensions permissions and rules to recreate the extension.

Overview	Messages	Call Log	Contacts	Company Settings		My S	ettings	Download	FaxOut	RingOu	t Avail	able
					+							
EXTEN	SIONS	Extension	s Summary									2 🔮
Extensions												
Extension Permissions		E	xtensions									
COMPANY	SETTINGS	Ext.	Name		Mes	sages	Status / Cha	nge	Rules	Company	Preferences	Delete
<ul> <li>Company Rule</li> </ul>	es	0 John Dr	0e		14	Saved	Enabled	F	Edit	Yes	Edit	
<ul> <li>Company Gre</li> </ul>	etings	100 Evtensi	on 1		0	0	Enabled	2	Edit	No	Edit	
Company Dire	ectory	200 fex en d	lomond		2	2	Enchled	- <u>-</u>	_ <u></u>	Vee	Edit	
<ul> <li>Regional Setti</li> </ul>	ngs	222 Tax on 0	lemand		Ū	Q	Enabled	1		res	Ealt	
<ul> <li>Caller ID Name</li> </ul>	e	702 Jane De	<u>oe</u>		1	<u>0</u>	Enabled	E	Edit	Yes	Edit	
DEPART	TMENTS	703 Johnny	Appleseed		<u>2</u>	<u>0</u>	Enabled	E	Edit	Yes	Edit	□4
Departments		705 Extensi	<u>on 1</u>		<u>0</u>	<u>0</u>	Enabled	E	Edit	Yes	Edit	
Agents Status	5	706 Extensi	<u>on 1</u>		<u>0</u>	<u>0</u>	Enabled	E	Edit	Yes	Edit	
Departments \$	Status	709 Extensi	<u>on 2</u>		<u>0</u>	<u>0</u>	Disabled		Edit		Edit	
		803 Jane W	atson		1	<u>0</u>	Enabled	E	Edit	Yes	Edit	
		9 Compa	ny Directory								Edit	
		ADD EXTEN	ISIONS								DE	ETE
		Deactivate Exte	ensions to remove	all your extensions and s	witch	your ac	count to Single	Extension M	ode.			



# **Extensions – Deleting All Extensions**

- 1. Click **Company Settings** in the main menu. The Extensions Summary page displays.
- 2. Click **Deactivate Extensions**. The Deactivate Multiple Extensions page opens. READ WARNING!
- Click Continue. A second warming page displays.
- 4. Click **Submit** to save changes.

**NOTE:** Extension 0 settings will then be in effect for your non-extension account.

Deactivate Multiple Extensions

If you want to deactivate multiple extension mode and convert your account to single extension mode, please click Continue.

**Warning!** All of your extensions and any messages or greetings therein will be deleted if you convert to a single extension these greetings and messages cannot be recovered.

Overview	Messages	Call Log	Contacts	Company Setting	js	My S	ettings	Download	FaxOut	RingOu	t Avail	lable
					1							
EXTEN	ISIONS	Extensio	ns Summary									2
Extensions			_									
▶ Extension Per	rmissions		Extensions		Departments							
COMPANY	SETTINGS	Ext.	Nam	e	Mess	sages	Status / Char	nae	Rules	Company	Preferences	Delete
▶ Company Rule	es				New	Saved				Directory		
▶ Company Green	eetings	<u>0</u> John I	Doe		<u>14</u>	8	Enabled	Ed	lit	Yes	Edit	
▶ Company Dire	ectory	100 Extens	sion 1		<u>0</u>	<u>0</u>	Enabled	Ec	lit	No	Edit	
Regional Setti	ings	222 fax on	demand		<u>0</u>	<u>0</u>	Enabled	Ec	lit	Yes	Edit	
▶ Caller ID Nam	e	702 Jane I	Doe		1	<u>0</u>	Enabled	Ed	iit	Yes	Edit	
DEPART	TMENTS	703 Johnn	y Appleseed		2	<u>0</u>	Enabled	Ed	iit	Yes	Edit	
▶ Departments		705 Extens	sion 1		<u>0</u>	<u>0</u>	Enabled	Ed	iit	Yes	Edit	
<ul> <li>Agents Status</li> </ul>	5	706 Extens	sion 1		<u>0</u>	<u>0</u>	Enabled	Ed	iit	Yes	Edit	
▶ Departments	Status	709 Extens	sion 2		<u>0</u>	<u>0</u>	Disabled	Ed	lit		Edit	
		803 Jane \	Natson		1	<u>0</u>	Enabled	Ec	it	Yes	Edit	
		9 Comp	any Directory								Edit	
	-	ADD EXTE	NSIONS								DEI	LETE
	4	Deactivate Ex	<u>tensions</u> to remove	all your extensions and	switch	your ac	count to Single	Extension Mod	le.			
	4	Deactivate Ex	<u>tensions</u> to remove	all your extensions and	switch	your ac	count to Single I	Extension Mod	le.			_



# Messages – Listening to Voice Messages from a Telephone

- 1. Call your toll-free or local RingCentral number.
- 2. Press the star (\*) key.
- 3. Enter your password.
- 4. Press the **pound (#)** key as soon as your service answers or as soon as it starts ringing.
- NOTE: If you have multiple extensions, you will need to dial an extension before you attempt to login. For example, if you are logging into extension 101, you should dial your RingCentral number. Then, press 101\* [password]#.
- 5. Press **one (1)** to listen to your messages. During or after listening to the message, press one of the following actions options listed on the right.

То	each the Main Menu, Dial your Main or Local Number	then
- Wi	h extensions, Dial the extension. Press 🂌 then Enter your password and Press 🗰 or	
if y	ou don't have extensions, simply Press 💌, Enter your password and Press 🗰	
ſ	1 Listen to Messages	
	1 Repeat the message	
*	2 Save the message	
	3 Erase the message	
	4 Return the call	
	5 Forward the message to extension	
	6 Skip the message (keeping it new)	
	* Exit message review	

# Messages – Listening to Voice Messages from the Online Panel

- 1. Click the **Messages** tab in the main menu. The **Messages** page displays. (The page automatically shifts to your inbox folder.)
- 2. Click the button to listen to the message.
- 3. Your PC's media player will begin playing the message.
- Tip: If you select RingCentral

Voicemail player as your default player, you only need to hover your cursor over Play. The message will automatically play. You can find the RingCentral Voicemail player in the Download tab.

**NOTE:** The RingCentral Voicemail player only works with Internet Explorer and will not work when you use the Mozilla Firefox browser.

RingCentral stores messages in your online account for up to 30 days.

Click the check box next to the number and then an orange button on the bottom to: Delete the Message Mark the message as read Mark messages as unread Block the number

Overview	Messages	Call Log	Contacts	Company Settir	ngs My Settings	Download	FaxOut	RingOut
	─ 1							
Open	From	Name	•	Location	Received	Leng	jth Save	Forward
🏷 View	RingCentra	al Inc. Vote f Webw	or RingCentra are Finalist	al,	Thu 04/16/2009	8:31 PM 7 KB	ſ	-
4:Play 2	(314) 831-3	<u>3345</u> 🕫 <u>Ac</u>	id Contact	Saint L	Wed 03/18/2009	5:55 AM 5 sec	: 👎	₽
DELETE	MARK AS REA	MARK	AS UNREAD	BLOCK			NEXT 🕨	REFRESH
+3								
🏉 Voicem	nail Player - Win	dows Interne	t Explor 🕒					
🖉 http://	/service. <b>ringcen</b>	tral.com/msg	js/voicemsg.	asp?msgid 🔯				
Messa	ige from: (314) 8	31-3345						
Stoppe	ed			0.6 sec				
	Play Stop							
Interne	et   Protected M	ode: On	- €	∎ 100% ▼				

# Messages – Viewing Fax Messages from the Online Panel

- 1. Click the **Messages** tab in the main menu. Under folders on the left panel, click **Sent Items**. (**Sent Items** folder displays.)
- 2. Click the Save \_\_\_\_ icon.
- 3. Click **Open** in the File Download window and the fax image will be presented.

**NOTE:** Images are displayed in PDF format by default.

**Tip:** The **Wiew** button is best used for preview only, as the image quality is not as good as clicking Save/Open.

RingCentral will store faxes in your online account for up to 30 days.

Click the check box next to the number and then an orange button on the bottom to:

Delete the message Mark the message as read Mark messages as unread Block the number



# Messages – Downloading Voice (or Fax) Messages to Your PC

- 1. Click the **Messages** tab in the main menu. (The **Message** page displays.)
- 2. Select the message you want to download, and click the Save icon.
- 3. The File download window displays.
- 4. Click **Save** (The **Save As** window displays). Browse to where you want to save your file on your PC, and click **Save**.

ength Save KB P Sec P	Forward       2
ength Save KB (P) Sec (P)	② Forward 2 ➡
ength Save KB 👎	Forward
KB 🔛	2
sec 🖓	
NEXT	REFRESH
	NEXT

#### Account Settings - Adding a **RingCentral Phone Number**

- 1. Click My Settings tab in the Main Menu. (Account Summary page displays)
- 2. Click the Add RingCentral Phone Number link. (Add RingCentral Number page displays)
- 3. Choose the type of number you want to add to your service and complete the activation wizard.

#### NOTE:

•Your RingCentral number will be activated immediately.

•Allow up to 10 business days for Vanity numbers to be activated.

•Order a Vanity number and make it easy for customers to remember your phone number! For more information, *click here*.

Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut		
			-					
Account	Summary						88 •==	3
<u>Service Plan</u> Included Cal	: ling Credits:	RingC \$29.3	entral Plus - teste 5 available	r, subscriber sin	ice 06/09/200	5		
	J	(498 <u>PI</u>	an minutes at 5.9¢)					
Purchased C	Calling Credits:	\$59.0 (1,000	0 available <u>Plan</u> minutes at 5.9¢)					
		<u>Auto I</u>	Purchase					
International	Calling:	Enabl	ed					
Regional Set	ttings:	Pacifi	c Time (US & Can	ada)				

Phone Number		Location	Туре	Extension	
Main:	(888) 555-1212	Toll-Free	Voice and Fax	0 - System Extension	
Fax:	(415) 408-5726	Novato, CA	Fax only	0 - System Extension	Delete
	(800) 381-5815	Toll-Free	Fax only	Company Greeting	Delete
	(469) 374-8732	Dallas, TX	Voice and Fax	Company Greeting	Delete
	(888) 524-4103	Toll-Free	Voice only	2 - Customer Service	Delete
	(888) 254-1743	Toll-Free	Voice and Fax	Company Greeting	Delete

Transfer an Existing Number

2	Add RingCentral Phon RingCentral Digitation	e Num es	ber
	Phone Number	Devic	e Name
	(866) 610-9440	Contra Co	SoftPhon
	Voice and Fax		PC: CURT
	(888) 536-0191	Contraction of	SoftPhon
	Voice and Fax		PC: vlad-v

#### Add RingCentral Number

What kind of number would you like to add to your service?

Additional numbers are \$4.99 per month and will be billed with your regular monthly service charges.

C: CURT	0	Standard Toll Free Number (No extra charge) ⊚ (888) ● (877) ● (866) True 800 Number ( <mark>\$30.00</mark> \$15.00 one time charge)		(888) 316-9107 <b>v</b> (800) 313-4805 <b>v</b>
C. VIAG-VI	0	Local Number Choose State/Province Select an Area Code	Ţ	Sort by ◎ City ◎ Area Code
	٢	Search for a Vanity Toll Free Number Enter any combination of letters, numbers or wildcards (the * syn 8** <u>Search</u> Learn more about using wildcards	mbol)	Keypad Reference

One-time \$30 Vanity number setup fee will be charged when activated.



#### Account Settings – Pointing a RingCentral Number Directly to an Extension

- 1. Click **My Settings** in the **Main Menu**. (Account Summary page displays)
- 2. Click the link (under the **Extension** column) of the phone number you want to redirect (in this example, *888 254-1743*).
- 3. Select the extension from the drop-down list (*in this example, 702 Jane Doe*).
- 4. Click **Submit** to save changes. Callers will now be routed to Extension 702 when they dial 888 254 1743.

RingCe	entral Phone Nun	ibers			_				
Phone	Number	Locatio	n	Туре	<b>(</b>	Extension			
Main:	(888) 555-1212	Toll-Fre	e	Voice a	and Fax	0 - System Extens	ion		
Fax:	(415) 408-5726	Novato	CA	Fax on	ly <u>(</u>	0 - System Extens	ion	Delete	
	(800) 381-5815	Toll-Fre	e	Fax on	<u>ly</u>	Company Greetin	g	Delete	
	(469) 374-8732	Dallas,	ТХ	Voice a	and Fax	Company Greetin	a	Delete	
	(888) 524-4103	Toll-Fre	e	Voice (	only 2	2 - Customer Serv	<u>vice</u>	Delete	
	(888) 254-1743	Toll-Fre	e	Voice and Fax 2		Company Greeting		Delete	
Transf	er an Existing Nu	mber			2	•			
Add Ri	ngCentral Phone	Number							
Tu'u ru	inquotini ant interio								
		-		_		-			
	Call Log	Contacts	Company Settin	igs	My Settings	Download	FaxOut	RingOut	
	Assian Ri	acentral P	hone Number	to Ex	tension				
	, looigh i li	goonnair		V					
				•	<b>/</b>				
	Assign (888)	254-1743 to:	702 - Jane Doe		<b></b>				
			Company Greetin	Ig					
			Company Directo	ry					
			Extensions			CANCEL			
			0 - System Exten:	sion					
			1 - Sales						
			2 Customer Ser	ine					
			222 - fax on dem	and					
			222 - lax on dem	anu					
			702 - Jane Doe						
			702 - Jane Doe 703 - Johnny Apr	leseed	1				
			702 - Jane Doe 703 - Johnny App 705 - Extension 1	leseed	I				
			702 - Jane Doe 703 - Johnny App 705 - Extension 1 706 - Extension 1	leseed	1				

#### Account Settings – Changing a RingCentral Number to Receive Faxes Only

**RingCentral** phone numbers can be provisioned at the front end to receive:

#### Voice and Fax calls or Fax calls only

- 1. Click **My Settings** in the **Main Menu**. (Account Summary page displays)
- Click the link (under the Type column) of the phone number you want to provision for Fax only. (Edit RingCentral Number page displays)
- 3. Click the **Fax Only** radio button.
- 4. Click **Submit** to save changes.

#### NOTE:

•After saving changes, the number is now provisioned for **Fax only**.

•The number can then be assigned to Extension 0 to give callers a fax tone once they connect. If the extension is left as "**Company Greeting**," the company greeting will play for a few seconds followed immediately by the fax tones.

RingCe	entral Phone Numbers	_			
Phone	Number	Location	Туре	Extension	
Main:	(888) 555-1212	Toll-Free	voice and Fax	0 - System Extension	
Fax:	(415) 408-5726	Novato, CA	Fax only	0 - System Extension	<u>Delete</u>
	(800) 381-5815	Toll-Free	Fax only	Company Greeting	<u>Delete</u>
	(469) 374-8732	Dallas, TX	Voice and Fax	Company Greeting	<u>Delete</u>
	(888) 524-4103	Toll-Free	Voice only	2 - Customer Service	<u>Delete</u>
	(888) 254-1743	Toll-Free Z	Voice and Fax	Company Greeting	<u>Delete</u>
Transfe	er an Existing Number		•		
Add Rir	ngCentral Phone Number	<u>r</u>			
	Edit Ring(	Central Number			
	Phone Numb	per: (888) 254-1743:			
	3 ● Voice ar ○ Voice or	nd Fax nly			
	Fax only	/	4 📼		

# Account Settings –Purchasing Calling Credit Minutes

 Click My Settings in the Main Menu. (Account Summary page displays and shows remaining balances of Included and Purchased Calling minutes.

Included Minutes expire at the end of the monthly billing cycle.
Purchased Minutes roll-over for up to 12 months.

- 2. Click Auto Purchase to buy additional calling credit minutes. (Auto Purchase Options page displays)
- Choose a Calling Credits Package, i.e., \$20 (equivalent to 399 Plan) or \$100 (equivalent to 1,695 Plan).

#### OR

Click the **Buy Now** link to immediately purchase call credits if you ran out of **Included Minutes**.

4. Click Submit to save changes.

#### NOTE:

•Purchased Minutes will roll over for up to 12 monthly billing periods.

•Auto Purchase ensures you will never ran out of calling credits. The selected Calling Credits Package will be automatically purchased once you run low on calling credits.

•Check that your account's **Auto Purchase** is **Active** to ensure that you will never run out of minutes, which could lead to service interruptions.

Call Lo	g Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	
			1				
Accou	nt Summary						) •••••
Service I Included	Plan: Calling Credits:	RingC <b>\$29.5</b> (500 <u>P</u>	Central Plus - tester 0 available l <u>an</u> minutes at 5.9¢) 0 available	r, subscriber sin	nce 06/09/200	5	
International	onal Calling: Settings:	2 Auto I Pachi	Plan minutes at 5.9¢) Purchase ed c Time (US & Cana	ada)			
RingCer	ntral Phone Number	rs	-				
Main:	(888) 555-1212	Toll-Free	Voice and Fa	exte ex 0-5	e <b>nsion</b> System Extensi	ion	
Fax:	(415) 408-5726	Novato, CA	Fax only	<u>0 - S</u>	System Extensi	ion	<u>Delete</u>
	Auto Purchase ( Auto Purchase featu when you are runnin month-to-month for u	Options Ire ensures you will never ru g low on calling credits, whi up to 12 months.	n out of calling credit ch prevents any pote	s. The selected p ntial interruption o	ackage will be of service. Purcl	automatically pu hased funds will i	rchased roll over
	Calling	g Credits Package					
	2 🔘 🤹 🔍	(equivalent to 339 Plan min	utesat5.9¢) <u>E</u>	<u>NON NOW</u>			

\$100.00 (equivalent to 1,695 Plan minutes at 5.9¢) Buy Now

۲



# Account Settings – Changing Your Time Zone

The call times displayed in the **Call Log** and **Messages** for both calls and faxes are adjusted for your timezone.

Each extension can have its own time-zone setting. To change, log into that extension and follow these steps:

- 1. Click **My Settings** in the **Main Menu**. (Account Summary page displays)
- 2. Click the **Regional Settings** link. (**Regional Settings** page displays)
- 3. Click the **Time Zone** drop-down list and select your new zone.
- Make the necessary changes in the additional fields, e.g., Formatting, Home Country Code, and Greetings Language.
- 5. Click **Submit** to save changes.

#### NOTE:

The option to change **Time Zone** is not allowed for an extension if **Regional Settings** does not appear as a hyperlink. Contact your administrator to enable this feature.



#### Account Settings – Updating Your Name and Personal Information

- 1. Click **My Settings** in the **Main Menu**. (Account Summary page displays)
- 2. Click **Personal Information** on the **ACCOUNT** Panel. (**Personal Information** page displays)
- 3. Enter the necessary changes in the different fields, e.g., Name, Contact Phone Number, and Contact Email Address.
- 4. Click **Submit** to save changes.

#### Tip:

•Fax and FaxOut cover sheets will automatically use the name and address entered in the Contact Information table.

•Fill out the **Company Name** field. **RingCentral**'s text-to-speech technology will convert your **Company Name** to speech and use it in the pre-recorded **Company Greeting**. For example,

"Thank you for calling ABC Company. If you know your party's extension..."

•Although the billing name and information of the credit card must match those filed at your bank, you can use any name, including your company name, in an account or extension.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut		
					1					
ACCO	тиис	Personal	Information						• <b>6</b> 8	?
Account Sum     Personal Infor	mation 2	Password &	Security							
Billing intorma	tion	Current P	assword: ***	*** Change						
Calling Rates		Security (	Question: W	hat was your dream job a	as a child? <u>Chan</u>	ge				
Tell a Friend										
CALL SE	ETTINGS	Contact Info	ormation							
Answering Ru	ules	Title:		Mr. 👻			F	Fields in <b>bold</b> a	are required	
Forwarding N	umbers	First Nam	e:	John	3					
Greetings										
Blocked/Allow	ad Numbers	Last Name	31	Doe			, .,			
<ul> <li>Biocked/Allow</li> <li>RingOut Option</li> </ul>	ns	Voicemail	Name:	Anito		Y O by	default or you can	change this here.	rst and last name	e
RingMe Option	ıs	Contact P	hone Number	: (650) 471-5	5200	Edit Thi	is is the primary wa	y for us to contact	you if your	
DigitalLines		Mobile Ph	one:	(510) 555-1	1212	Edit				
Caller ID Setup	p	Ducies	<b>F</b>	(010)000		<u>Cun</u>				
MESSAGE	SETTINGS	Business	Fax:			Edit				
Notification Set	ettings	Contact E	mail Address:	brian@ring	gcentral.com	Thi	is email is used to tements and other	deliver new passw account related in	ords, billing formation.	
Web Settings		Company	Name:	Anito		Yo	u can optionally ha	ave your Company	Name annound	œd
Voicemail Set	tings	Address	ine 1 <sup>.</sup>	1450 Eash	ion Island Blvd	Gre	etings	ny Greeting. <u>Go ta</u>	Company	
Fax Settings		Addeese		0						
		Address L	ine 2:	Suite 680						
		City:		San Mateo	0					
		State/Prov	ince:	California	•					
		Zip/Postal	Code:	94404						
		Country:		United Sta	ites 🔻					



#### Account Settings – Changing Passwords/Security Questions

- 1. Click **My Settings** in the **Main Menu**. (Account Summary page displays)
- 2. Click **Personal Information** on the **ACCOUNT** panel. (**Personal Information** page displays)
- 3. Click **Change** button to modify your **Password** and/or **Security Question**.

**To Change Password**: Type in your current password. Type in the new password. Type the new password again to confirm.

#### To Change Security Question:

Verify your password. Select Security Question. Type in the answer. Click Submit.

4. Click **Submit** to save changes.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	Available
		-			T		$\mathbf{x}$		
ACCO	ТИЛ	Personal	Information						) 🖗 🕄
♦ Account Sum		Dassword 8	Socurity						
Personal Infor	mation	Fassword	Security						
Billing Informa	tion	3 Current P	assword: ***	*** Change					
Calling Rates		Security	Question: W	hat was <mark>yo</mark> ur dream job a	as a child? Chan	ige			
Tell a Friend		Contractor							
CALL SI	TINGS	Contact Info	ormation						
		Ch	ange Passwo	ord 🗸					
		Yo	ur new pass quential digit	word must be numer is (such as 22222 or	ic and between 12345) or mate	5 and 10 dig ch any of your	its. It cannot personal or	contain repo account info	eating or ormation.
				rrent Password:					
				1	Forgot password	?			
			Туре	new password:					
			Re	etype Password:					
				(	SUBMIT	CANCEL			

Tip:

You can also change the **Password** and/or Security Question in an extension. To change, log into that extension and follow the steps for Changing Passwords/Security Questions.

#### NOTE:

•Password must be 5-10 digits.

•Use the same password to access your **RingCentral Voicemail** box from a telephone.

#### Account Settings – Changing Your Service Plan, Billing Plan or Credit Card

- Click My Settings in the Main Menu. (Account Summary page displays)
- 2. Click **Billing Information**. (**Billing Information** page displays)
- Click Change Service Plan link on the Billing Information panel. (Change Service Plan panel displays)
- Choose the Service plan you wish to switch to, i.e., RingCentral Professional, RingCentral Power, and RingCentral Premium.
- 5. Click the respective drop-down box to choose **Billing Plan**, i.e., **Monthly** or **Annual**.
  - a. Click the **Payment Method** link to update your credit card information.
  - b. Fill in the required fields.
  - c. Click Submit.
- 6. Click the **Continue** button. (**Order Confirmation** page displays)
- 7. Select the checkbox to acknowledge and accept the charge to your credit card.
- 8. Click the **Continue** button. (**Thank You** page opens)
- 9. Click the **Continue** button. (**Overview** page opens)

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut
		-	-		-		
ACCO	тила	Billing Info	ormation				
<ul> <li>Account Summ</li> <li>Personal Information</li> </ul>	mary matio <u>n</u>	Service Pla	n:	RingCentra	al Power	Change Se	3 ervice Plan
Billing Informat	ion 2	Billing Plan	:	\$49.99 per	month	Change Bi	illing ( <sup>III)</sup> h
Calling Rates						Cancel Ac	count
Tell a Friend		Account Cre	edit:	\$946.05			
Change Se Your current	ervice Plan service plan is: Central Power			\$49.99 per month			
King	oonaari ower			ere.ee per month			

Choose the service plan you wish to switch to and click Continue. RingCentral will charge the credit card we have on file for this account.

#### For a Limited Time - Save Big on Our 1-Year Subscription!

	4	Service	5	Billing Plan	
	•	RingCentral Professional	-	Monthly - \$14.99 -	
0	0	RingCentral Plus		Monthly - \$29.99 -	
0	D	RingCentral Premium		Monthly - \$99.99 👻	
	V	Payment Method: VISA [1111]			
		6 CONTINUE			

#### Tip:

Get **33% savings** on your bill by choosing **RingCentral's Annual Billing** plan!

#### NOTE:

•You can upgrade or downgrade to any plan at any time.

•Your billing cycle changes and starts on the date a new **Service** plan is activated.

•If you downgrade plans, you will receive a credit for the unused portion of your old plan.

#### Account Settings – Configuring International Call Settings

\*Contact **RingCentral Support** at **888 898 4591** to enable international calling on your account.

Configure International Call settings

- 1. Click My Settings in the Main Menu. (Account Summary page displays)
- 2. Click Calling Rates. (Calling Rates page displays)
- Enable/disable inbound/outbound calling from Alaska, Hawaii, and Canada by clicking their respective buttons in the North America table. The perminute extra fee is then shown.

#### NOTE:

•*RingCentral* toll-free numbers will only accept initially inbound calls from within the 48 states, contiguous United States, and Canada when you sign up.

•Enable/disable dialing to individual countries by clicking their respective buttons in the **International** table. You can only do this when your account is enabled for international calling.

•Callers from any country outside of the US and Canada will not be able to dial your tollfree number in most cases. Some countries may allow callers to connect to U.S.-based toll free numbers for a fee, while others may not allow callers to connect at all. In contrast, all **RingCentral** local numbers can accept International calls.

Overview	Messages	Call Log	Contacts	Company Sett	tings My Settings	Download	FaxOut	RingO	ut A	vailable
		-			1					
ACCO	тиис	Calling Ra	ates							، 🕰
▶ Account Sum	mary	-								
Personal Information	rmation	Select the bu	utton next to eac	ch calling destina	tion to Enable or Disable	the inbound/ou	tbound calling	for that de	estination.	
Billing Information	tion				North Ame	rica				
Calling Rate	2									
▶ Tell a Frien	)	Country		Туре	Destination Country Co	ode	Inbound to ?	, phor	Outbound	
CALL SE	ETTINGS	Continental	United States	Regular/Mobile	1		4 8¢	IIDei	4 8¢	
Answering Ru	ules	Continental	Alaska	Regular/Mobile	1		9.9d Enak	led	A 8d	nabled 3
Forwarding N	umbers		Alaska		1		0.04			
Greetings			Hawaii	Regular/Mobile	1		9.9¢ Enak	oled	¢ 😐	nabled
Music On Hold	t	Canada		Regular/Mobile	1		4.8¢ Enak	oled	4.8¢ 📙	nabled
▶ Blocked/Allow	ved Numbers									
▶ RingOut Optio	ns									
RingMe Option	ıs									
▶ DigitalLines					Internatio	nal				
▶ Caller ID Setup	р	Jump To Lei	tter:			_		S	Show:	
MESSAGE	SETTINGS	ABCD	EEGHIJ	KLMNOP	QRSIUVWY	2		4	All Countries	•
▶ Notification Se	ettings	Country		Туре	Destination Country Co	ode		( *i	Outbound Rates are subje	ect to change
▶ Web Settings				NA 121	5			w	hithout notice	
Voicemail Set	tings	Afghanistan		IVIODIIE	937				38¢ 🗾 E	nabled
▶ Fax Settings				Regular	93				28¢ 🗾	nabled
		Albania		Mobile	35538, 35567-35569				37¢ 📃	nabled

# Call Settings – Forwarding Numbers

- 1. Click **My Settings** in the main menu. The Account Summary page displays.
- 2. Click **Forwarding Numbers** in the left menu. The Forwarding Numbers page opens.
- 3. Add your personal and close contact telephone numbers.
- 4. Click Submit.
- To enter a phone number with an extension behind it, click the Edit link and enter the extension in the table. Your callers will <u>not</u> be connected until <u>after</u> the extension is dialed.

TIP: Enter all numbers you plan to use in your FindMe call forwarding list or when you use RingOut. Include close contacts to make it easy to forward calls.

TIP: If you're on a call and want to transfer it to any of these numbers, simply dial star (\*) plus the Forwarding Number's associated Quick Dial key.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	Availabl	e
					-					
ACCO	UNT	Forwardin	g Numbers						88 ••••	2
Account Summ	nary	Enter the ph	one numbers y	ou plan to use in your Fi	ndMe call forwardi	ng list or when y	ou use RingO	ut.		
Billing Informat	ion	If you're on a	call and want t	to transfer it to any of the	ese numbers, simp	oly dial star (*) p	lus the Forwa	rding Number'	s associated	
▶ Calling Rates		Quick Dial	key.	,		, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		5		
▶ Tell a Friend		Quick Dia	Location		Forwarding Nu	mber				
CALL SE	TTINGS	1	Home				Edit			
Answering Ru	les	2	Work	3	+1 (415) 555 12	12	Edit			
Forwarding Nu	imbers 2	2	VVOIK	-	+1 (415) 555-12	12				
▶ Greetings	-	3	Mobile		+1 (510) 555-12	12	<u>Edit</u>			
Music On Hold	od Numboro	4	New York		+1 (212) 555-12	12	<u>Edit</u>			
<ul> <li>RingOut Option</li> </ul>	IS	5	Phone 5				Edit			
► RingMe Option	s	6	Phone 6				Edit			
▶ DigitalLines		7	Phone 7				Edit			
▶ Caller ID Setup		0	Dhone 8				Edit			
MESSAGE	SETTINGS	0	Filone o							
Notification Se	ttings	9	Phone 9				Edit			
▶ Web Settings		0	Phone 10				Edit			
Voicemail Setti	ings									
▶ Fax Settings										

Country / Region:	United States (1)
City / Area code:	510
Local number:	5551212
Extension:	
Location:	Mobile
	OK CANCEL

# Call Settings – Blocking Calls Based on Their Caller ID

- 1. Click **My Settings** in the main menu. The Account Summary page displays.
- Click Blocked/Allowed Numbers in the left menu. The Blocked/Allowed Numbers page opens.
- 3. Enter any 10-digit phone number or 3-digit area code you want to block into the Blocked list. Click Add.
- If you choose to Block All Calls, then enter any 10-digit phone number or 3-digit area code you wish to allow into the Allowed list. Click Add.
- -You may optionally Block or Add numbers by entering a name also
- -Allowed phone number entries override Blocked phone numbers and Blocked area codes
- -Allowed area code entries override Blocked area codes
- -Allowed area code entries DO NOT override Blocked phone numbers.
- To block Call Types from your account, Check and/or uncheck each type to your preference. You can block: All calls Calls from Pay Phones Calls without Caller ID Fax messages without Caller ID
- 6. Select the message you want blocked callers to hear from the Callers will hear drop-down list.
- 7. Click Submit to save changes.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	Available
					1				
ACCO	ТИЛ	Blocked /	Allowed Ph	one Numbers					)
h Associat Com	200								
Account Sum     Dereonal Infor	mary	This feature	will allow you to	block calls from specific	phone numbers an	nd/or area codes	S.		
<ul> <li>Billing Informat</li> </ul>	tion	rour account	t will not be ch	arged for blocked calls.					
<ul> <li>Calling Rates</li> </ul>			Bl	ocked		Allowe	d		
For a Friend									
CALL SE	TTINGS	Phone N	umber:		3 Phone Number	r:			
► Answering Ru	ules	Name (o	ptional):		Name (optiona	al):			
► Forwarding N	umbers				1			Add	
Greetings		(888) \$	555-1212 - Johi	n Doe					
Music On Hold	I								
Blocked/Allow	red Numbers 🤈								
► RingOut Option	ns 🚄								
RingMe Option	IS								
DigitalLines				Remove			F	Remove	
<ul> <li>Caller ID Setup</li> </ul>	0				-		_		
MESSAGE	SETTINGS	Blocke	d phone numl	per/area code					
Notification Se	ettings	Callers	will hear: Thi	is number is not available f	rom your calling area	-			
▶ Web Settings		Block A	II Calls						
<ul> <li>Voicemail Sett</li> </ul>	tings	(If you blo	ok all calls, you ne	ed to enter phone numbers or	area codes into the Allo	wed list)			
<ul> <li>Fax Settings</li> </ul>		Callers	will hear: Thi	is number is not available f	rom your calling area	• •			
		Block a	II calls from F	ay Phones					
		(Only app	licable to incomin	g calls to toll-free numbers)					
		Callers	will hear: Th	e number cannot accept ca	lls from payphones				
		Block a	II calls without	ut Caller ID					
		Callers	will hear: Ca	IIs without Caller ID are no	t accepted	~			
		Block v	oice message	es without Caller ID					
		Callers	will hear: "Th	e mailbox is full" 🕟					
		Block fa	ax messages	without Caller ID					
			3						
								-	
		<b>▼</b> B	lock all calls	without Caller ID					
		c	allers will hea	r: Calls without Caller I	D are not accepted		-		
		R	lock voice m	The mailbox is full					
			ock voice III	Calle without Caller I	D are not accepted			1	

SUBMIT

Callers will hear: Busy signal

Block fax messages without Caller ID

# Call Settings – RingOut Options

- 1. Click **My Settings** in the main menu. The Account Summary page opens.
- 2. From the left menu panel, click **RingOut Options**. The RingOut Options window opens.

#### OR

- Click the **RingOut** button in the main menu. The RingOut popup opens.
- 4. Click **Options** from the RingOut window. The RingOut Options window opens.

Select your preference for RingOut behavior:

-Check "Prompt me for location before dialing" and a popup window will prompt you to confirm your call.

- Check "Prompt me to dial 1 before connecting" and you will need to press 1 on your phone before connecting to destination number.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	Available
								3	
ACCO	тилс	RingOut C	Options						) <b>e</b> ?
<ul> <li>Account Sum</li> <li>Personal Infor</li> <li>Billing Informal</li> <li>Calling Rates</li> <li>Tell a Friend</li> </ul>	mary mation tion	These optior Prompt  Prompt	call. onnecting to destina	tion number.					
CALL SE	TTINGS	Note: Loo me	oking for the Rir nu to find it.	ngOut Caller ID setting?	t's been moved to	the Caller ID pa	ge. Simply cli	ck Caller ID S	etup in the left
Forwarding N	umbers								
<ul> <li>Greetings</li> <li>Music On Hold</li> </ul>	1				SUBMIT				
Blocked/Allow	ed Numbers								
RingOut Option	<sup>ns</sup> 2								_

	Please enter a number and press Call.
	Number to call:
	RECENT CALLS
	Current location:
	Work: +1 (415) 555-1212 -
4 OPTIONS	CALL

# Call Settings – Adding RingMe to Your Website

- 1. Click **My Settings** in the main menu. The Account Summary page options.
- 2. Click **RingMe Options** in the left menu. The RingMe Options page options.
- 3. Select the extension to which you would like send callers when they use your RingMe from the Caller will be routed to: drop down box. If you do not see this option.
- Select the style of button you would like to use. Select a button style from the drop down list. Use See all Buttons to see the images. The choice you've made opens next to Preview and test. The html code for your selection opens in the HTML Code for Web Pages box.
- 5. Click the icon or text link to test your RingMe selection.
- Select how to generate your code. You can choose html only, or With without JavaScript.
- 7. Copy the entire code. (Place your cursor in the box, hit control A then control C).

If you are your own Web master, use this entire string of code to add the RingMe button on your site. If you have someone else managing your Web page, send this code to them and simply let them know where on your site you would like to see the button.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	Available		
					1				_		
ACC	ТИЛС	RingMe O	ptions						<u>.</u> 00 ത		
Account Sum	many	-						1 - Sal	es	•	
<ul> <li>Personal Infor</li> </ul>	rmation	The RingMe	button gives yo	u the ability to be contain	cted from your web	site or email sig	gnature with a	<sup>sin</sup> Compa	any Greeting	,	
▶ Billing Informa	tion	First, set up	the functionalit	v of your RingMe button	and click the previ	ew and test butt	ton below.	0 - Sys	tem Extensi	on	
▶ Calling Rates				,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				1 - Sal	es		
▶ Tell a Friend		Caller will be	e routed to:	1 - Sales	-	3		100 - E	xtension 1		
CALL S	ETTINGS	Select a but	tton style:	RingMe (large b	utton) 👻	See All Button	<u>s</u>	2 - Cus	stomer Servi	ce	
Answering R	ules	Use SS	SL mode	-		See Special Se	easonal Buttor	15 222 - fa	ax on demai	nd	
Forwarding N	umbers	Doguiro	collecte enter	ecourity image confirme	ion oodo			702 - J	ane Doe		
<ul> <li>Greetings</li> </ul>		E .	703 - Johnny Applese								
Music On Hok	đ	Preview and test: 705 - Extension 1									
Blocked/Allow	ed/Allowed Numbers 5 706 - Extension 1										
RingOut Optio	ns							707 - t	est		
RingMe Option	18 2	Next select	one of the follo	wing options to add the l	outton to your web	site or Office O	utlook email ei	💹 803 - J	ane Watsor	1	
▶ DigitalLines	<u> </u>	NEXI, SEIECI	one of the folio	wing options to add the i	Jutton to your web	Site of Office Of	utiook email a	ign			
Caller ID Setu	SETTINCS		HTML Co	de for Web Pages		Outlo	ok Email Sig	nature Templ	ate		
MESSAGE	SETTINGS										
Web Settings	cuirgs	The followin	ig code has bee	en generated based on y	our above configura	ation and should	l be used for a	dding RingMe	to your web		
<ul> <li>Voicemail Set</li> </ul>	tinas	site.									
▶ Fax Settings						6 Gen	erate: With Ja	vaScript	✓ What's this?		
		<a href="&lt;/td"><td>"http://www</td><td>.ringcentral.com"</td><td>target="Callk</td><td>ack_RingMe"</td><td>onc</td><td></td><td></td><td></td></a>	"http://www	.ringcentral.com"	target="Callk	ack_RingMe"	onc				
		var wind uc=79D85	p = wind.op 595E0487C00	en; winop("http:/ A23A0D317B951D507	/www.ringcent: 70257715606,0,	ral.com/ring 1&s=no&v=2"	<sup>me/</sup> ? Wit	h JavaS	cript	-	
		le=no,wi src="htt	dth=380,hei	ght=360"); return e.ringcentral.com	false;'> <img /picture/ringm</img 	border="0" me/ringme la	with	h JavaS	cript		
		number">	~/a>	-	-	_	Wit	hout Jav	aScript		
							UR	L (Hype)	link) Only		
		-						- ()poi	inity only		
	Click here to copy the code to your clipboard										

# Call Settings – Adding RingMe to Your Outlook Signature

- 1. Click **My Settings** in the main menu. The Account Summary page displays.
- 2. Click **RingMe Options** page displays. First, select which extension will be rung and how RingMe calls will be routed (step 3 and 4 from prior page).
- Click Outlook Email Signature Template. The File Download Security Warning window opens.
- 4. Click the **RingMel Email Signature Template** link.
- 5. Click Save.
- Browse to a location on your computer to save the file. The Desktop is recommended. (you can delete this file latery).

Now you will install the code in Outlook:

- 7. Open Office Outlook:
- 8. Select Tools Options Mail Format signatures.
- 9. Click New in In the Create Signature window.
- 10. Enter a name for this signature, e.g., RingMe,
- 11. Select Use this file as a template.
- 12. Click Browse:and browse to the location of the file.
  - ...continued on next page...

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	Available		
						1					
ACCO	DUNT	RingMe O	ptions						) ************************************		
▶ Account Sum	mary	-									
Personal Infor	mation	The RingMe	button gives yo	u the ability to be contac	ted from your web	osite or email sig	gnature with a	simple click.			
▶ Billing Information	tion	First, set up	the functionality	y of your RingMe button	and click the previ	ew and test butt	ton below.				
▶ Calling Rates											
Tell a Friend		Caller will be	e routed to:	1 - Sales	-						
CALL SE	TTINGS	Select a but	ton style:	RingMe (large b	utton) 👻	See All Button:	<u>s</u>				
Answering Rules		V Use SS	iL mode			See Special Se	easonal Butto	<u>15</u>			
Forwarding N	umbers	Dequire	collecto onter	accurity image confirmat	ion oodo						
<ul> <li>Greetings</li> </ul>		Require caller to enter security image confirmation code									
Music On Hold	1	Preview and test:									
Blocked/Allow	Blocked/Allowed Numbers										
RingOut Optio	ns										
RingMe Option	ing/ile Options 2										
▶ DigitalLines	-	INEXI, SEIECI	one of the follo	wing options to add the t	utton to your web	site of Office Of	utiook email s	ignature.			
<ul> <li>Caller ID Setup</li> </ul>	)		HTML Co	de fer Web Deges		Outla	-1. E				
MESSAGE	SETTINGS		HTML CO	de for web rages		Outlook Email Signature Template 3					
<ul> <li>Notification Se</li> </ul>	ettings										
Web Settings		The followin	ig template has	been generated based o	n your above conf	iguration and ca	n be download	ded to use Ring	Me in an		
Voicemail Set	tings	Outlook Em	nail Signature.								
Fax Settings											
		Before down	ploading ploage	a click here for detailed in	actructions on how	u to upo this tom	aplata				
		Delore dowl	nioading, <u>pieasi</u>	e click here for detailed li	istructions on nov	v to use this terr	ipiate.				
				4 🧉	RingMe Email Sig	nature Template	2				



# Call Settings – Adding RingMe to Your Outlook Signature (cont.)

- 13. Click Next in the Create New Signature window.
- 14. Enter your custom signature information before or after the RingMe button.
- 15. Click Finish to save your new signature.
- 16. Click OK in the Create Signature window.
- 17. Select when Outlook should automatically use the signature in the Options window.
- 18. Click OK in the Options window.
- 19. Delete the RingMe Signature Template.htm file located on your Desktop, or keep it for future use.

**NOTE**: If you use Outlook Express, you cannot add a RingMe button to your email signature because RingMe requires true HTML support Outlook Express only supports Rich Text format and not true HTML.



# Call Settings – Using Your Own Graphics for RingMe

To use your own graphic, the file must be located somewhere on the internet. You will need to use the image's source URL to add your graphic to your site.

- 1. Click **My Settings** in the main menu. The Account Summary page displays.
- 2. Click **RingMe Options** in the left menu. The RingMe Options page displays.

First, select which extension will be rung and how RingMe calls will be routed (step 3 and 4 from prior page.)

- 3. Click HTML Code for Web Pages.
- 4. Replace the default source URL (highlighted in sample to the right) with your own graphic's URL.
- 5. Add the HTML code to your Web site.

**NOTE**: Take special care not to change any other part of the code or your RingMe button will not function correctly.

	mooodigoo	Call Lug	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	Available		
					-						
ACC	тиис	RingMe O	ptions								
<ul> <li>Account Sum</li> <li>Personal Information</li> </ul>	mary mation	The RingMe	button gives yo	ou the ability to be contac	cted from your web	osite or email sig	nature with a	simple click.			
Billing Informa	tion	First, set up	the functionalit	y of your RingMe button	and click the previ	ew and test butt	on below.				
Calling Rates											
Tell a Friend		Caller will be	e routed to:	1 - Sales	•						
CALL S	TTINGS	Select a button style		RingMe (large b	utton) 🔻	See All Buttons					
Answering R	ules		See Sacial Sessonal Buttons								
Forwarding N	umbers	V Use 55	L mode				asonal Datto	10			
Greetings	Ings Require caller to enter security image confirmation code										
Music On Hok	i	Preview and	eview and test:								
Blocked/Allov	ved Numbers	<b>Kingiwe</b>									
RingOut Optio	ns										
RingMe Option	15										
DigitalLines	2	Next, select	one of the follo	wing options to add the b	outton to your web	site or Office Or	utlook email s	ignature:			
Caller ID Setu	p										
MESSAGE	SETTINGS		HTML Co	ode for Web Pages		Outlook Email Signature Template					
Notification Se	ettings				3						
Web Settings		The followin					- har dan selected	la da sua Disa			
Voicemail Set	tings	Outlook Em	g template nas iail Signature.	been generated based o	in your above cont	iguration and ca	n be download	ied to use king	ivie in an		
Fax Settings			0								
Before downloading, please click here for detailed instructions on how to use this template.											
RingMe Email Signature Template											

<a href="http://www.ringcentral.com" target="Callback\_RingMe" onclick='var wind = window; var winop = wind.open; winop("http://www.ringcentral.com/ringme/? uc=79D85595E0487C00A23A0D317B951D50261657715606,0,1&s=no&v=2", "Callback\_RingMe", "resizab le=no,width=380,height=360"); return false;'><img border="0" src="https://service.ringcentral.com/picture/ringme/ringme\_large.gif" alt="toll free number"></a> Click here to copy the code to your clipboard

# Call Settings – Configuring Your Outbound Caller ID

- 1. Click **My Settings** in the main menu. The Account Summary page displays.
- 2. Click **Caller ID Setup** in the left menu panel. The Caller ID Setup page opens.
- 3. Choose which RingCentral number you wish to appear as your outbound caller ID, by feature type.

For example, Jim currently uses his main number (866-224-1176) as the outbound ID. If he wanted to display his Fax number (650-472-3766) when using FaxOut or Email to Fax, he can select this fax number from the drop-down list.

4. Click **Submit** to save changes.

Overview	Messages	Call Log	Contacts	Compa	any Settings	My Settings	Download	FaxOut	RingOut	Available		
						1						
ACCO	DUNT	Caller ID S	Setup							) <b>*</b>	2	
<ul> <li>Account Summ</li> <li>Personal Informat</li> <li>Billing Informat</li> <li>Calling Rates</li> </ul>	mary mation tion	Please selec If you select case we dete	t the Caller ID t a <b>Toll-Free Nu</b> act that your ca	hat shoul I <b>mber</b> or I II will not g	d be used wher <b>Blocked</b> as yo go through. <u>Wh</u>	n calls are made fr ur Default Caller ID <u>V?</u>	om the followin ), you can also	g devices or fe	atures. mate local num	nber to use in		
▶ Tell a Friend		Web, Fax an	id Live Call Feat	ures	Caller ID							
CALL SE	TTINGS	Feature Nan	ne		Default			Alternate				
▶ Answering Ru	iles	RingOut from	n Web		Current Location	1	•	Additional: (415)	408-5726		•	
► Forwarding N	umbers	RingMe (Out	tgoing to Caller)		Main: (888) 555-1212 -			Additional: (415) 408-5726 🔹				
▶ Greetings		Calling Card	/ Call Back		Main: (888) 555-1212					•		
Music On Hold											_	
▶ Blocked/Allow	ed Numbers	Send Fax / F	axOut / Email to	Fax	Main: (888) 555-1212					•	-	
▶ RingOut Option	ns	SoftDhone D	)ouicon		Caller ID							
▶ RingMe Option	s	Device Nam	A		Default			Alternate				
▶ DigitalLines		Note: Ifue	° ina PinaOut fron	n vour Soft	Phone the calle	r ID of those calls w	vill not use thes	o cottinge Ding	Out caller ID is	configured in		
▶ Caller ID Setup	2	your	SoftPhone's Me	nu > Optic	ons > RingOut ta	b.	viii not use tres	e settings, rang	jour caller ib is	configured in		
MESSAGE	SETTINGS	SoftPhone			Main: (888) 555-	1212	•	Additional: (415)	408-5726	•	-	
Notification Se	cation Settings DigitalLine: (866) 610-9440											
▶ Web Settings			-								_	
<ul> <li>Voicemail Settings</li> </ul>		SoftPhone PC: MNLRCM	10		Add a DigitalLin	ne to this device						
▶ Fax Settings		PG: MINERGMITU										
											<b>—</b>	



# Call Setting – Adding Contacts Manually

- 1. Click **Contacts** in the main menu. The Contacts page opens.
- 2. Click New Contact.
- 3. Enter contact information.
- 4. Click Save.

The contact information is now found in the Contacts tab. You can:

- 5. Click on the name for a pop-up information panel.
- 6. Click a telephone # for click to call.
- Click on the fax number to activate the RingCentral Internet Fax panel (if you call controller software is installed on the PC)

Overvi	iew	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	Available
				1						
Cont	tacts									) <b>e</b>
			Doroonal Cor	tacto						
	mpany	Contacts	Personal Col							
NEW	CONTA	CT NEW GROU	DELETE		IMPORT EXPORT				SE	ARCH ALL
								Click Search Al	I to find all match	ing results.
All	AE		HIJKLI	<u>N O P</u> Q	<u>R S T U V W X Y</u> Z					134 contacts
	Na Na	ame ( <u>First</u> 🔺	Last ) Com	pany	Business Phone	Mobile phone	Busi	ness Fax	E-Mail	
2		1							tonyl@rin	gcent
2		Ashok bhai				+1 (942) 778-68	16			
25	<b>5</b> 🛛 🖉	Keyun Shah				09825022220				
2		Mehul				09429080950				
2	2	Mickey				+501 18001650	5893553			
2	2	Mom				+91 942801217	5			
2		Ninu ben				+1 (987) 955-55	50			
2		Nisha Vyas				+501 18001408	2030763			
2		Paresh bhai				09898146991				

Name:	Randy Palmer
Company:	International Shippers Inc.
Job Title:	Marketing Manager
Business Phone:	+1 (404) 555-6733
Business Fax:	+1 (404) 555-3299
Cellular Phone:	+1 (404) 555-7811
E-Mail:	rapalmer@isicorp.com

Contacts: New		2
SAVE		2
First name:	Eduardo	
Middle name:	S	
Last name:	Sorosoro	
Company:	RingCentral	
Job title:	Senior Technical Writer	
E-mail:		
E-mail 2:		
E-mail 3:		
Business Phone:		Edit
Home Phone:		Edit
Mobile phone:		<u>Edit</u>

# Call Settings – Automatically Sync Your Outlook and RingCentral Contacts

Microsoft Outlook synchronization allows you to match Contacts in Microsoft Office Outlook (version 2003 and higher) with those stored in your RingCentral account Contacts directory.

RingCentral account contacts can be synchronized with multiple instances of MS Outlook (i.e., from MS Outlook contacts installed on home and office computers).

#### Installation:

1. When you download the Call Controller to your PC, a Contacts Synchronization window pops up.

- 2. Confirm your sync preferences:
- Check box to automatically synchronize your contacts
- Choose which folder to synchronize
- Choose a conflict resolution rule from the drop-down list.

Click Next to complete the installation wizard. Your Call Controller will then begin synchronizing the two contact directories.





# Call Settings – Importing Microsoft Contacts

To import your existing Microsoft Office Contacts, you must first export your Office Outlook Contacts or Outlook Express Address Book into a "Comma Separated Values" (.CSV) file.

- 1. Click **Contacts** in the main menu. The Contacts page opens.
- 2. Click **Import**. The Import Contacts page options.
- Browse to select the .CSV file from the location on your computer where you placed the exported .CSV file. Click Open on the selected >CSV file to load it in the Import Contacts field.
- 4. Click **Start Import** and complete the import.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	Availab	ble
				-						
Contacts									) () () () () () () () () () () () () ()	?
		Personal Cor	ntacts	IMPORT. EXPORT						
			2					SE	ARCH ALL	
							Click Search Al	I to find all match	ing results.	
<u>All</u> <u>A</u> I	BCDEEG	HIJKLI	<u>M N O P</u> Q	<u>R S T U V W</u> X Y Z					134 contact	ts
🔲 N	ame ( <u>First</u> 🔺	Last) Com	pany	Business Phone	Mobile phone	Busi	ness Fax	E-Mail		
2 🔟 🖸	2							tonyl@rin	igcent	
2 🔲 🕯	Ashok bhai				+1 (942) 778-68	16				
2 🔟 🙆	🕈 <u>Keyun Shah</u>				09825022220					
2 🔲 🖸	Mehul				09429080950					
2 🔲 🕯	Mickey				+501 18001650	5893553				
2 🔲 🕯	Mom				+91 942801217	5				
2 🔲 🖸	Interpretation Ninu ben				+1 (987) 955-55	50				
2 🔲 🕯	🕈 <u>Nisha Vyas</u>				+501 18001408	2030763				
2 🔳 🖸	Paresh bhai				<u>09898146991</u>					

Import Con	tacts						
	You can import contacts from CSV (Comma Separated Values) file.						
	What would you like to do with the duplicate records?						
	Overwrite existing record with the new record.						
	<ul> <li>Keep the current existing record and add new record imported from import file.</li> <li>Keep the current existing record and ignore record in import file.</li> </ul>						
	Please select your import file: Browse						
4	START IMPORT						

# Call Settings – Exporting Microsoft Outlook Contacts

#### Important Notes for Office Outlook: These instructions have been validated for Microsoft ® Office Outlook ® 2000 & 2003, but should be similar for other versions of Outlook.

Although the Outlook Contacts folder can contain sub folders, Outlook can only export one folder at a time. You may need to create additional .CSV files for each folder you wish to export/import.

#### To export Microsoft Office Outlook Contacts to a .CSV file

1. Open the Contacts folder in Outlook.

2. From Outlook, click on File and then scroll to and select the Import and Export... menu item; the Import and Export Wizard dialog window will appear.

3. Select (highlight) Export to a file... and click Next; the Export to a File dialog window will appear.

4. Select (highlight) Comma Separated Values (DOS) and click Next.

5. Select the Contacts folder and click Next.

6. Choose the destination folder and create a file name to save the resulting .CSV file (e.g., C:\My Documents\MyContacts.csv ) and click Next.

7. When the dialog opens with the buttons Finish and Map Custom Fields..., click Finish (usually no custom mapping is required).

8. Now, you have a file located in C:\My Documents\MyContacts.csv, which contains your Contacts list. To export Microsoft Office Outlook Express Contacts to a .CSV file

1. Select Regional Settings (or Regional Options) from the Control Panel window.

2. In the new window, select the tab entitled Numbers.

3. Make sure "," (comma) is checked in the List Separator field.

4. If "," is not selected, choose or type "," in the field provided, then click Apply.

5. Click OK.

6. From Outlook Express, click Tools, scroll to and select Address Book.... Your Address Book window will appear.

7. Click File, scroll to Export and select Other Address Book ....

8. Select (highlight) Text File (Comma Separated Values)

9. Click Export.

10. Choose the destination folder and file name to save the resulting .CSV file (i.e. C:\My Documents\MyContacts.csv ).

11. Click Next. The CSV Export dialog window should now appear.

12. You may check (on) or uncheck (off) any of the listed contact fields to export, but the Name field is absolutely required (or First Name and Last Name both instead Name) to import the files.

13. Click Finish to continue.

14. Click Close once the export completes.

15. Your .CSV file is located in C:\My Documents\MyContacts.csv, which contains your Contacts list.

# Call Settings – Exporting RingCentral Contacts

- 1. Click **Contacts** in the main menu. The Contacts page opens.
- 2. Click **Export**. The Export Contacts page opens.
- 3. Click **Start Export**. A dialog box opens asking if you want to save the file.
- 4. Click **Save**. A Save As dialog box opens. Choose where you want to save the file.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	Available
Contacts	i								ی 💐
Compan	y Contacts	Personal Co	ntacts						
NEW CONT	ACT NEW GROU	DELETE		IMPORT EXPORT	2			SEA	RCH ALL
							Click Search Al	I to find all matchin	ig results.
<u>All</u> <u>A</u>	BCDEEG	HIJKLI	<u>N O P Q</u>	<u>r s t u v w</u> x y z				1	34 contacts
🔲 N	lame ( <u>First</u> 🔺	Last ) Com	pany	Business Phone	Mobile phone	Busi	ness Fax	E-Mail	
2 🔲 🕻	2							tonyl@ring	cent
2 🔲 🕯	Ashok bhai				<u>+1 (942) 778-68</u>	<u>816</u>			
2 🔲 (	🖉 <u>Keyun Shah</u>				09825022220				
2 🔲 (	Mehul				09429080950				
2 🔲 (	Mickey				+501 18001650	5893553			
2 🔲 (	Mom 1				+91 942801217	<u>'5</u>			
2 🔲 (	🖉 <u>Ninu ben</u>				+1 (987) 955-55	550			
2 🔲 (	🖉 <u>Nisha Vyas</u>				<u>+501 18001408</u>	32030763			
2 🔳 (	Z Paresh bhai				09898146991				

# Export Contacts Your contacts will be exported in to "Comma Separated Values" file type. You can save the generated file on your hard drive to import it into your e-mail client later.

File Download - Security Warning									
Do you want to open or save this file?									
Name: exported_address_book.csv Type: Microsoft Office Excel Comma Separated Va From: service.ringcentral.com	lues								
Open Save Cano	el								
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, open or save this software. What's the risk?	do not								

# Call Logs – Reading and Using the Call Logs (Simple View)

1. Click **Call Log** in the main menu. The **Call Log** page displays.

All calls are logged for your retrieval. This Simple View shows the information associated with each call.

- If you wish not to be reached again by any number, check the box associated with the log then click the stock button.
- 3. To remove any call entry, check the box associated with the log before clicking the button.
- 4. Return your call by using **RingOut**.
- To create a new contact, click Add Contact. The Add Contact tab opens.
- 6. Click Create New or Update Existing as needed.
- 7. Download the logs to Excel.

Overview Messages Call Log Contacts Co	mpany Settings My Settings Download FaxOut RinnOut								
( <sup>m</sup> )									
Call Log	<sup>4</sup> 🥴 🙆								
	Please enter a number and press Call.								
Show Call Log records for:	Number to call:								
C From: December 🚽 6 🚽 2009 🚽 To: January 🚽	- 4 - 2010 - Work: +1 (415) 555-1212								
Phone Number: Contacts	OPTIONS CALL HANGUP								
Extension: All 🗸									
Detailed View 911 CALLING NOT AVAILABLE. You cannot reach 911 emergency services using RingOut. In an emergency, use your traditional wireline or wireless whom to call 811									
SHOW ADVANCED SEARCH	RESET								
	🏉 John Doe - (888) 555-1212 - Add Cont 💷 💷 💌								
Type Phone Number Name	L 🖉 http://service.ringcentral.com/ab/selcontactkind.asp 🗟 Length								
1 Voice To: (888) 555-1212	P								
1 Voice To: (888) 252-9535	Add Contact 0:10								
1 Voice To: (877) 293-2371 Thomas Art Montact	Would you like to create a new or update an existing contact?								
🍇 Fax 🔲 To: (888) 555-1212 📲 Journe 5	6 2:03								
🍇 Fax 🔲 To: (888) 555-1212 📲 John Doe	CREATE NEW UPDATE EXISTING CANCEL T 1:27								
👹 Fax 📃 To: (888) 555-1212 📲 John Doe	S Inter-t Protected e: On 🖓 🔻 🔍 75% 👻 1 1:42								
🍇 Fax 🔲 To: (415) 738-8002 💵 DJ TurnStylz	Startianuisuo, un munzimizuos vienen outgoing nax cent 0:45								
S Fax To: (415) 738-8002 🛛 DJ TurnStylz	san Francisco, CA Thu 12/17/2009 4:07 PM Outgoing Fax Sent 1:11								
BLOCK DELETE	DOWNLOAD LOG 7								
K .	A lobo Doe - (888) 555-1212 - Undate Friting Contact - Windows In								
🥖 John Doe - (888) 555-1212 - Add New 🕒	this construction of the construction of								
http://service.ringcentral.com/ab/selphone	etype,asp 😡 Update Existing Contact								
Add New Centest	Please select the contact you would like to update:								
Add New Contact	Name ( <u>krrst lass</u> ) Home Phone Phone ()     Mokey +501 18001650583355								
File and Contraction of the provide runner type for (888) 232-3333:	Contegration         Observation         Observation           Contegration         Contegration         Contegration         Contegration           Contegration         Contegration         Contegration         Contegration           Contegration         Contegration         Contegration         Contegration           Contegration         Contegration         Contegration         Contegration								
rie as: [10/51/12/51/2/10/12] ▼	Paresh bhai 09998146991								
<									
😜 Internet   Protected Mode: On 🛛 🖓 👻 🔍	₹ 75% ▼								

## Call Logs – Reading and Using the Call Logs (Detailed View)

- 1. Click **Call Log** in the main menu. The **Call Log** page displays.
- 2. Click the Detailed View. View checkbox, then

Additional information found in Detailed View includes:

- 3. Exactly how the call was routed, and which extensions and forwarding numbers were used.
- 4. The length of each call segment and the cost of the call.

Overview	Message	s Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	
		( <sup>III</sup> )							
Call Log		<u> </u>							90 140
Show Call Lo	og records f	or:							Delivery Setti
ast 7	days	•							Purge Call Lo
C From:	December	- 22 - 2009 -	To: December						
Phone Num	ber:		Contacts						
Extension:	All		<b>~</b>						
Detailed	View								
SHOW	WANCER	SEARCH		RESET					
	_	_		_					
BLOCK	DELETE	_		_D.0	WNLOAD LOG				
<u>Type</u>		Phone Number	<u>Name</u>	Location	Date / Time		Action	Result	Len
🆅 Voice	🗖 То	00639214308154	E John Do	Dir Asst, CA	Today	10:39 PM	RingOut Web	No Answ	ver (
1 Voice	П То	(888) 555-1212	E John Do	e Dir Asst, CA	Today	8:59 PM	RingOut Web	No Answ	/er (
🆅 Voice	To To	00639214308154	E John Do	e Dir Asst, CA	Today	8:59 PM	RingOut Web	No Answ	ver (
Туре	From	Ιο	Extension	Forwarded	ITo <u>Na</u>	ime l			
<u>Type</u>	From	<u>10</u> 0063921430815	Extension John Doe	Forwarded	ITo <u>Na</u> To: •	<u>me l</u>			
Type 7 Voice	From	0063921430815	Extension John Doe 0 - System Ex	Forwarded	ITo <u>Na</u> To: •21	me I John Doe I			
Type Voice	From	0083921430815	Extension John Doe 0 - System Ex	Forwarded	ITo <u>Na</u> To: € 18154 To: Jol	me I John Doe I hn Doe I			
Type 7 Voice 7 Voice	From + +	0083921430815 (888) 555-1212	Extendion John Doe 0 - System Ex John Doe	Forwarded tension 008392143	1 To <u>Na</u> To: <b>€E</b> 18154 To: Joi To: <b>€E</b>	me I I John Doe I In Doe I J John Doe I			
Type Voice	+ +	0083921430815 (888) 555-1212	Extension John Doe 0 - System Ex John Doe 0 - System Ex	Forwarded tension 0063921430 3 ttension (889) 555-1:	I To <u>Na</u> To: € 13154 To: Jol To: € 212 To: Jol	me ! I John Doe ! I John Doe ! I John Doe !			
Type Voice Voice	+++++	0083921430815 (888) 555-1212 0083921430815	Extension John Doe 0 - System Ex John Doe 0 - System Ex John Doe	Forwarded tension 008392143 3 tension (889) 855-1	To         Na           To: <image: compariso<="" comparison="" of="" td="" the=""><td>me ! I John Doe ! I John Doe ! I John Doe ! I John Doe !</td><td></td><td></td><td></td></image:>	me ! I John Doe ! I John Doe ! I John Doe ! I John Doe !			
Type Voice Voice Voice	From + + +	0063921430815 (888) 555-1212 0063921430815	John Doe     O - System Ex     John Doe     O - System Ex     John Doe     O - System Ex     John Doe     O - System Ex	Forwarded tension 008392143 tension (888) 555-1: tension 0083921430	I To         Na           To: <image: compari<="" comparison="" of="" td="" the=""><td>me I John Doe I John Doe I John Doe I John Doe I John Doe I</td><td></td><td></td><td></td></image:>	me I John Doe I John Doe I John Doe I John Doe I John Doe I			

<u>Name</u>	Location	<u>Date / Time</u>		Action	Result	<u>Length</u>	Included
DJ TurnStylz	San Francisco, CA	Today	12:30 PM	Outgoing Fax	Wrong Number	0:02	\$0.000
DJ TurnStylz	San Francisco, CA	Today	12:26 PM	Outgoing Fax	Wrong Number	0:01	\$0.000 4
DJ TurnStylz	San Francisco, CA	Today	12:22 PM	Outgoing Fax	Wrong Number	0:01	\$0.000

**NOTE:** To see how cost is calculated for Inbound and Outbound calls, <u>click here</u>.

### Call Logs – Examples of Detailed View Call Logs

Туре	<u>From</u>	<u>To</u>	Extension	Forwarded To		<u>Name</u>	Location	Date / Time		Action	Result	<u>Length</u>	Included	Purchased
🍞 Voice	+	(888) 555-1212	John Doe		TO:	🕶 John Doe	Dir Asst, CA	Yesterday	8:59 PM	RingOut Web	No Answer	0:00	\$0.000	
	+		0 - System Extension	(888) 555-1212	TO:	John Doe	Dir Asst, CA	Yesterday	8:59 PM	RingOut Web	No Answer	0:00	-	
🂙 Voice	<ul> <li>SoftPhone</li> </ul>	(888) 252-9535	John Doe		TO:	Add Contact		Mon 12/21/2009	11:35 AM	VoIP Call	Call connected	0:10	\$0.000	
🍞 Voice	<ul> <li>SoftPhone</li> </ul>	(877) 293-2371	John Doe		TO:	Add Contact		Mon 12/21/2009	11:34 AM	VoIP Call	Call connected	0:04	\$0.000	

#### Example # 1: Full VoIP Call control to a soft phone which was connected

- 1. John Doe places a VOIP call on number 888-252-9535 at 11:35am, and was connected
- 2. Total duration of the call was 10 seconds

#### Example # 2: Full FAX transmission

🔕 Fax	+	(415) 738-8002	John Doe	TO:	🖅 DJ TumStylz	San Francisco, CA	Thu 12/17/2009	5:21 PM	Outgoing Fax	Sent	0:45	\$0.059	•
💩 Fax	+	(415) 738-8002	John Doe	TO:	🖅 DJ TumStylz	San Francisco, CA	Thu 12/17/2009	4:07 PM	Outgoing Fax	Sent	1:11	\$0.089	

- 1. John Doe sends a Fax to DJ TurnStylz on number 415-738-8002 at 4:07pm, and was connected.
- 2. John Doe sends again another Fax to DJ TurnStylz on same number at 5:21pm, and also succeeded.
- 3. Both transmissions were respectively billed.

NOTE: For more examples of Detailed Call Logs, CLICK HERE.

## Call Logs – Emailing Call Logs On a Set Schedule

- 1. Click **Call Log** in the main menu. The **Call Log** page displays.
- 2. Click **Delivery Settings**. The Email delivery schedule pop up window displays.
- 3. Select the e-mail delivery frequency.
- 4. Choose send log type.
- 5. Enter the e-mail address to which the Call Logs are to be delivered.
- 6. Click submit to save changes.
- **NOTE**: If you have extensions and want records for just one extension, first log in to that extension. Then go to Step 1 above.

Logs will be delivered in Excel format.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	
		( <sup>h</sup> )							
Call Log									ی 🕰
Show Call L @ Last 7 © From: [	og records for: days	23 🚽 2009	To: Decemb	ver 🐺 29 🐨 2009 👻					
Phone Num Extension: Detailed	All I View ADVANCED SEA	IRCH -	<u>Contacts</u> ▼	Call Log	Delivery - Wi ervice.ringcer	ndows Inter ntral.com/se	r <b>ne</b>	οg_setting	< )
BLOCK	DELETE PI	hone Number 88) 555-1212	Name	Email delive	ry schedule: 3	<ul> <li>Daily</li> <li>Weekly</li> <li>Monthly</li> </ul>	r on Monday	/ •	Length 0:00
BLOCK	DELETE			Send log typ Email the log	pe: gs to:	Detail View jdoe@ringcen	<ul> <li>↓ 4</li> <li>tral.com 5</li> <li>5</li> </ul>		
				😜 Internet	Protected N	1ode: Or 🤞	<u>}</u> - €	,75% 🔻	

# On Call Actions – Putting Call on Hold and Transferring a Call

#### 1. To Put a call on Hold:

- 1. During any call, press **pound**, **pound** (**##**) to place your caller on hold. You will hear a voice prompt saying , "You have a call on hold."
- 2. To resume the call, press pound (#).

#### 2. To Transfer a Call:

#### To another extension:

- From your phone, press pound, pound (##).
- 2. Enter the extension number of the place where your caller is to be transferred. (For example, 101).
- 3. Your caller will be immediately transferred and you can hang up.

#### To another phone number:

- 1. From your phone, press **pound**, **pound** (##).
- 2. Press star (\*) for more options.
- 3. Press 1 to transfer to another number.
- 4. Enter the number.
- 5. Press pound (#).
- 6. Hang up to complete the transfer.

#### Transfer to a quick dial number:

- 1. From your phone, press star (\*).
- 2. Dial the quick dial number. (For example, 1)
- 3. Hang up to complete the transfer.



NOTE: With IP Phones, please utilize either ## or soft keys associated with the devices (i.e. Hold and Transfer buttons) for these features.

# On Call Actions – Using the Virtual Calling Card

- 1. Dial your main or local RongCentral number.
- 2. Press the star (\*) key.
- 3. Enter your password.
- 4. Press the **pound (#)** key. If you are using an extension, dial your extension number during the Company greeting.
- 5. Press 3 to make a call.
- 6. Dial the number, then press the **pound (#)** key.

The RingCentral server will then connect you to your party.

# **Use RingCentral By Phone**

To reach the Main Menu, Dial your Main or Local Number then
With extensions, Dial the extension. Press 💌 then Enter your password and Press ≢ or
if you don't have extensions, simply Press \star, Enter your password and Press ≢



#### Faxing – Sending a Fax Online Using FaxOut

- Click FaxOut tab in the Main Menu. (FaxOut – Fax from Web window displays)
- 2. Enter the 10-digit Fax Machine Telephone Number in the **Fax Number** field.
- 3. Click Add to post the fax number in the list box. (Repeat Steps 2 and 3 to add more fax numbers)
- 4. Click the Add Attachment link. (A status bar displays)
- 5. Browse to the file you wish to fax. Highlight and click **Open**.
- 6. Click Add. (Repeat Steps 4 to 6 to attach more documents)
- Click the Use Cover Page checkbox to include a Cover Page. Choose from several Cover Page styles (Contempo is the default Cover Page style)
- Click the Send now radio button (to immediately send the fax) or Schedule radio button (to send the fax at a later time/date).
- 9. Click **SEND FAX**. Your document will:
- be sent to **RingCentral** via the Internet
- be processed in RingCentral's servers
- **RingCentral** will fax the document to your party
- Image of fax record will be stored in your **Message** tab for **30 days**.

Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut
						1	
Fax from We	b						
Did you kr	iow? You ca <u>Click h</u> <u>Click h</u>	an also send fax lere to learn mo lere to learn mo	tes from your Call Contro re about sending faxes f re about sending faxes f	oller or directly fron rom your Call Con rom your email	n any email acc t <u>roller</u>	ount!	×
Recipients	list:	-		Attachments:			
Fax Number	:		Edit	Add Attachmen	Remove	Supp	orted Format
Name (optio	nal): 2						
Contacts	Add Add		Remove				
			*				
Use Cov Cover Page	ver Page: <u>Conte</u> Note:	<u>empo</u>				Resolu	tion: High 🖣
8   Send no	ow  Sche	dule	SEND	<b>9</b>			

#### Tip:

•Click the **Contacts** link to add a fax

machine number listed in your **RingCentral** contacts book.

•FaxOut or Email to Fax supports more than 50 file types, e.g., JPEG, pdf, psd, ppt, wpg, and rtf. Click here for the entire list.

#### Faxing – Sending a Fax by Email

- 1. Create an e-mail message using your e-mail application.
- Type your recipient's fax machine number in the To: field, followed by @rcfax.com, e.g., 4045557655@rcfax.com).
- 3. Type your **Cover Page** note into the **Subject** field.
- 4. Attach the fax document(s) to your e-mail.
- 5. Click Send.

#### NOTE:

- Text entered into the body will not show up on the fax.
- For more details on sending faxes via e-mail, <u>click here</u>.

	To	4045557655@rcfax.com 2
Send	Сс	
L_	Subject:	Bob, here is the agreement for your perusal.
	Attached:	RC-PROJECT-1.doc (114 KB)

# Faxing – Adding a Document to a Fax From Microsoft Applications

- 1. Open the document you want to add to a fax.
- Click the Send to Fax button under the RingCentral toolbar in your Microsoft application. The document will be automatically printed to your Open Fax as an attachment.
- Enter the recipient's name (optional) and the 10-digit Fax Machine Number(s).
- 4. Click **Add** button to add the number to the Send list.
- 5. Click **Attach** if you want to load a second document to fax.
- 6. Place mouse cursor over the document icon to preview the document.
- Type your Cover Page message. Or uncheck the Use Cover Page checkbox if you do not want to send a cover page.
- Click Send (to immediately send the fax) or Schedule (to send the fax at a later time/date).

	Internet Fax	n 🔊 📰		
Send Sched	lule Edit At	U 🥑 📕 🕹		
器 Add from	m Contacts	J		
Fax Number:	+63 929	8717474		/
To:	Leslie Mapugay	, <b>,</b>		
Company:	AnitoKid Inc.			Add
Name 🛆		Fax Number:	Company	
		1		
		7		
Use Cover	Page. Your Note:	. 7		
Use Cover	Page. Your Note:	. 7		
Use Cover	Page. Your Note:	. 7		
Use Cover	Page. Your Note:	. 7		
Use Cover Documents	Page. Your Note:	. <b>7</b>		

#### NOTE:

The RingCentral Internet Fax program must be open for your document to be added as a fax attachment from a Microsoft application.
The Call Controller with SoftPhone must be installed on your computer for the Fax icon to be imbedded in Microsoft Applications.

Tip:

•For instructions on how to send faxes using the **Call Controller**, <u>click here</u>.

#### Faxing – Cancelling a Fax Scheduled to be Sent

- 1. Click **Messages** tab in the **Main Menu**. (**Messages** window displays)
- 2. Click **Outbox** in the **FOLDERS** panel. (**Outbox** window displays)
- 3. Click the checkbox(es) of the pending fax(es) you want to cancel.
- 4. Click **DELETE**.

Overview	Messages	Call Log	Contacts	Company Settings	My Settings	Download	FaxOut	RingOut	Available
			//						
FOLI	DERS	Outbox	1 - 1 of 1 (1 new)						?
▶ Inbox				Recipient	Scheduled	Len	gth S	ave Forwa	rd File Name
Sent Ite	2	<u>3 🗉 +234</u>	53635443	AnitoKid	Sun 01/10/2010	11:00 PM			RC-PROJ
Deleted Items		DELETE	MARK AS REAL	MARK AS UNREAD	BLOCK				REFRESH
		4							

#### NOTE:

•You cannot reschedule faxes that have already been queued to your Outbox.