RingCentral Mobile™

User Guide

January 2010

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

Sales

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

Sales hours:
9am-8pm ET Monday- Friday

Customer Support

Click Here to submit your customer service requests
Phone: 888-898-4591
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Support Hours:
24 hours a day, 7 days a week

RingCentral®
YOUR PHONE SYSTEM, EVERYWHERE

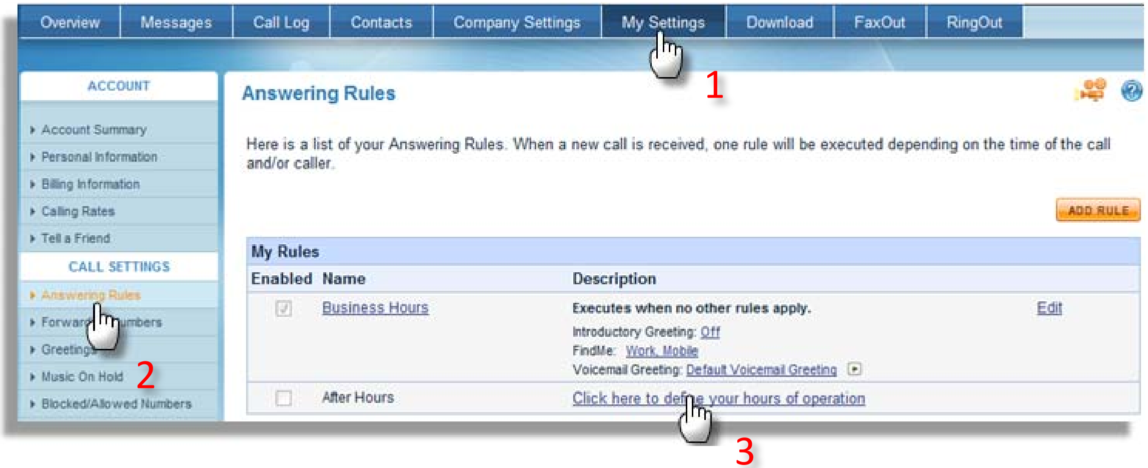
Online User Guide … covers more information, helping you understand and configure all the features.

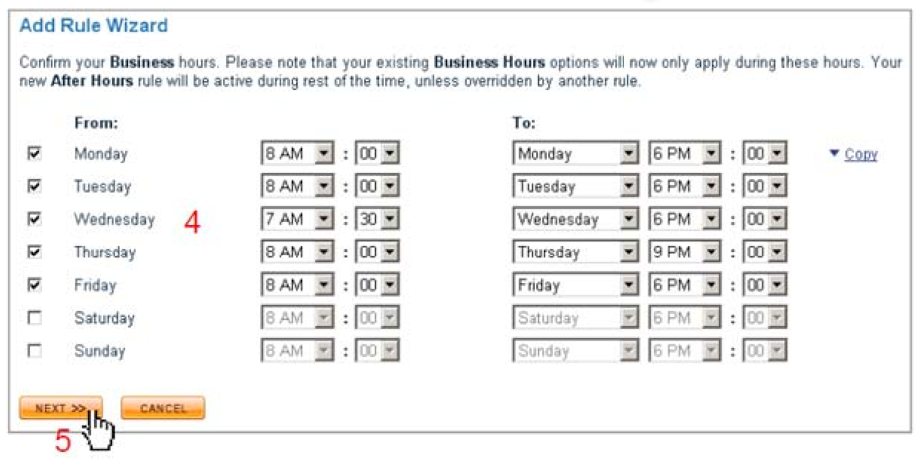
- **Answering Rules –** create After Hours rules, Custom rules, and more.
- **Greetings** and **Music on Hold –** create Company greeting, order professional voice, and more.
- **Message Notification –** understand Advanced options, design missed call notification, and more.
- **Extensions** (optional) – 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.
2. Click **Answering Rules** in the left panel. The Answering Rules Summary page opens.
3. 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.





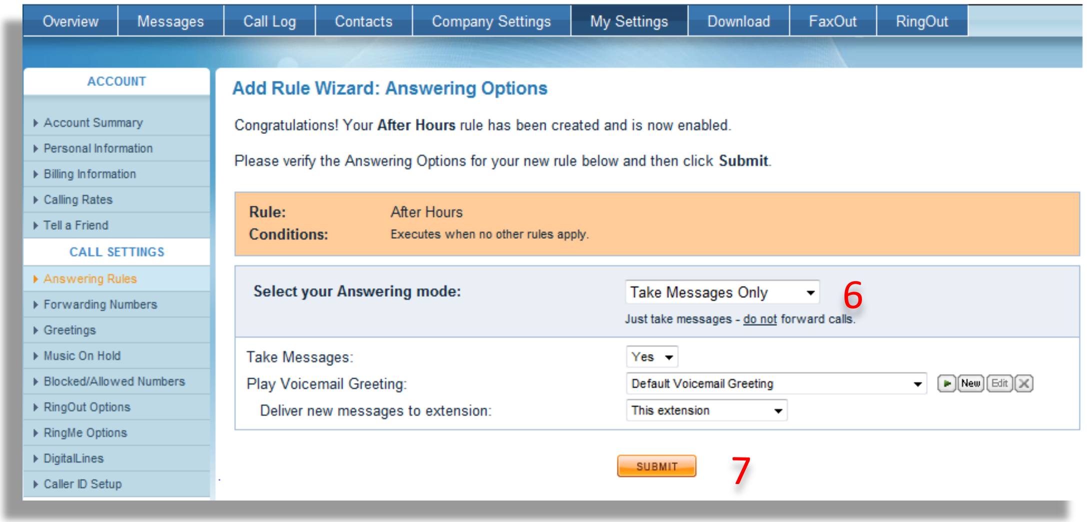
Answering Rules – Creating An After Hour Rule (cont.)

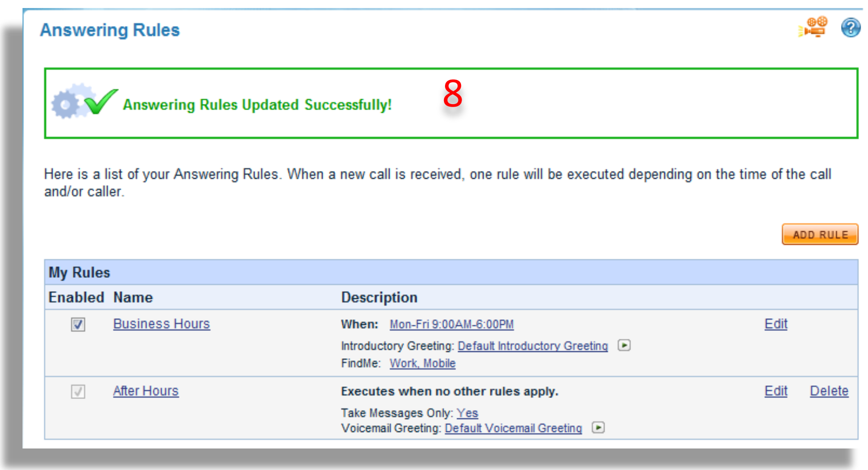
6. Users normally want their After Hours calls to roll to Voicemail. That is why the **Take Messages Only** answering mode is set by default.

   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.

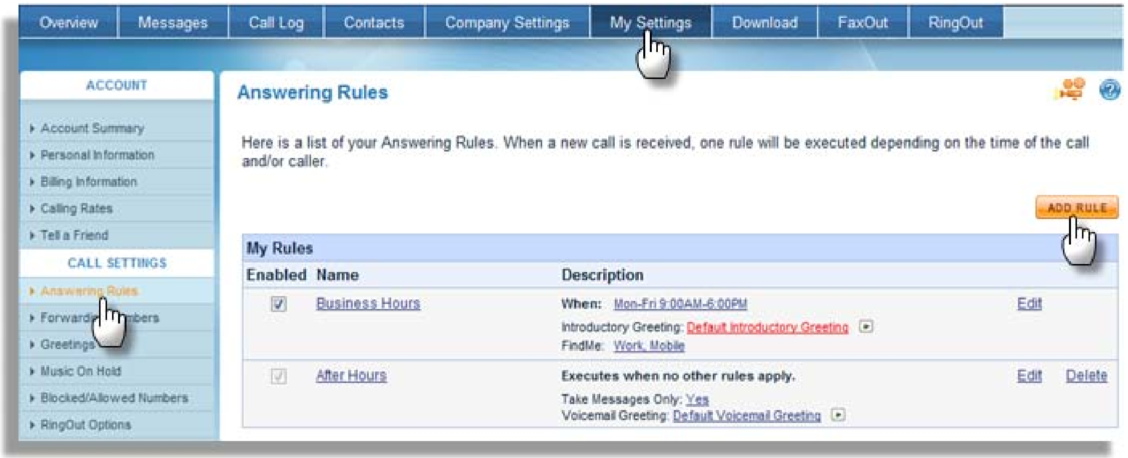




Answering Rules – Creating a New Custom Rule

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

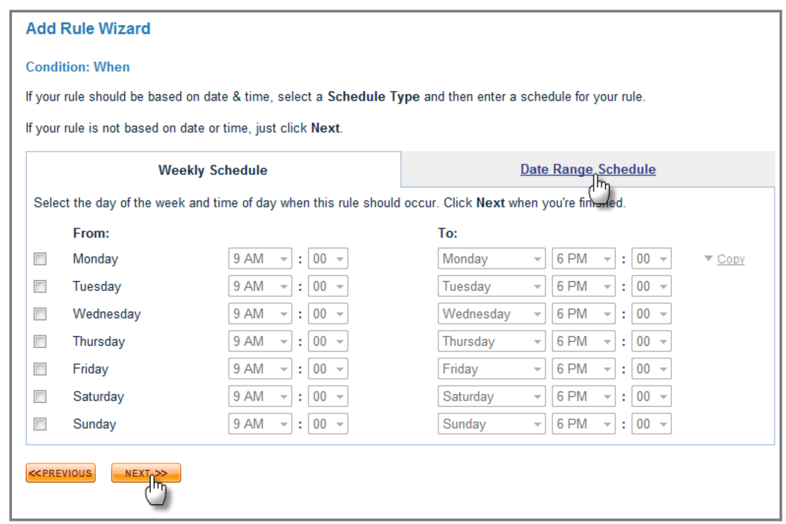
Custom Rules can be designed by When the caller is dialing you, Who is calling and/or What RingCentral number they are calling.



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 upper-right hand comer.
4. First, you configure WHEN the rule applies. Enter the day and hours you want this rule to be in effect.
5. 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.



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.

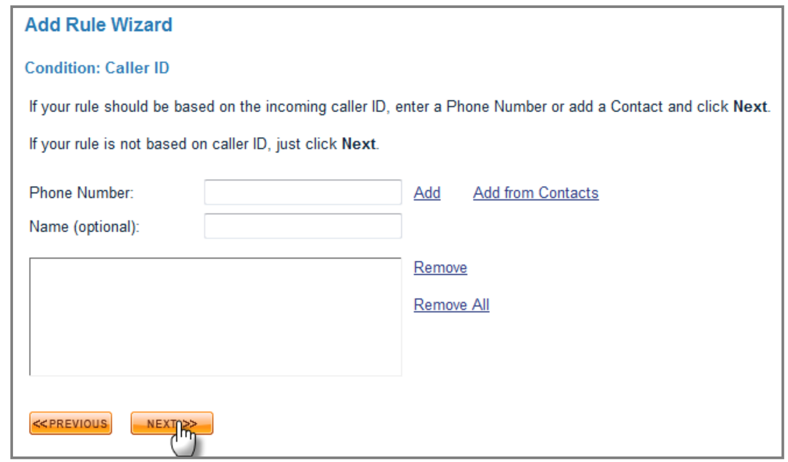
   You can enter the ten digit phone number then click Add to post the number to the list.

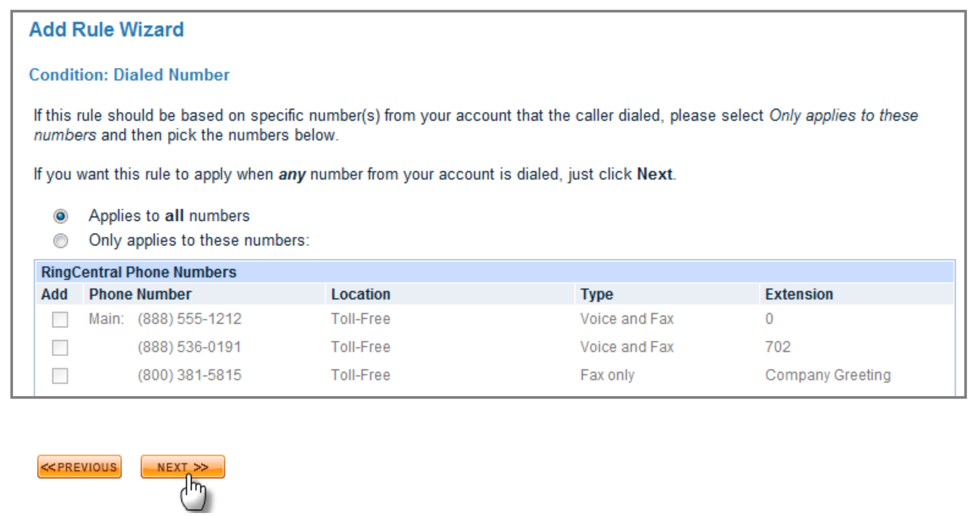
   You can also drag Contacts into the list by clicking the Add from Contacts link.

8. Click **Next** to continue.

9. Now configure WHICH RingCentral number this rule is for.

10. Click **Next** to continue





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

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

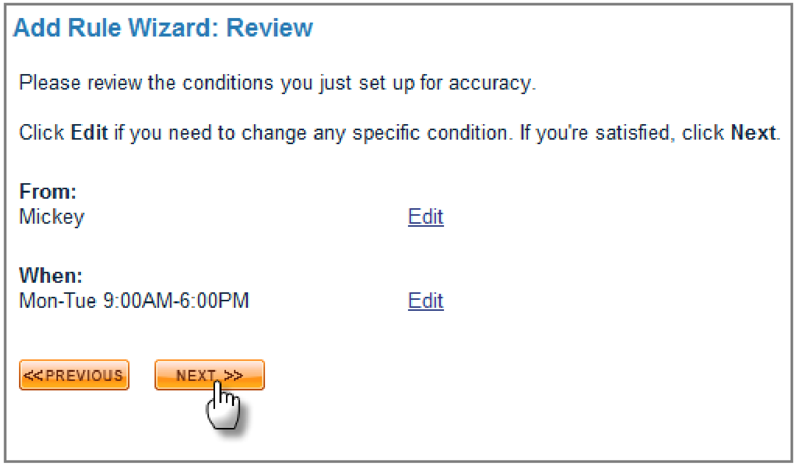
11. Review your wizard settings. Click an **Edit** link if you want to go back and change the From: or When: configuration.

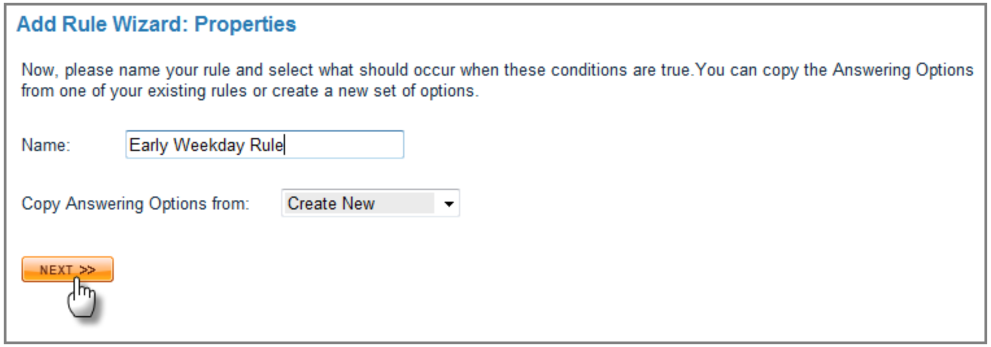
12. Click **Next** to continue.

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** drop-down list if you wish to design a new Answering Option tree.

14. Click **Next** to continue.

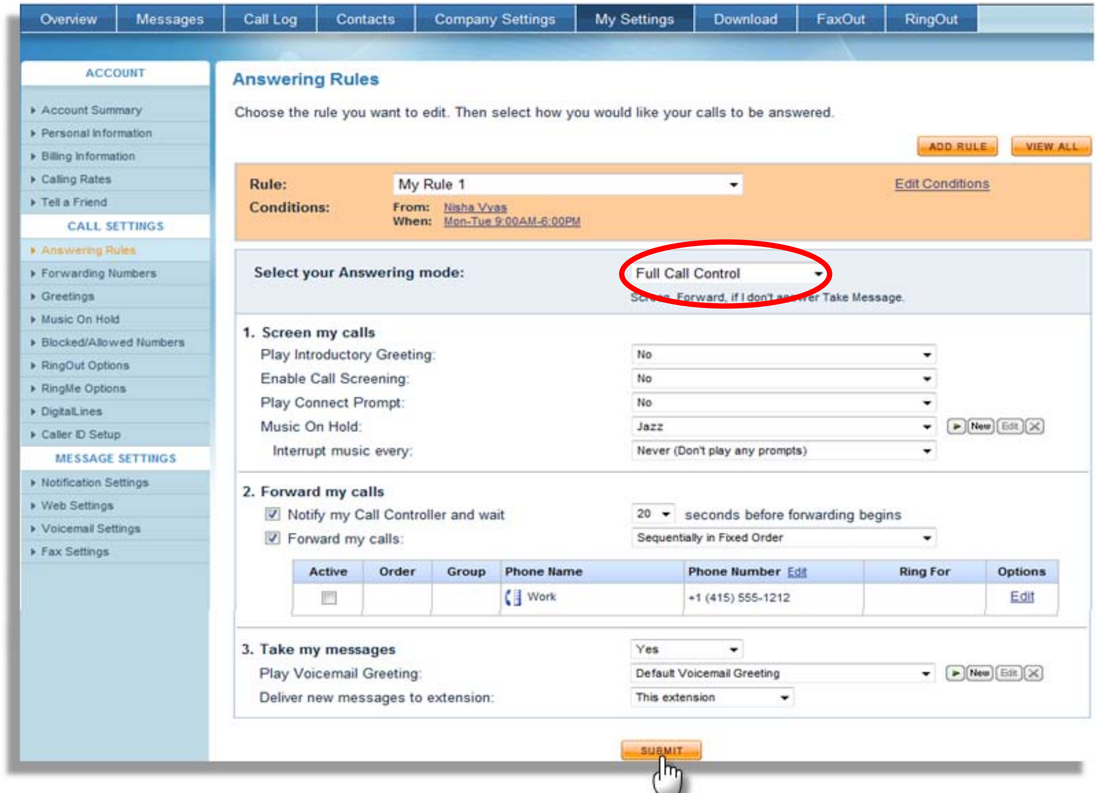


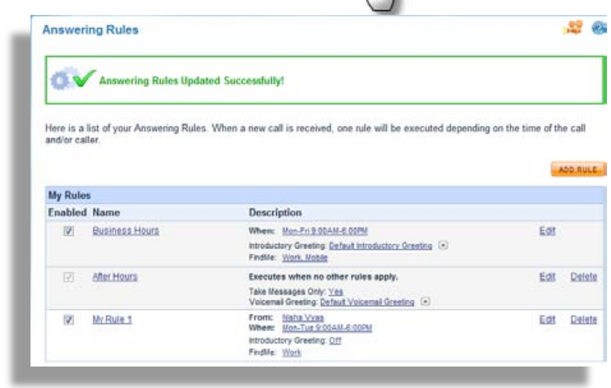


Answering Rules – Creating a New Custom Rule (cont.)

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.





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.

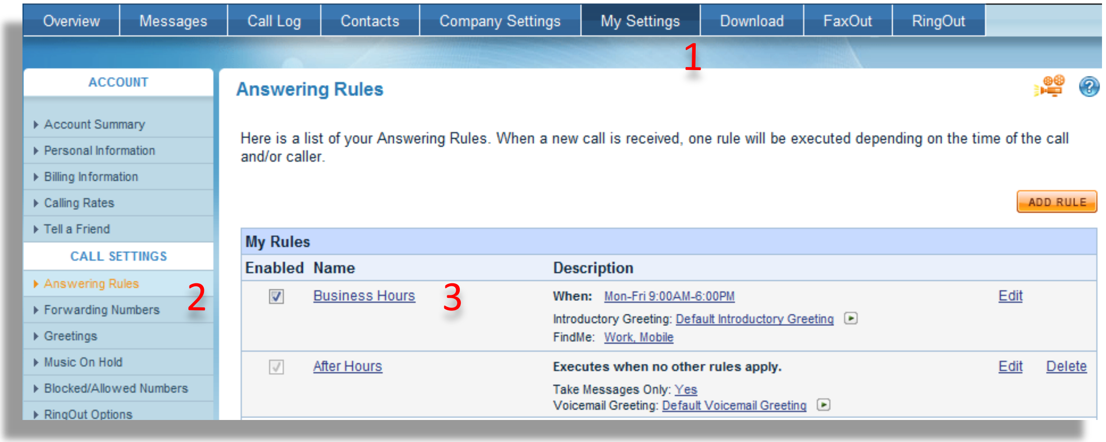
3. Click **Business Hours** under My Rules. The Business Hours Answering Rules page opens.

4. In the **Select your Answering mode** field, choose Ring a number Only from the drop-down list.

5. 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.)



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.

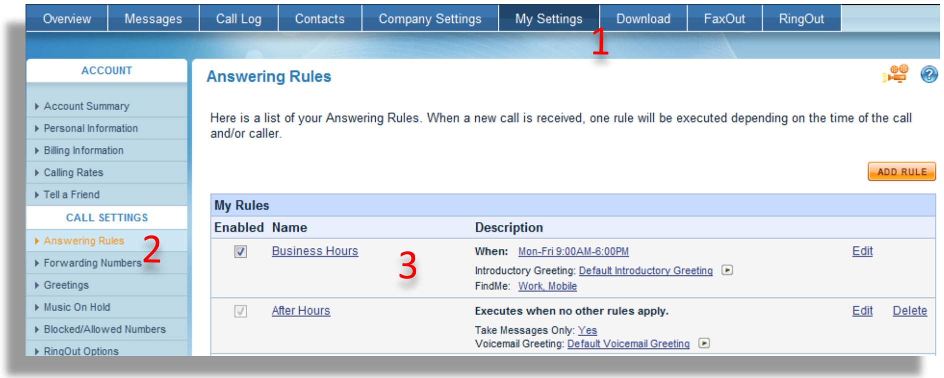
4. In the **Select your Answering mode** field, choose Take Messages Only from the drop-down list.

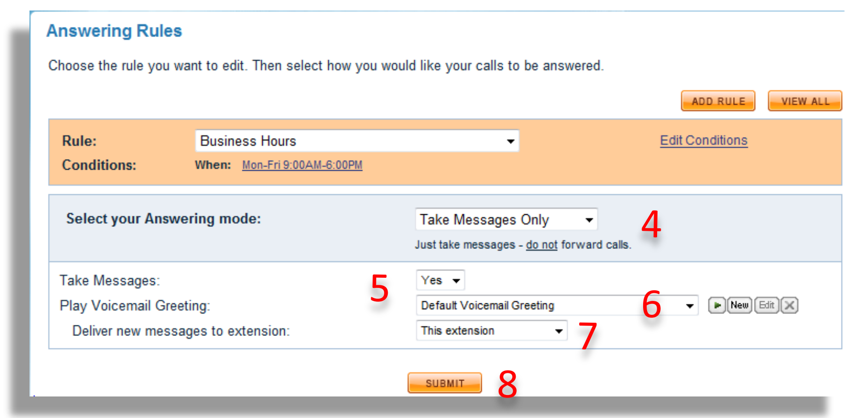
5. In the **Take Messages** drop-down list, select **Yes** .

6. Play Voicemail Greeting: Select the Voicemail Greeting or record your own by clicking New.

7. Deliver new messages to extension: Select the extension to receive the voicemail messages (if extensions are enabled).

8. Click **Submit** to save changes.





Answering Rules – Activating Do Not Disturb

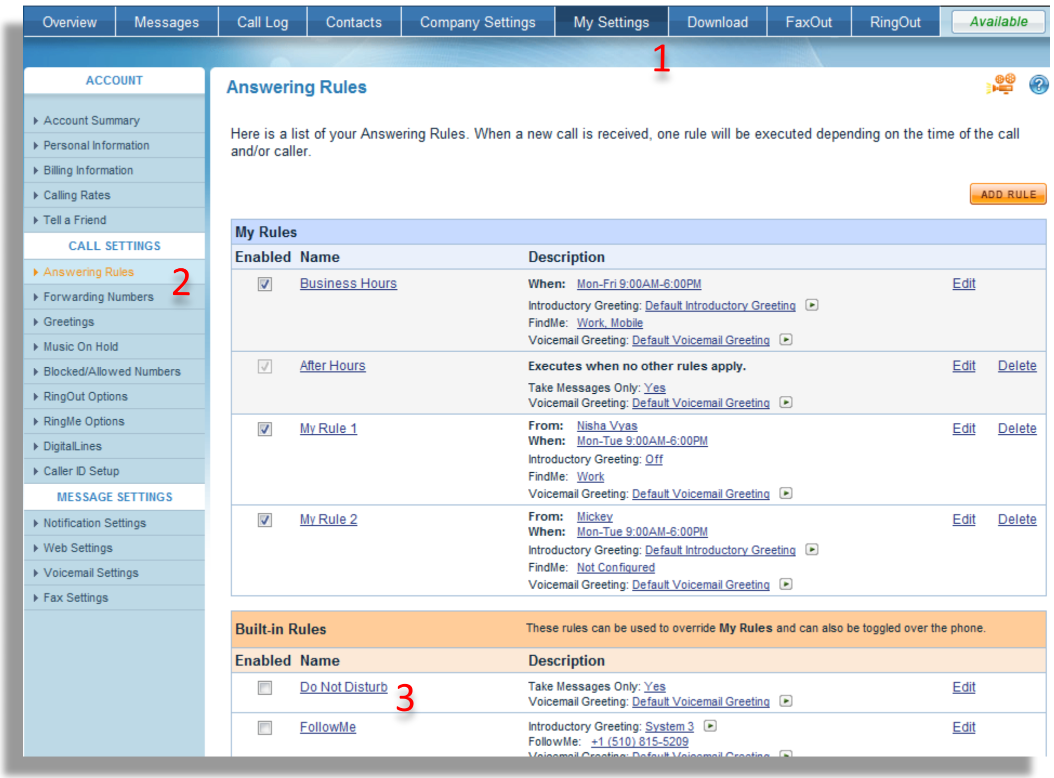
Note: Do Not Disturb is designed to temporarily transfer incoming calls to voicemail. Do Not Disturb overrides all other settings, and is designed for those times when you are temporarily out of the office or do not want to be contacted. An incoming caller will hear the voicemail message and be asked 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.
3. 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.



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.

3. 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 drop-down list.

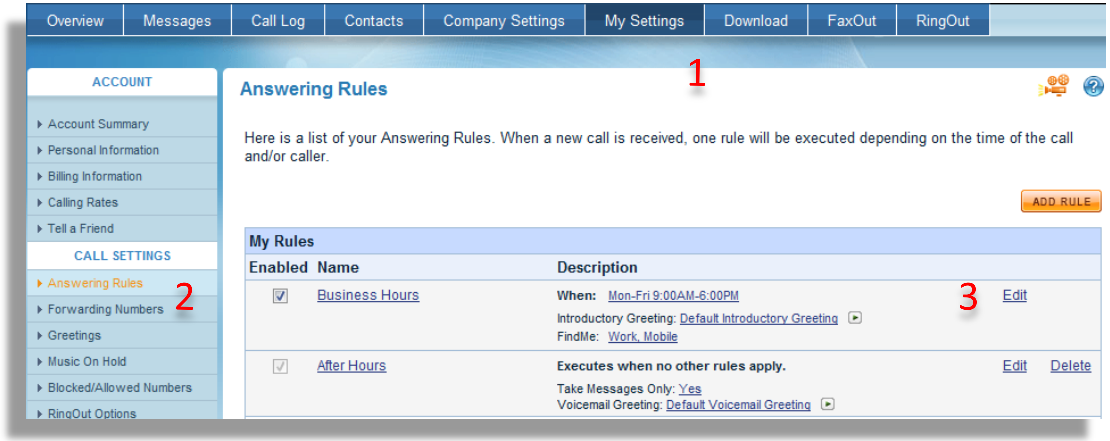
6. Click **Submit** to save changes.

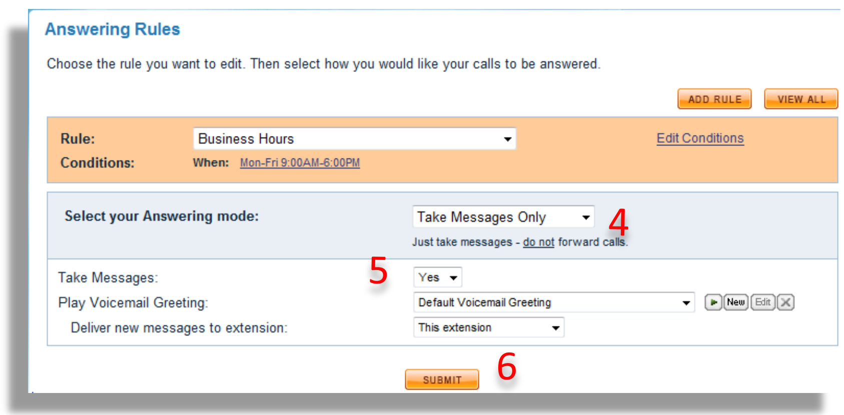
NOTE: For accounts using Extensions:
If you have multiple extensions or rules, each can be set up to receive faxes.

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 0-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)
2. 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.

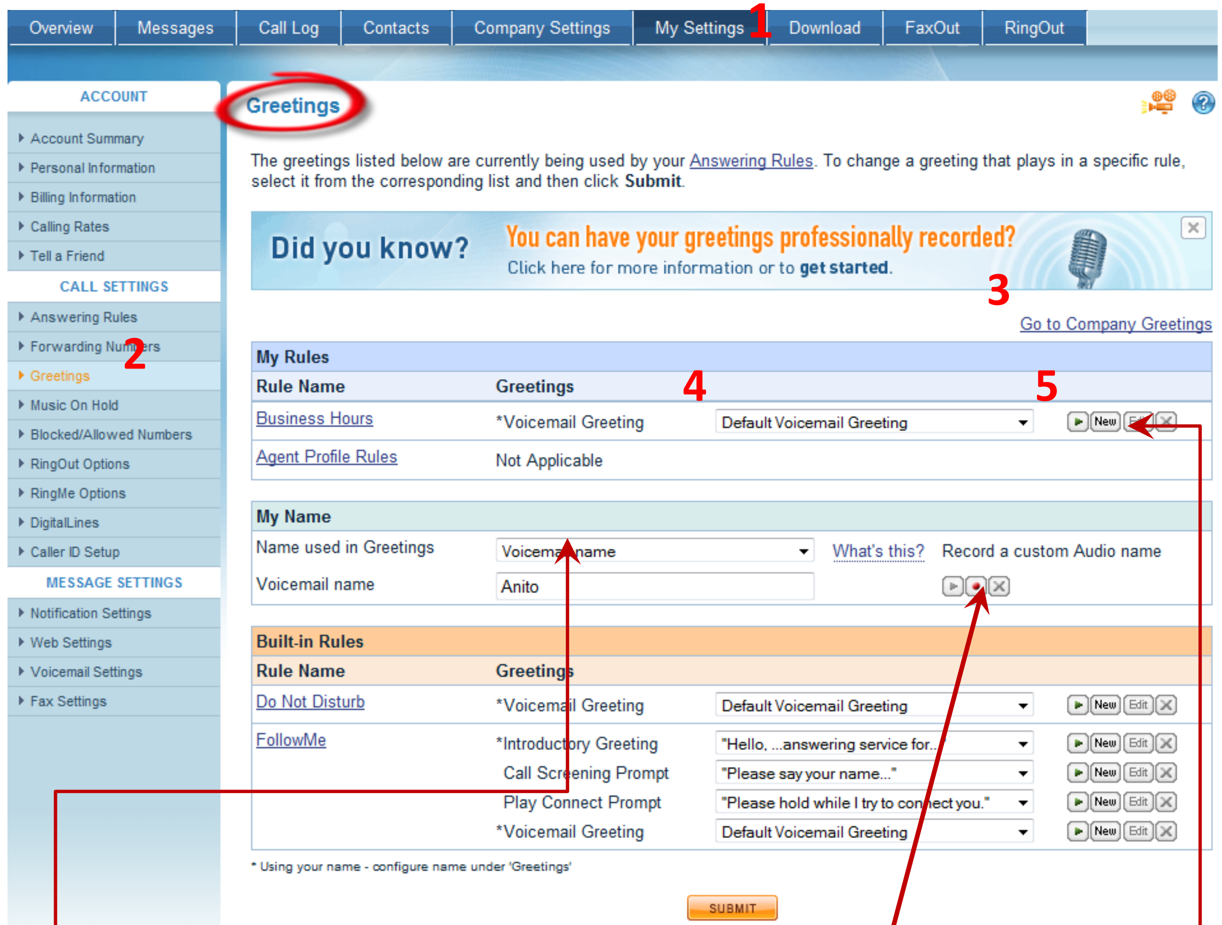
5. Click the **green arrow** icon to hear the message.

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.



Notes:

- *Type a new name in the **Voicemail name** field to change your **Voicemail 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

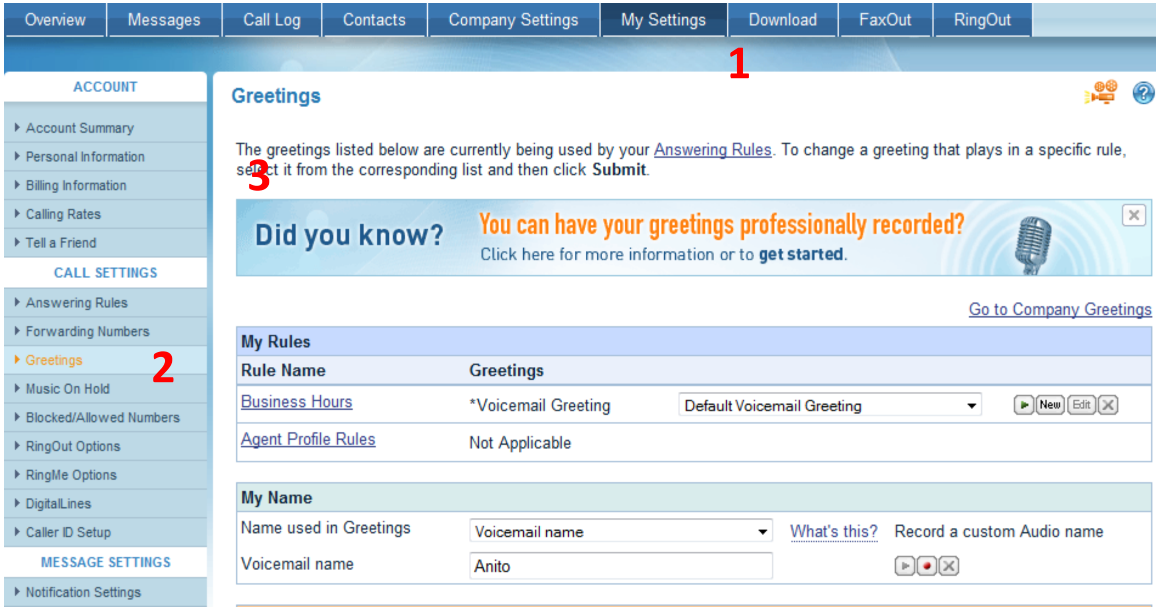
Customize your **RingCentral** account with a professional voice!

1. Click **My Settings** tab in the main menu. (**Account Summary** page opens)
2. 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!*



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 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.,

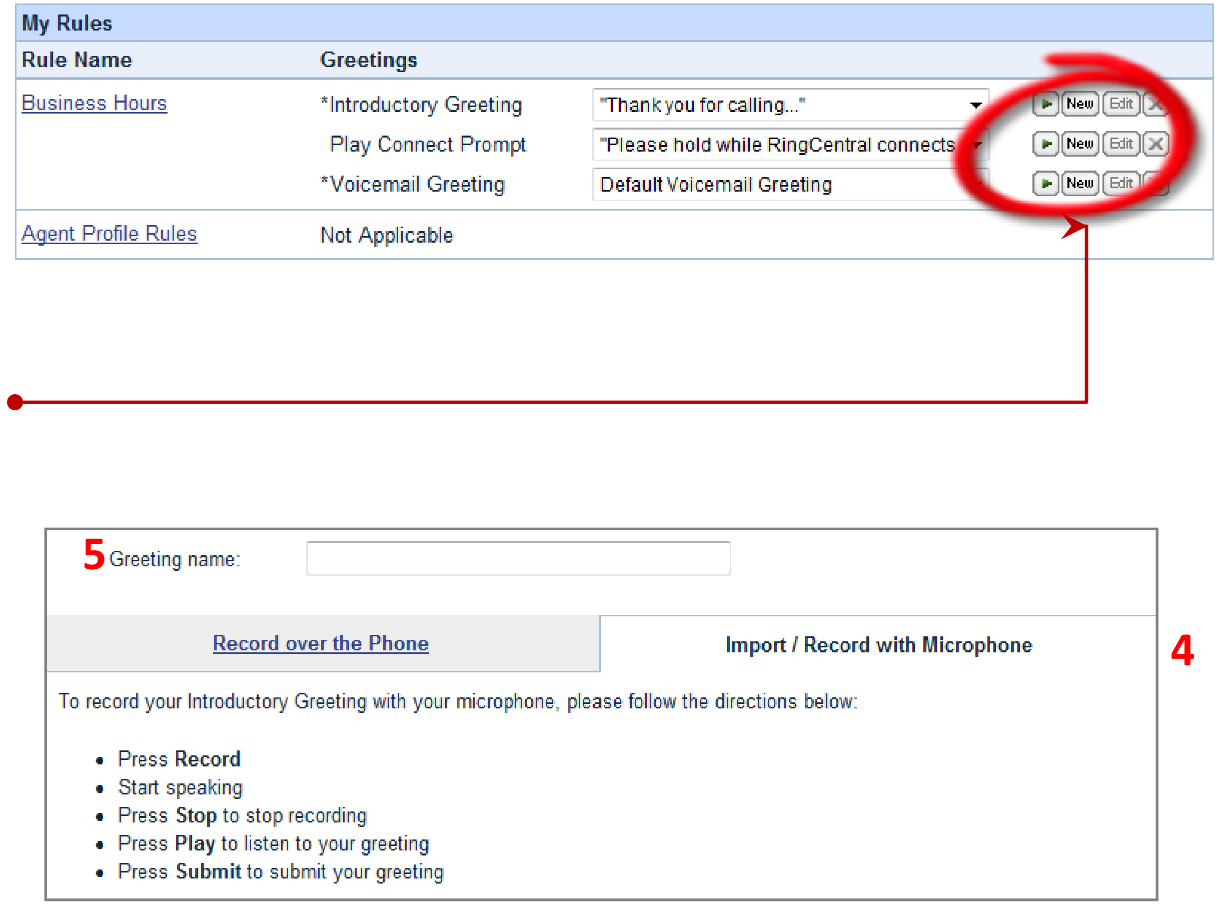
*"Your call has been forwarded to the voicemail for __**Bob Johnson**__. No one is available to take your call. At the tone, please record your message…"*

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)
2. Click **Greetings** on the panel under **CALL SETTINGS**. (Greetings page opens)
3. 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.



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:

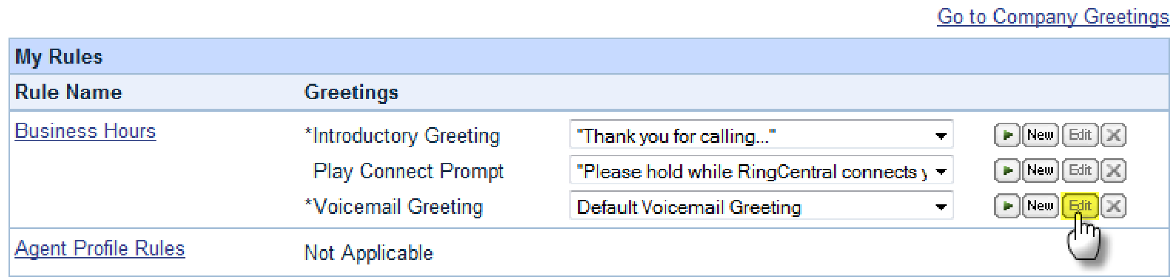
1. Click **My Settings** tab in the main menu. (**Account Summary** page opens)

2. Click **Greetings** on the panel under **CALL SETTINGS**. (Greetings page opens)

3. 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.



Music on Hold – Basic Setup

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

2. Under **Call Settings** panel, click **Music On Hold**. The Music On Hold page displays.

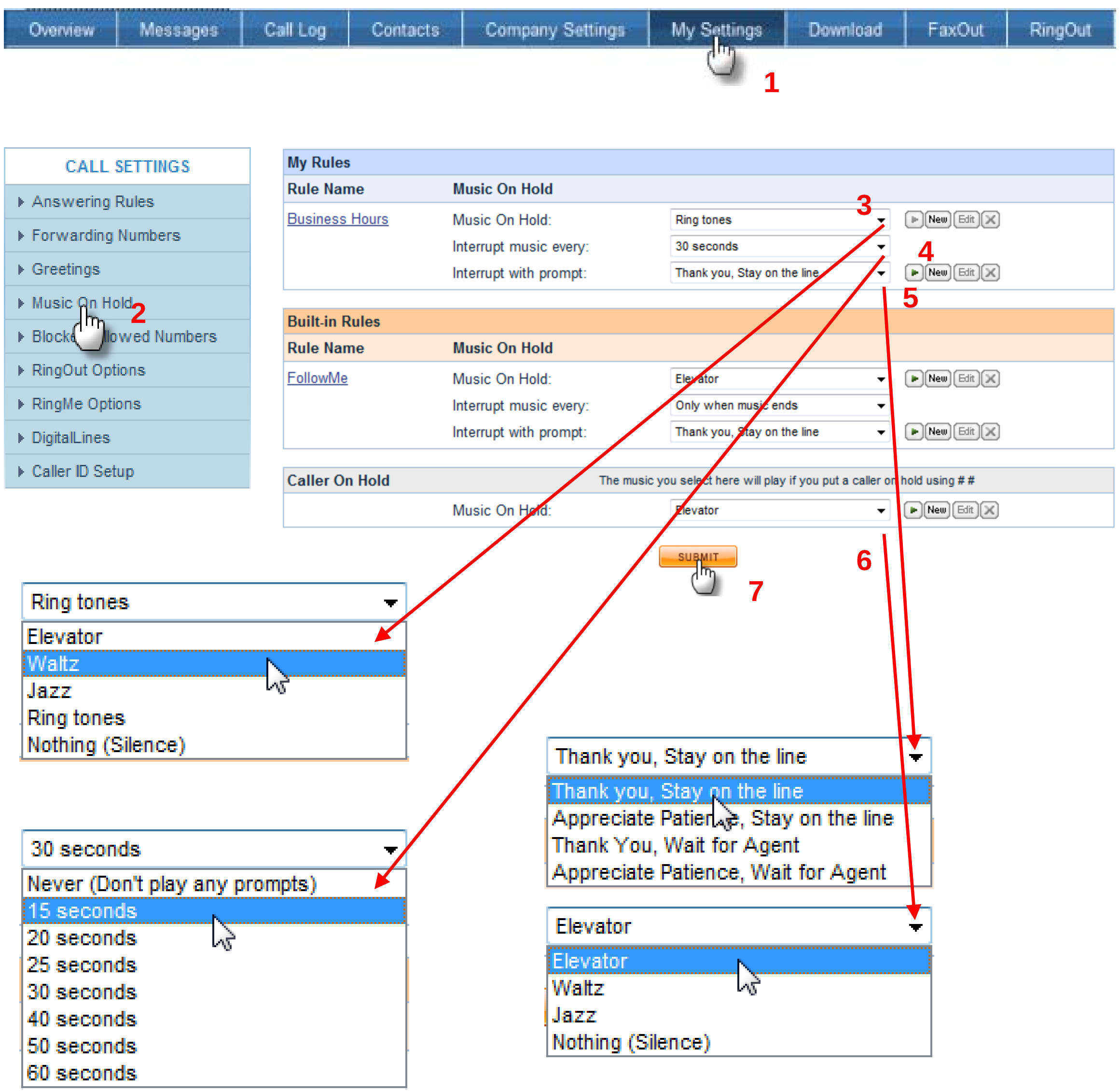
3. Refer to **My Rules** section; click the **Music On Hold** drop-down list, then select your preferred option as to what music you want your callers to hear while being forwarded to your telephone numbers. You can also set the Music On Hold to **Nothing (Silence)** if you don't want any music played.

4. Refer to **Built-in Rules** section; then click **Interrupt music every** drop-down 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.

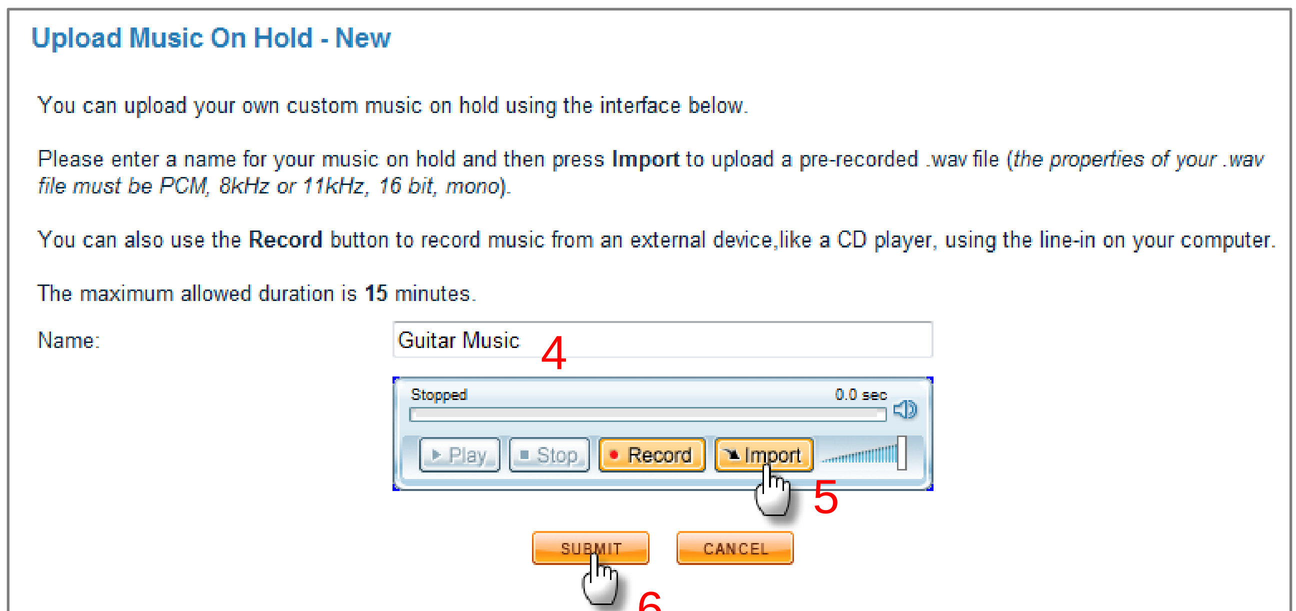


Music On Hold – Importing pre-recorded Music (in .wav format)

1. Click the **My Settings** tab in the main menu. The Account Summary page displays.
2. Click **Music On Hold** in the **Call Settings** panel. The Music window displays.
3. 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.



Message Settings – Forwarding Voice or Fax Mail to Different Employees

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

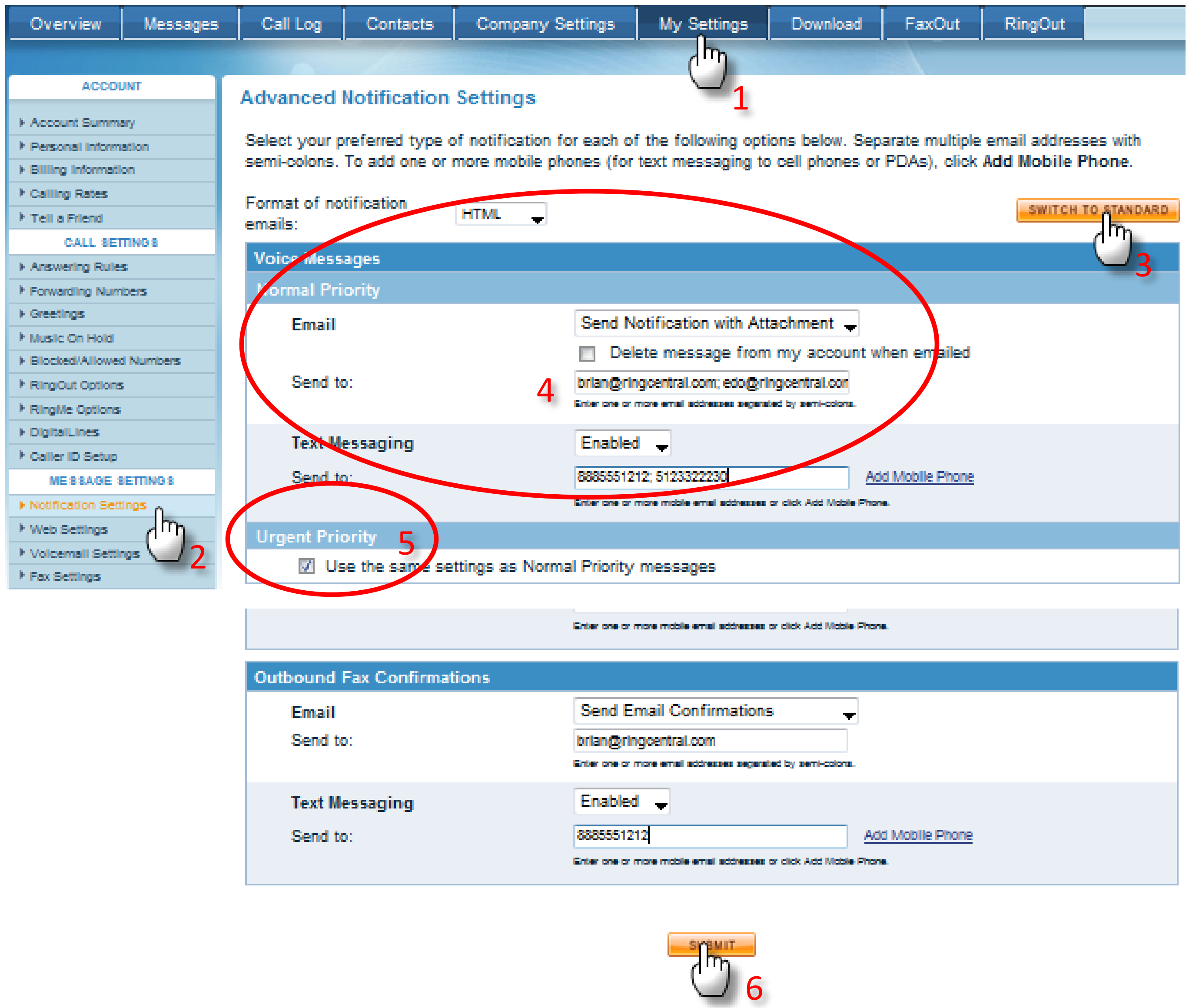
2. Click **Notification Settings** in the left panel. The n**otifications Settings** page displays.

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.

4. 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.

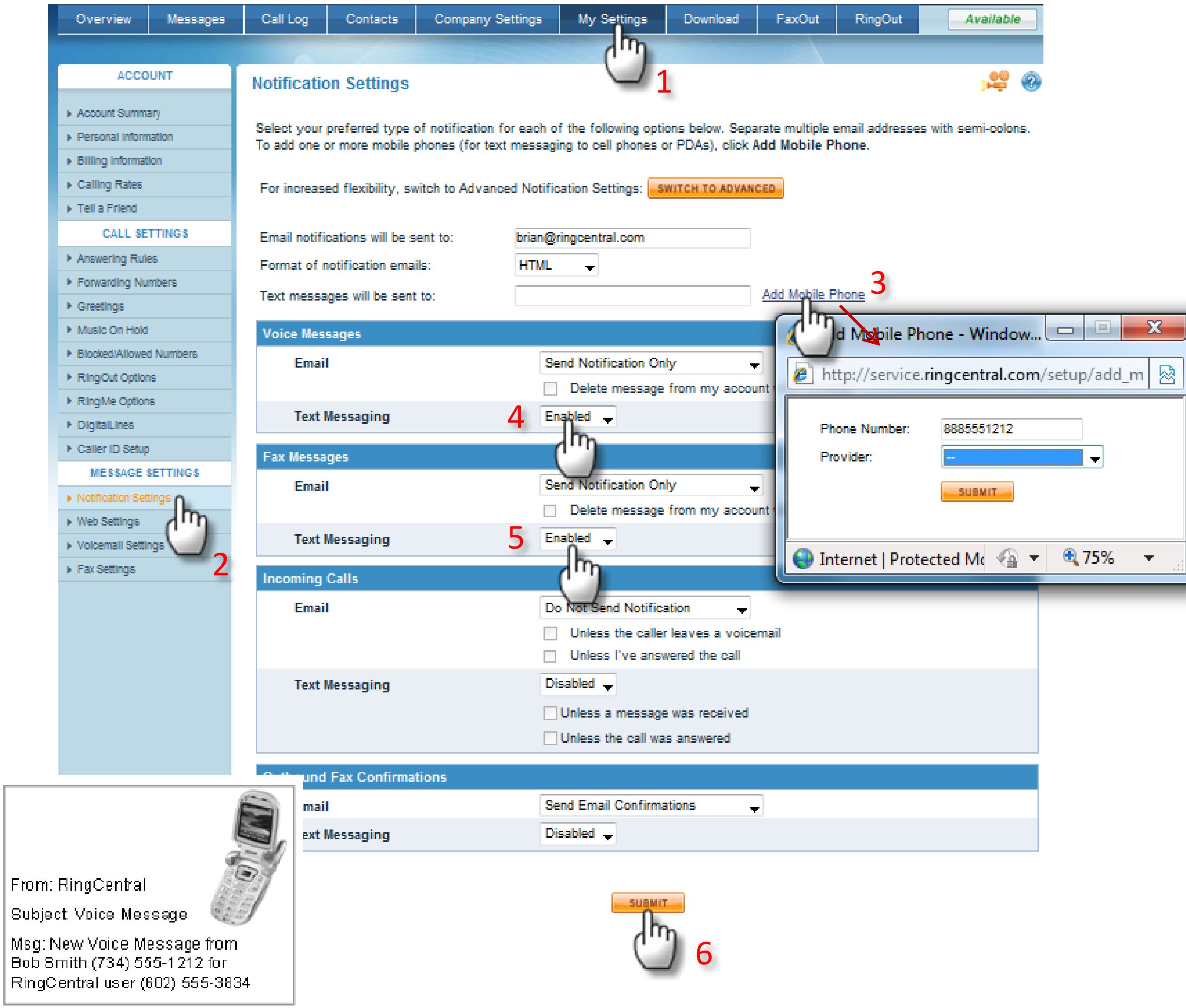
2. Click **Notification Settings** in the left panel. The **Notifications Settings** page displays.

3. 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.

4. 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.

6. Click SUBMIT to save changes.



Example of the text notification

Message Settings – SMS Text Alert for Missed Incoming Calls

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

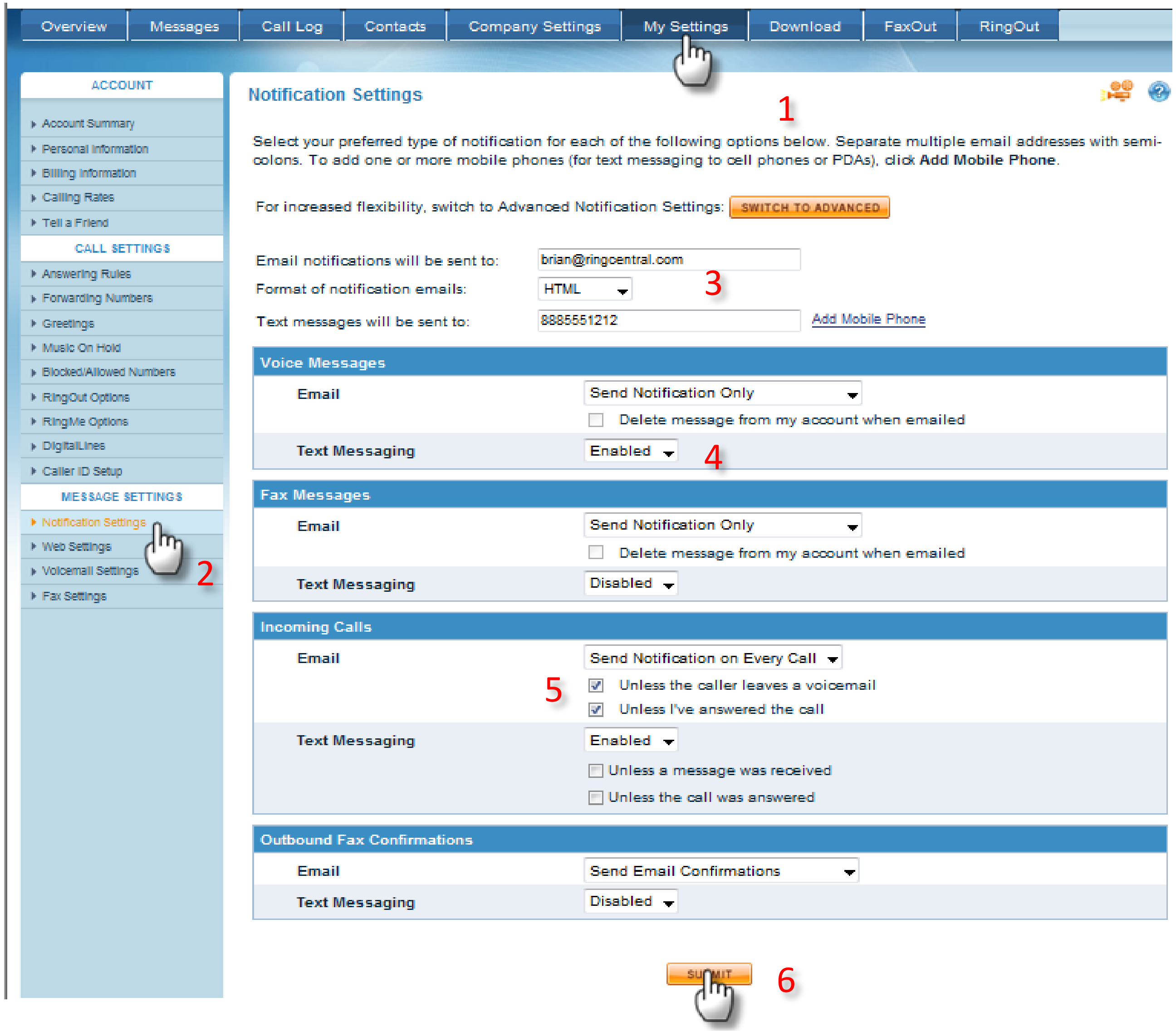
2. Click **Notification Settings** in the left panel. The **Notifications Settings** page displays.

3. Enter your Mobile address.

4. Select Enabled in **Text Messaging.**

5. Check the "Unless a message was received'" and "Unless the call was answered" check boxes.

6. Click SUBMIT to save changes.



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

1. 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.

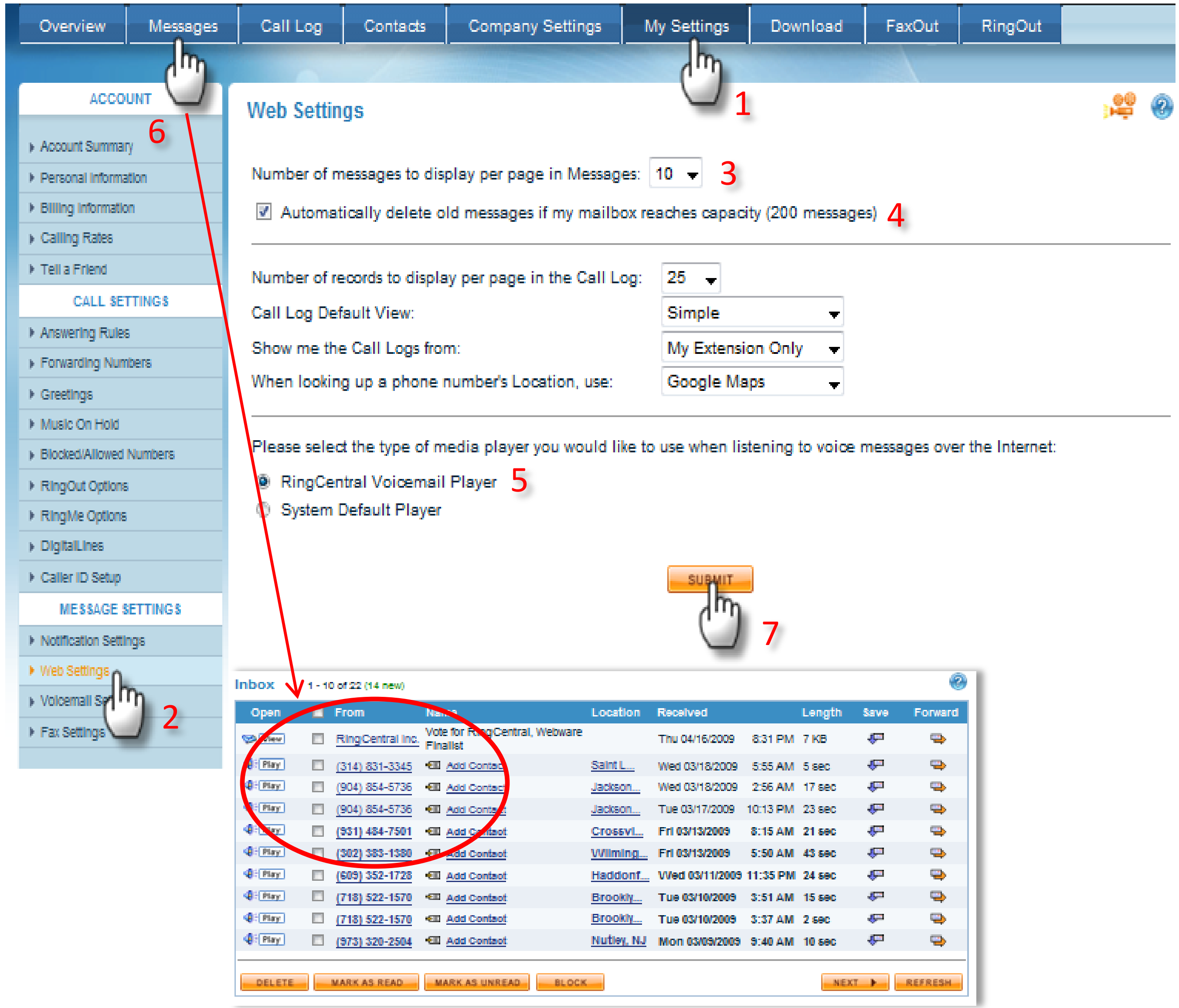
4. Check "Automatically delete old messages.." box if you receive lots of messages, and don't want mailbox filled up. If this option is not selected and when your mailbox is full, callers will not be allowed to leave a message.

5. Install the "RingCentral Voicemail Player" from your Download menu, choose it as your default media player.

6. Click the "play audio" icon in your **Messages** folder to listen to the voicemail messages.

7. Click  to save changes.

NOTE: The Voice mail player options can only be viewed in Microsoft Internet Explorer. Other browsers are not compatible.



Message Settings – Fax Settings

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

2. Click **Fax Settings** in the left panel. The **Fax Settings** page displays.

3. Select to receive incoming faxes as PDF or TIFF files.

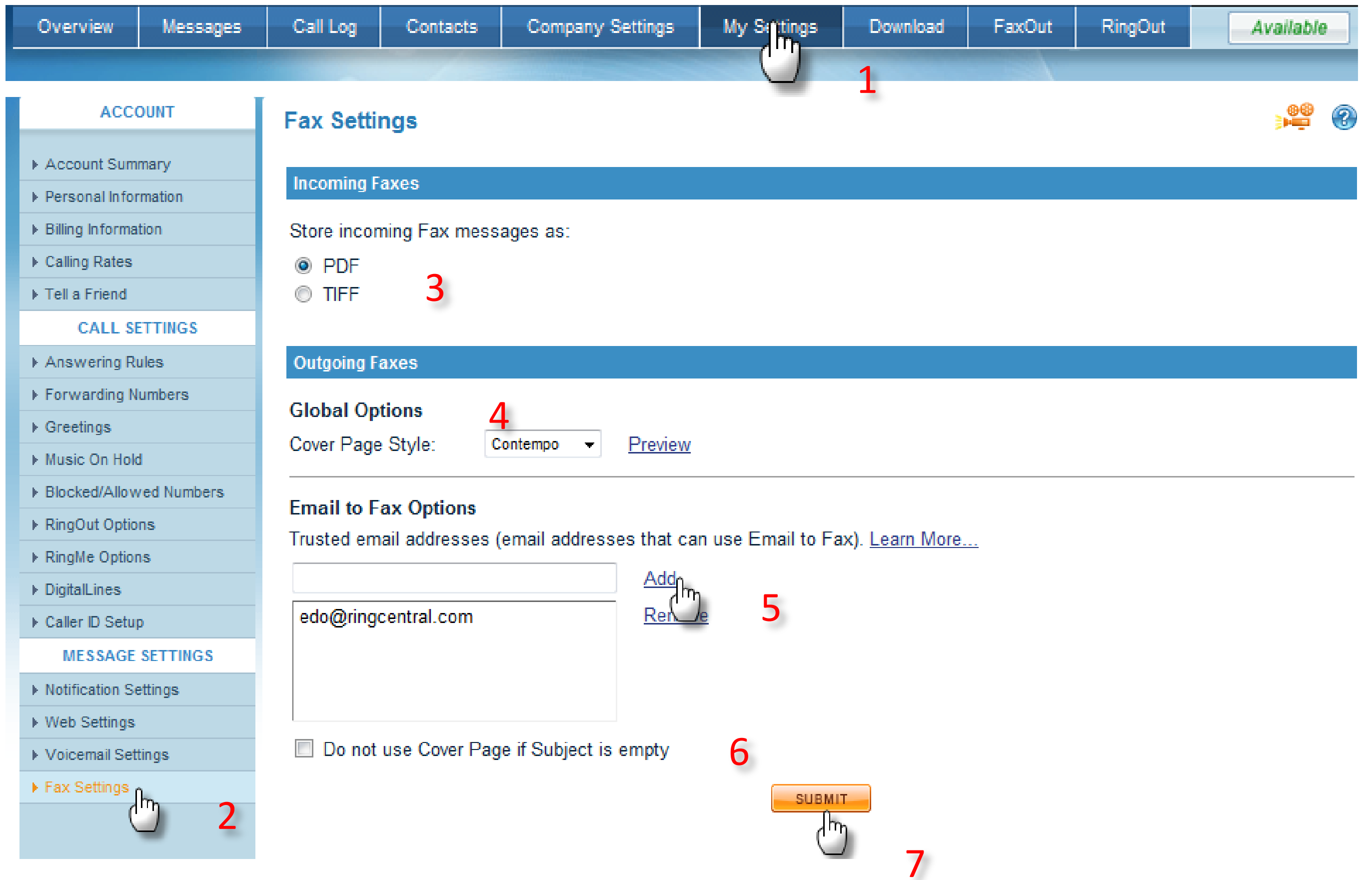
4. Choose the cover page style to use when using FaxOut or fax by e-mail.

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.

6. 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.**

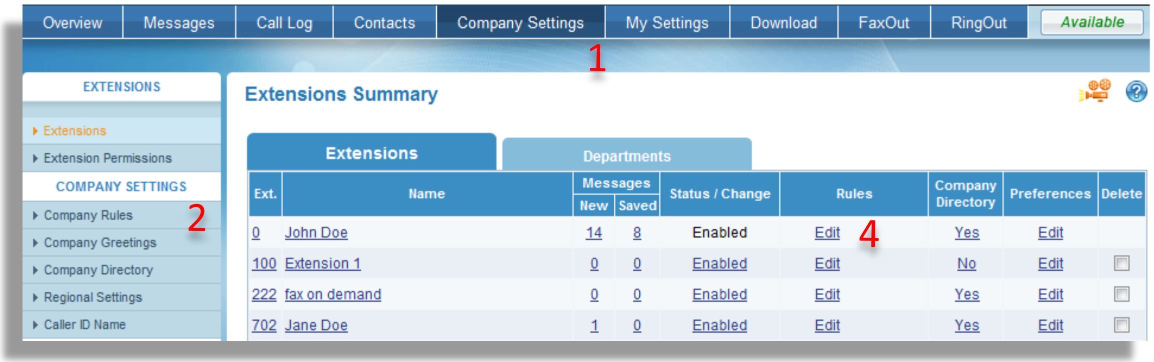
5. Specify how to handle incoming calls. Either:

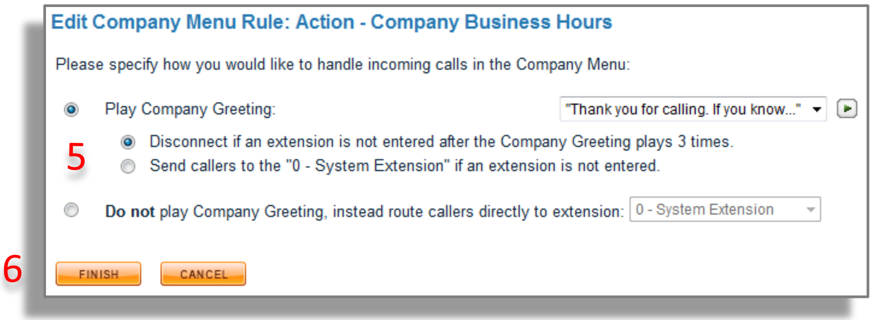
   a) Play Company Greeting with option to disconnect caller or send onto extension 0 after greeting is played,

   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.

2. 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.

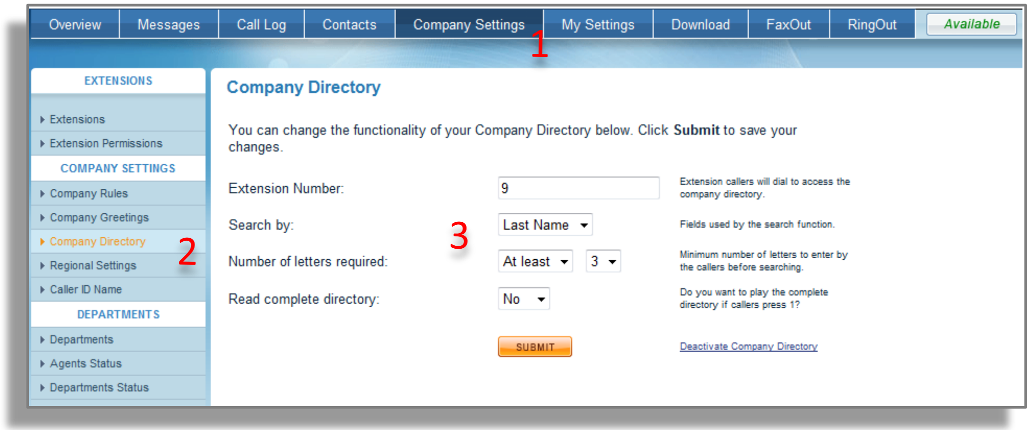
   d) Choose if the callers will hear the entire directory when pressing (1).

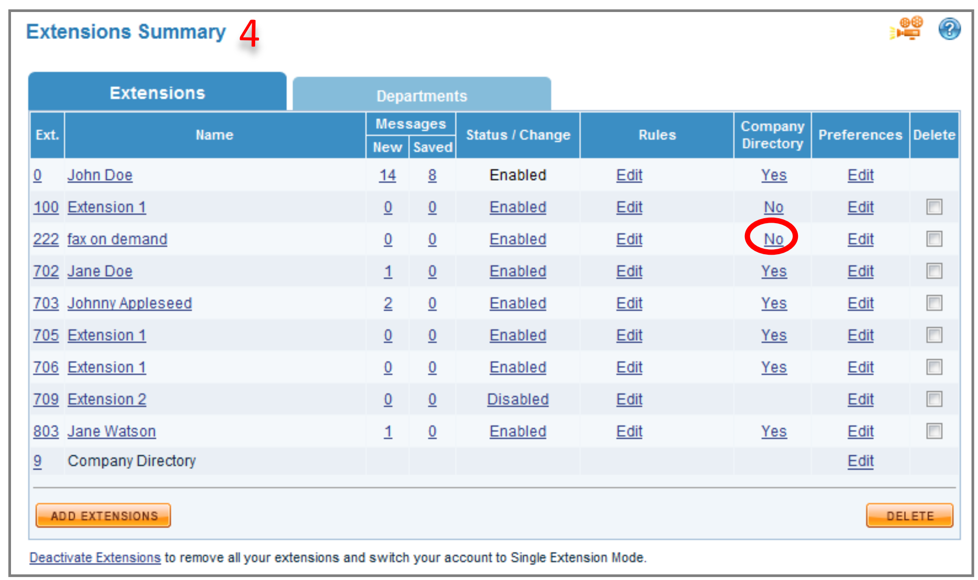
   e) Click Next.

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.





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.

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.

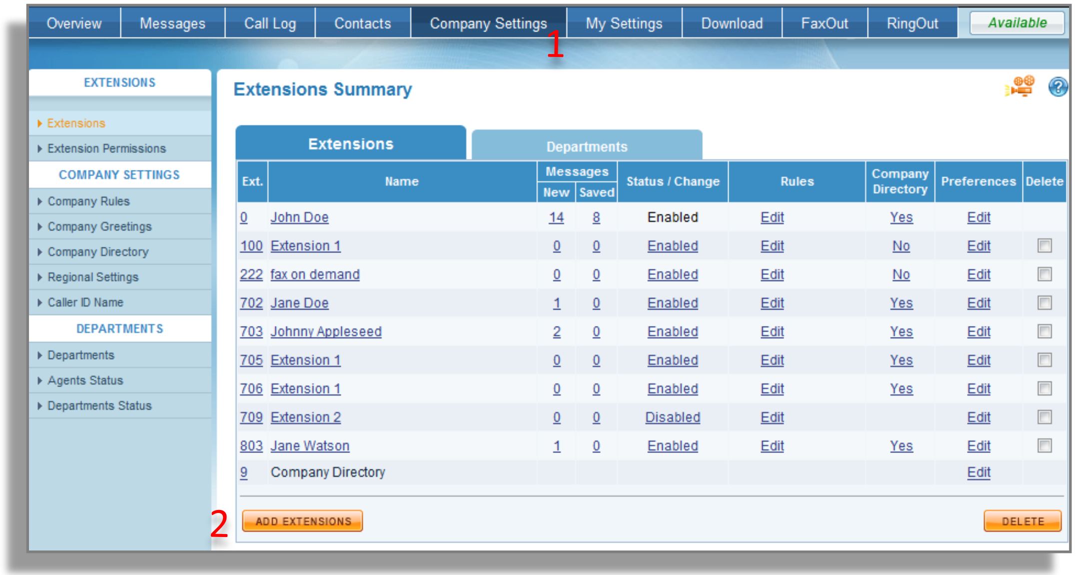
4. Click **Submit**. The Extensions Summary page opens with the additional extensions disabled.

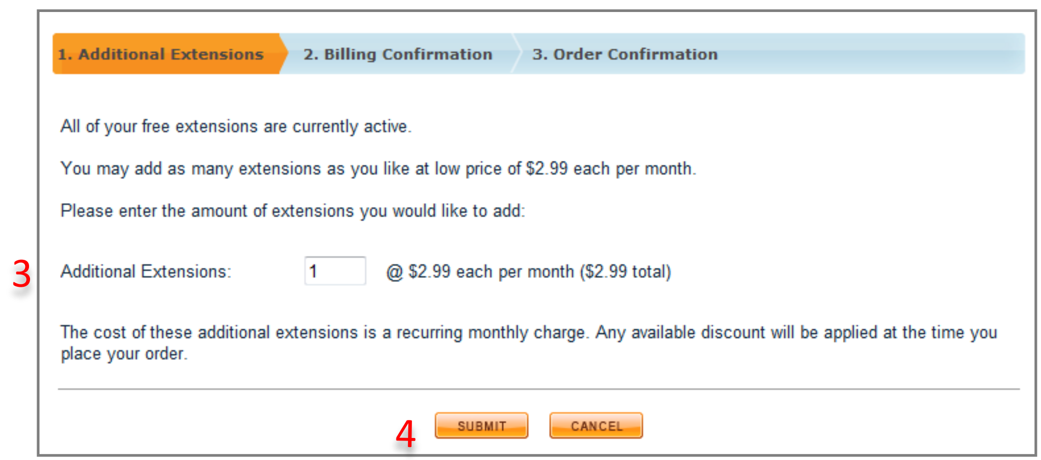
Your RingCentral plan comes with extensions.
Professional – 5 extensions
Business Plus – 10 extensions
Business Power – 20 extensions
Business Premium – 100 extensions

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.





Extensions – Disabling and Deleting Extensions

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

To Disabled an extension:

2. 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.

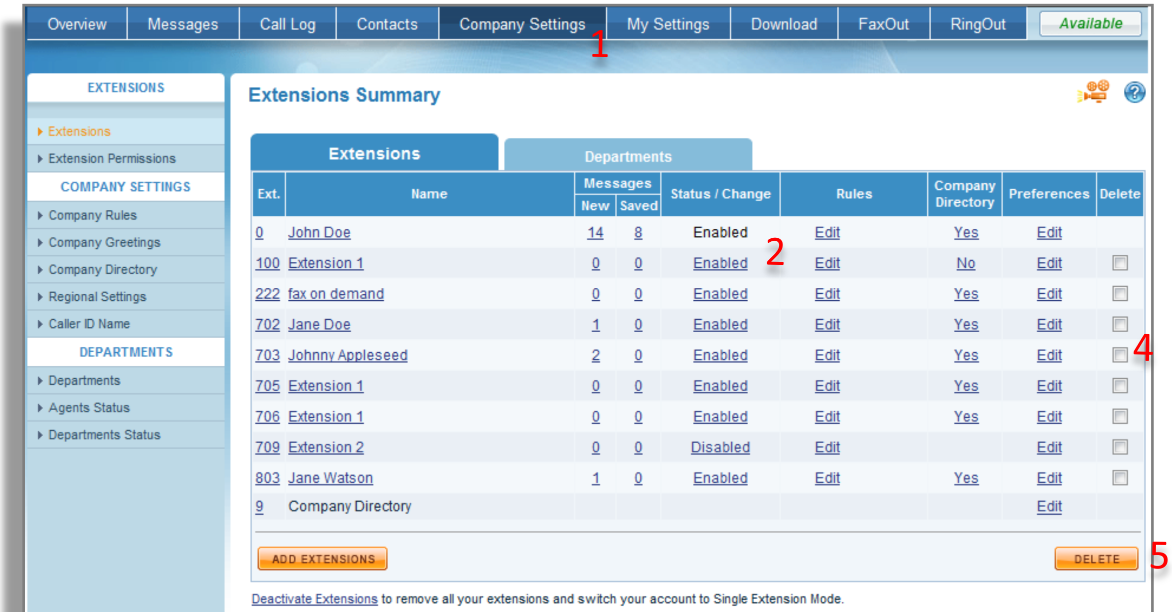
To Delete an extension:

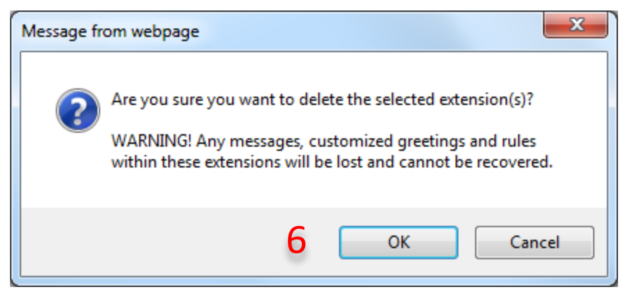
4. Click the check box in the Delete column corresponding to the extension you wish to delete.

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.





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!

3. Click **Continue**. A second warming page displays.

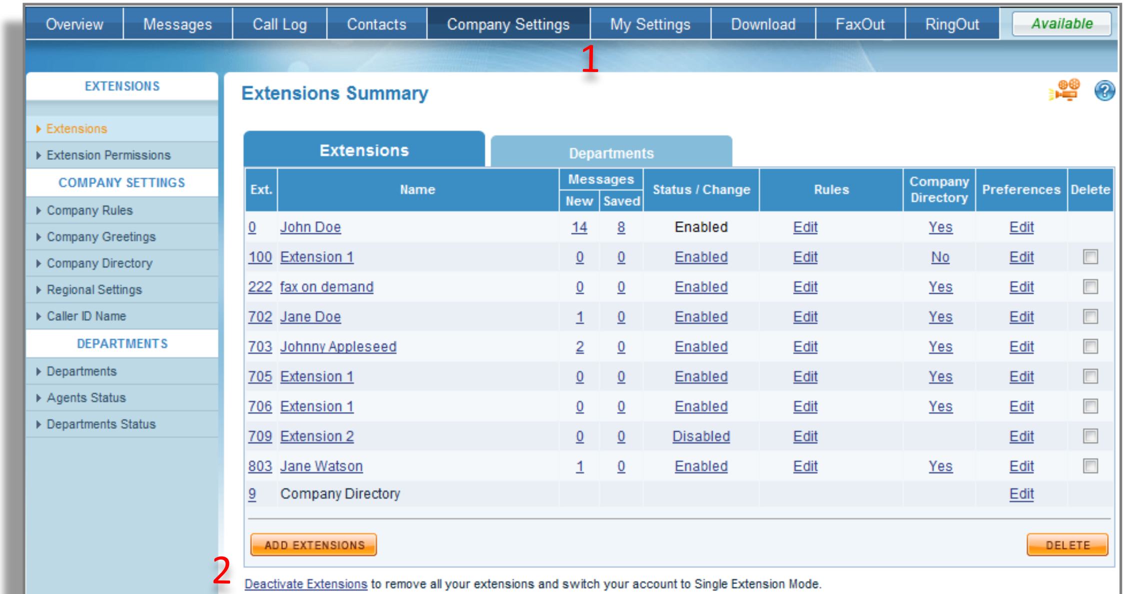
4. Click **Submit** to save changes.

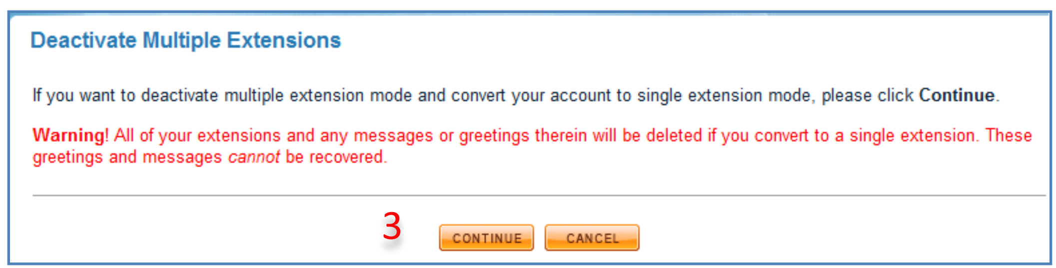
NOTE: Extension 0 settings will then be in effect for your non-extension account.

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.





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.

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** *, **Enter** your password and **Press** #

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.

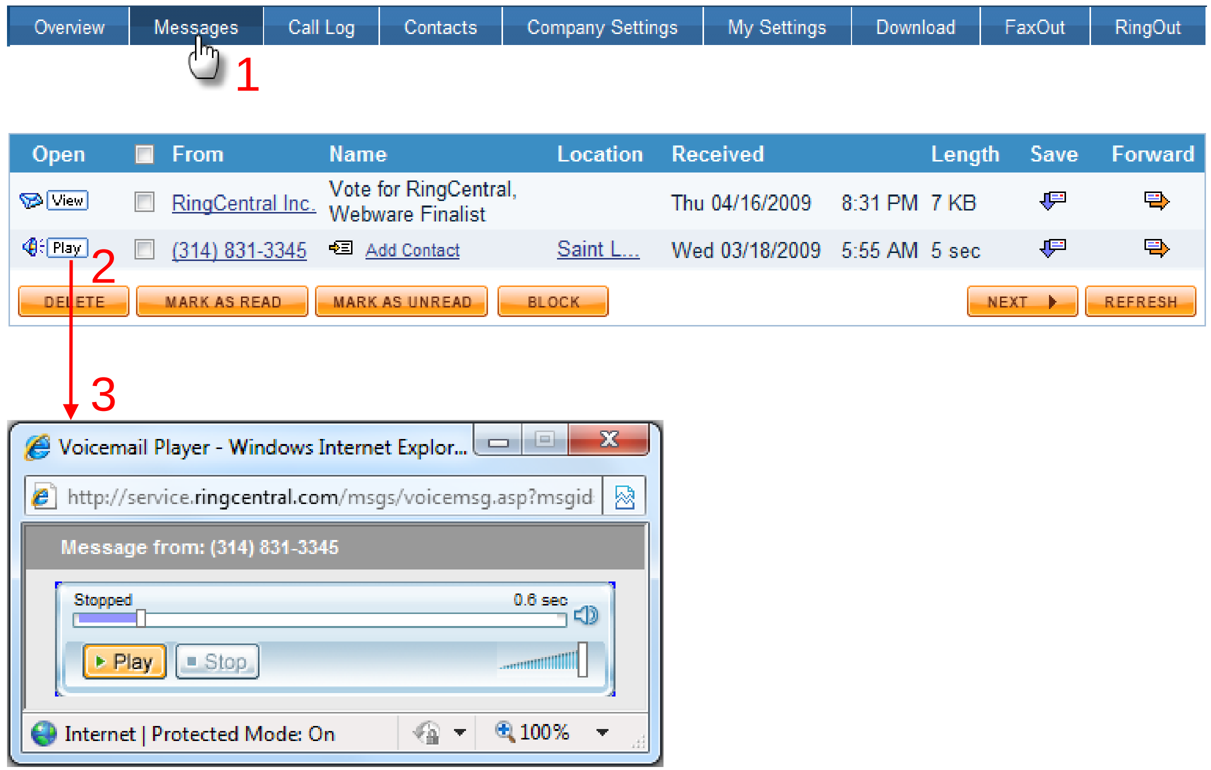
Tip: If you select RingCentral Voicemail player as your default player, you only need to hover your cursor over Play. The message will automatically play. You can find the RingCentral Voicemail player in the Download tab.

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



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.

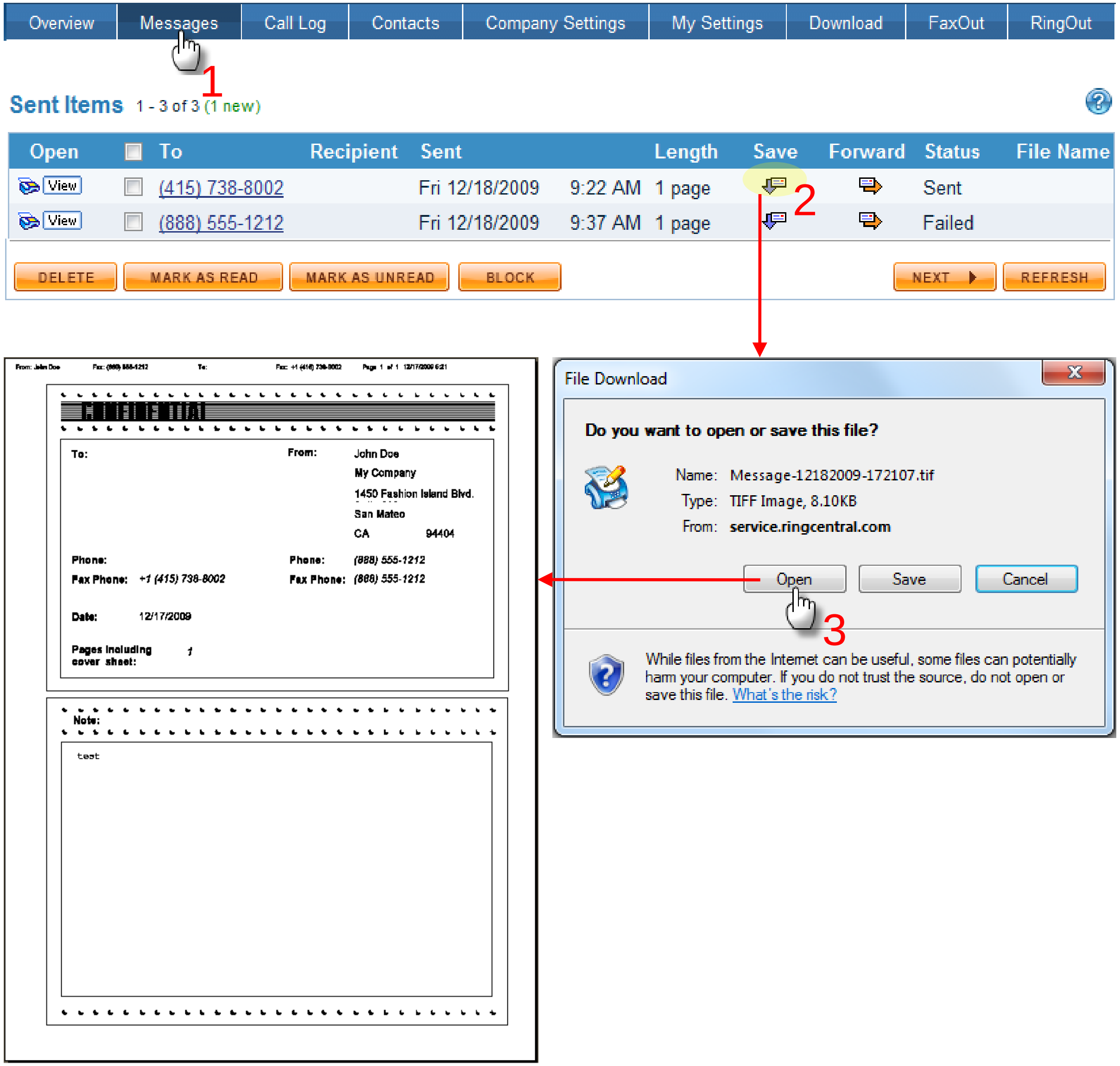
   NOTE: Images are displayed in PDF format by default.

   Tip: The View 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.

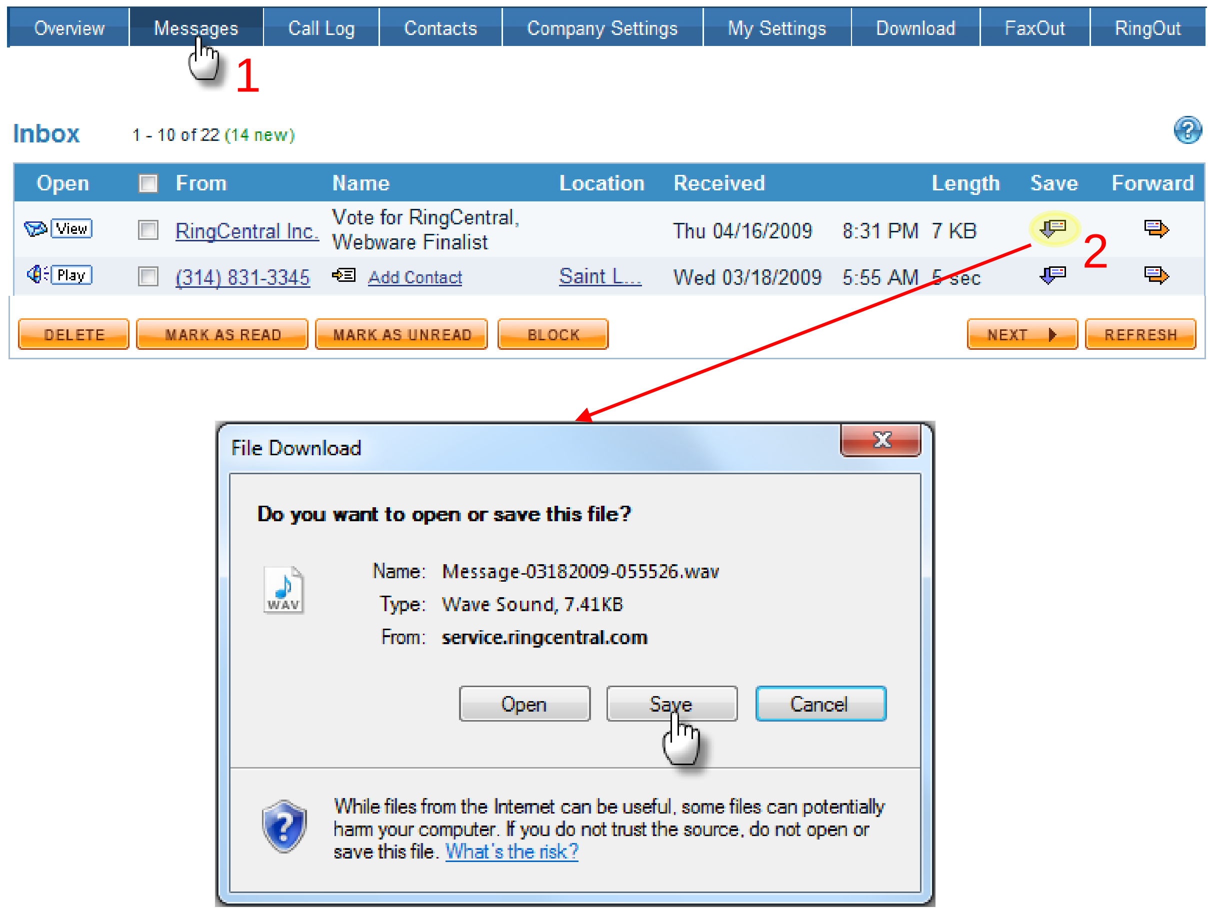
   Click the check box next to the number and then an orange button on the bottom to:

   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**.



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)

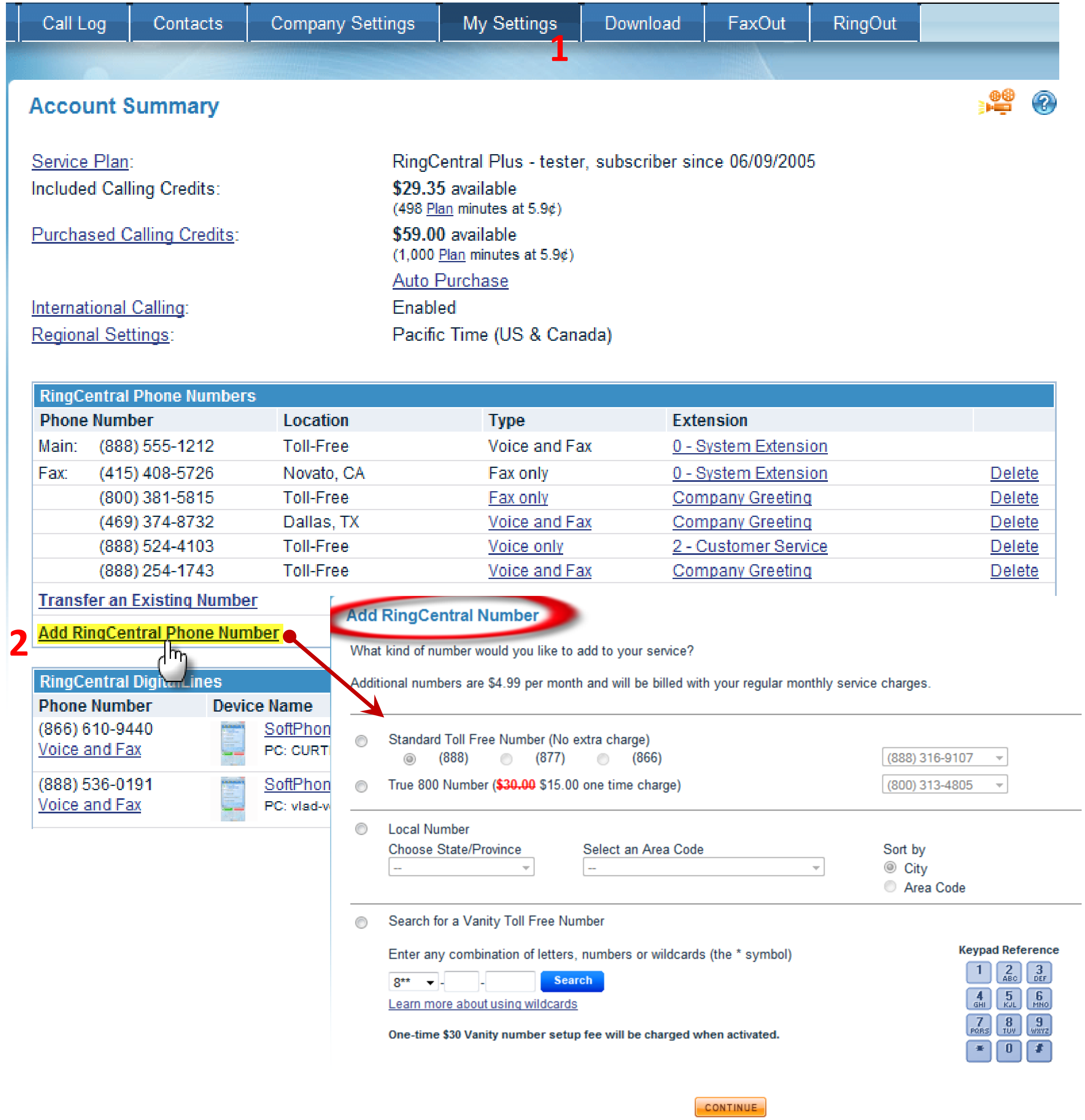
3. Choose the type of number you want to add to your service and complete the activation wizard.

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](#).*



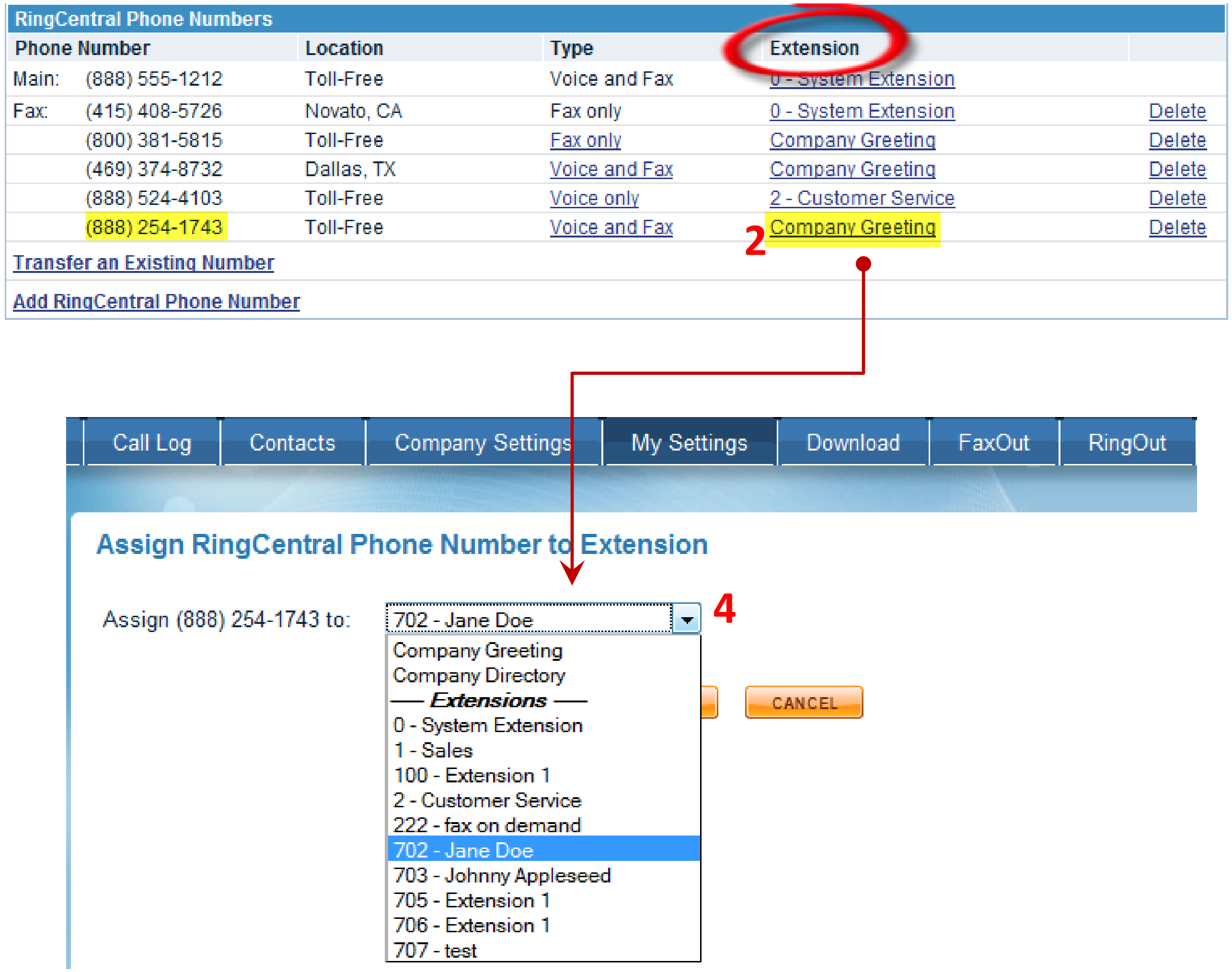
Account Settings – Pointing a RingCentral Number Directly to an Extension

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.



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)

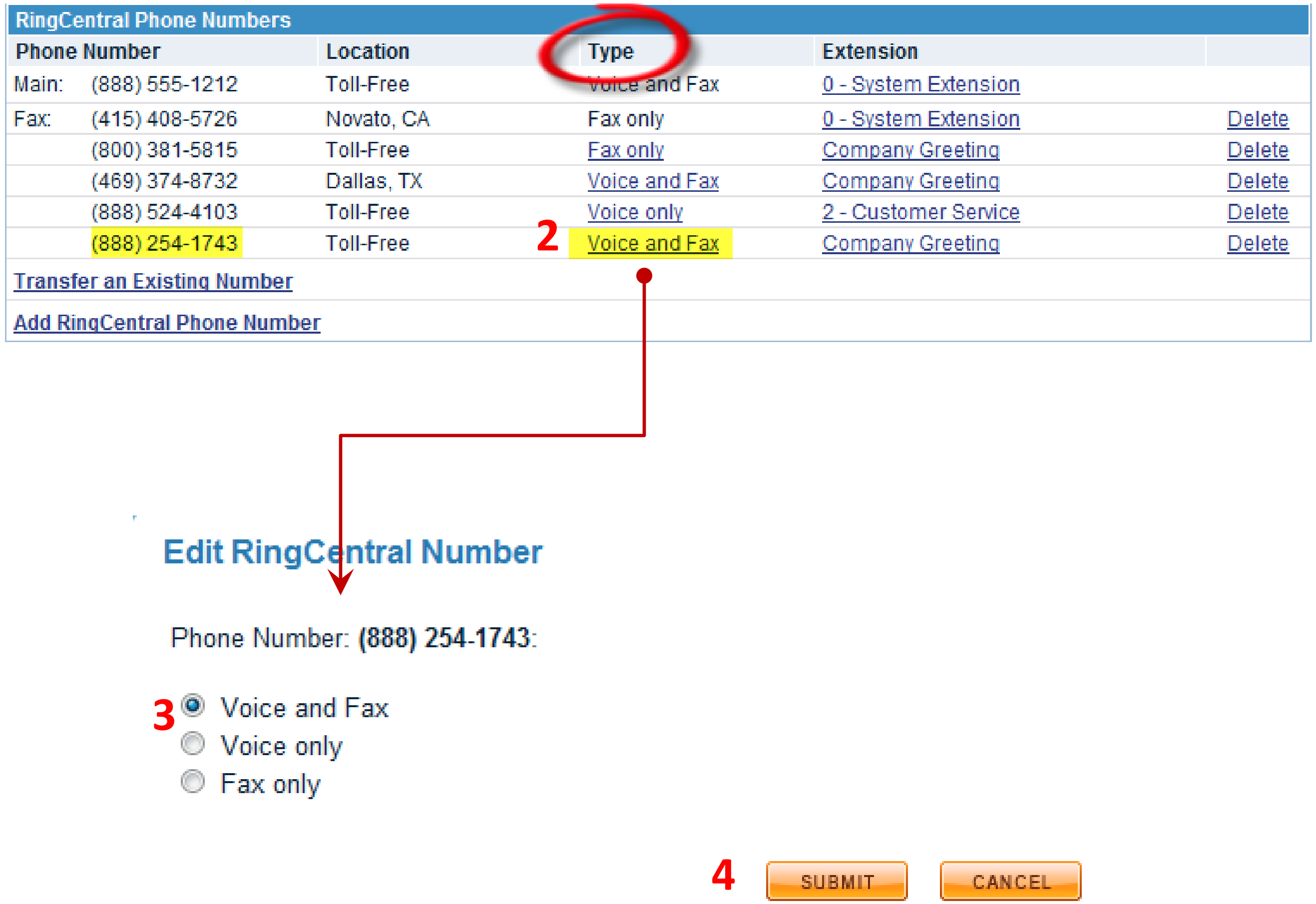
2. Click the link (under the **Type** column) of the phone number you want to provision for **Fax only**. (**Edit RingCentral Number** page displays)

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.*



RingCentral Phone Numbers

Phone Number		Location	Type	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
Add RingCentral Phone Number

Account Settings –Purchasing Calling Credit Minutes

1. 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)

3. Choose a **Calling Credits Package,** i.e., **$20** (equivalent to 399 Plan) or **$100** (equivalent to 1,695 Plan).

OR

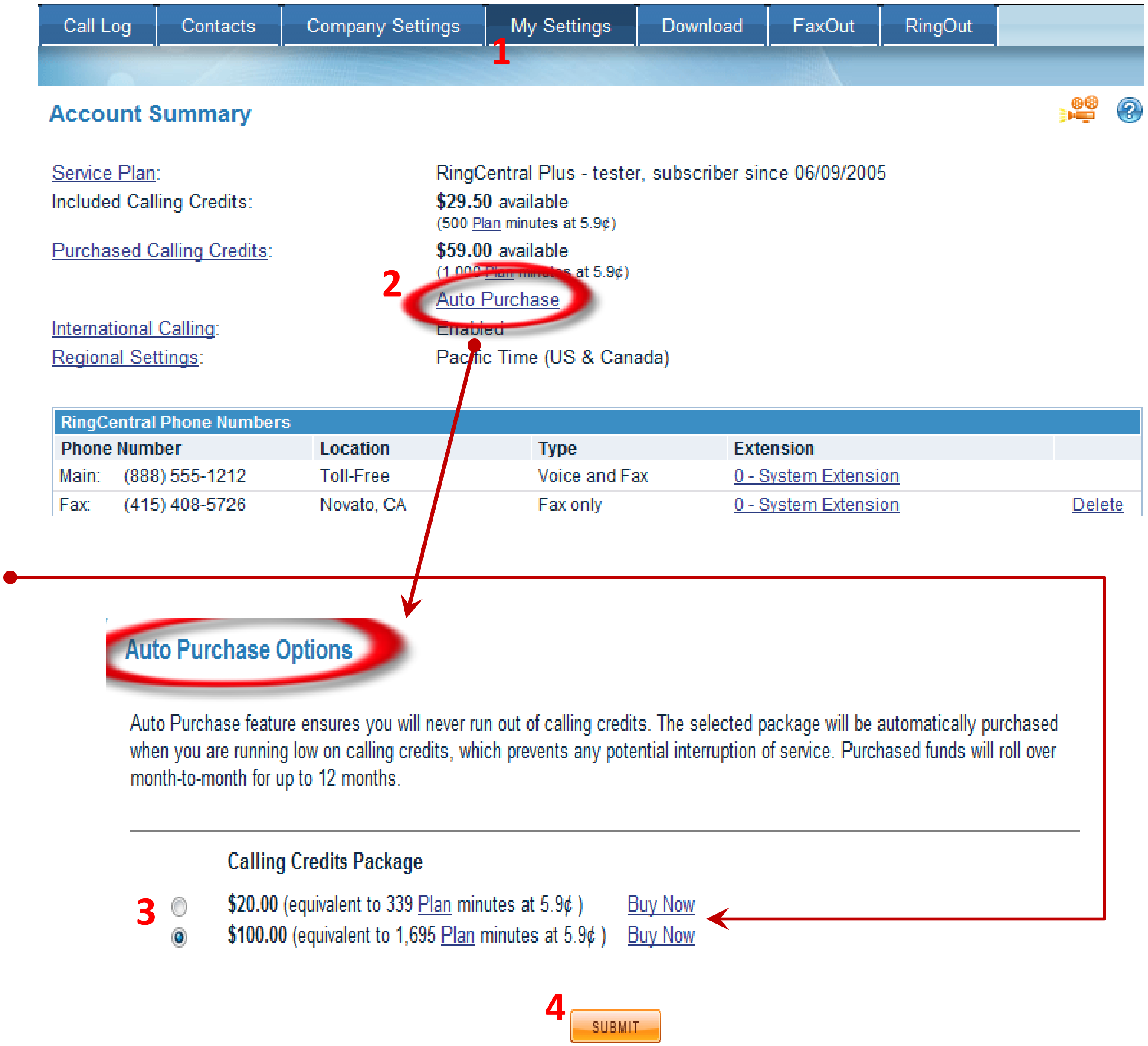
Click the **Buy Now** link to immediately purchase call credits if you ran out of **Included Minutes**.

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.*



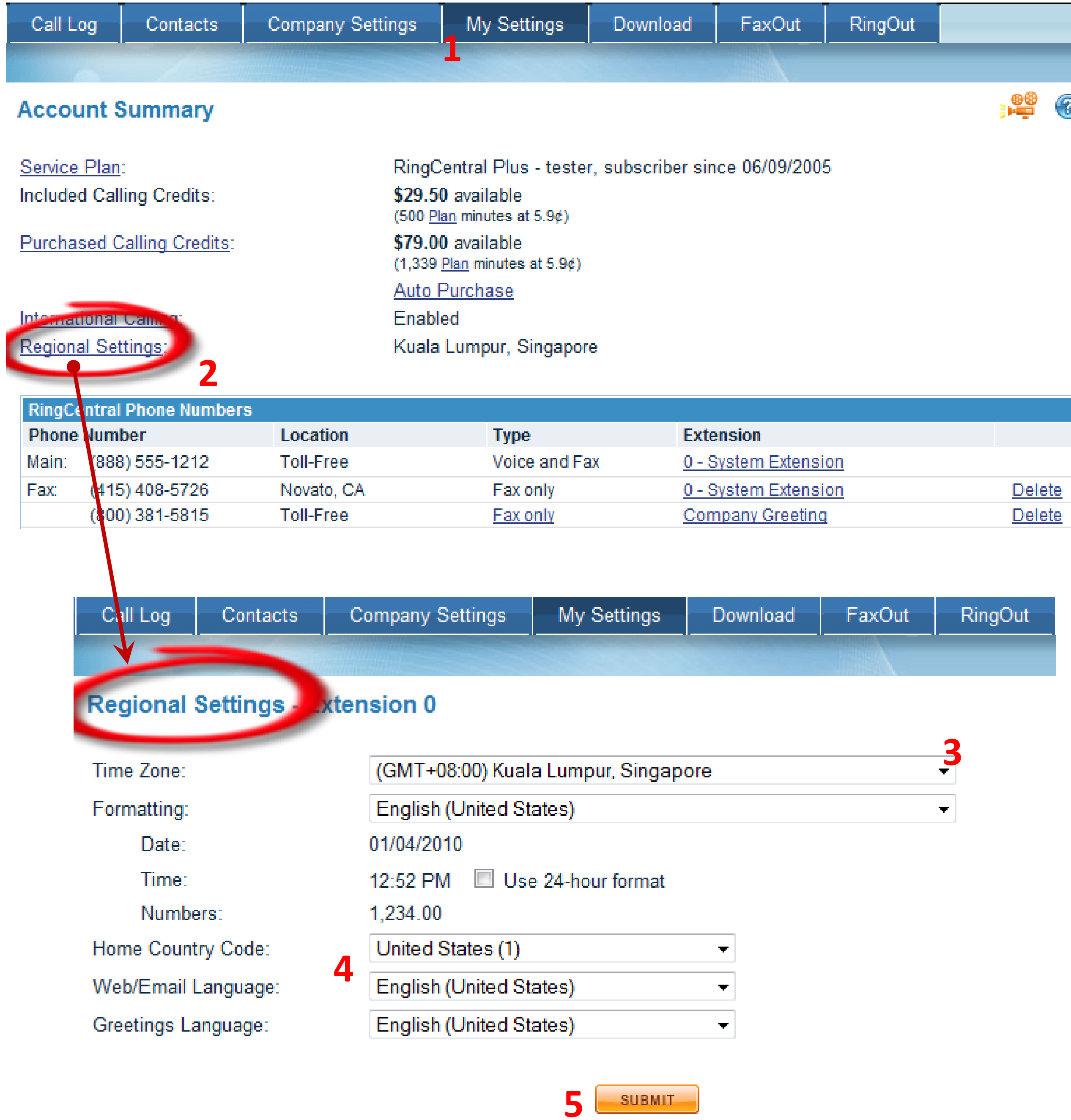
Account Settings – Changing Your Time Zone

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

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.
4. 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.*



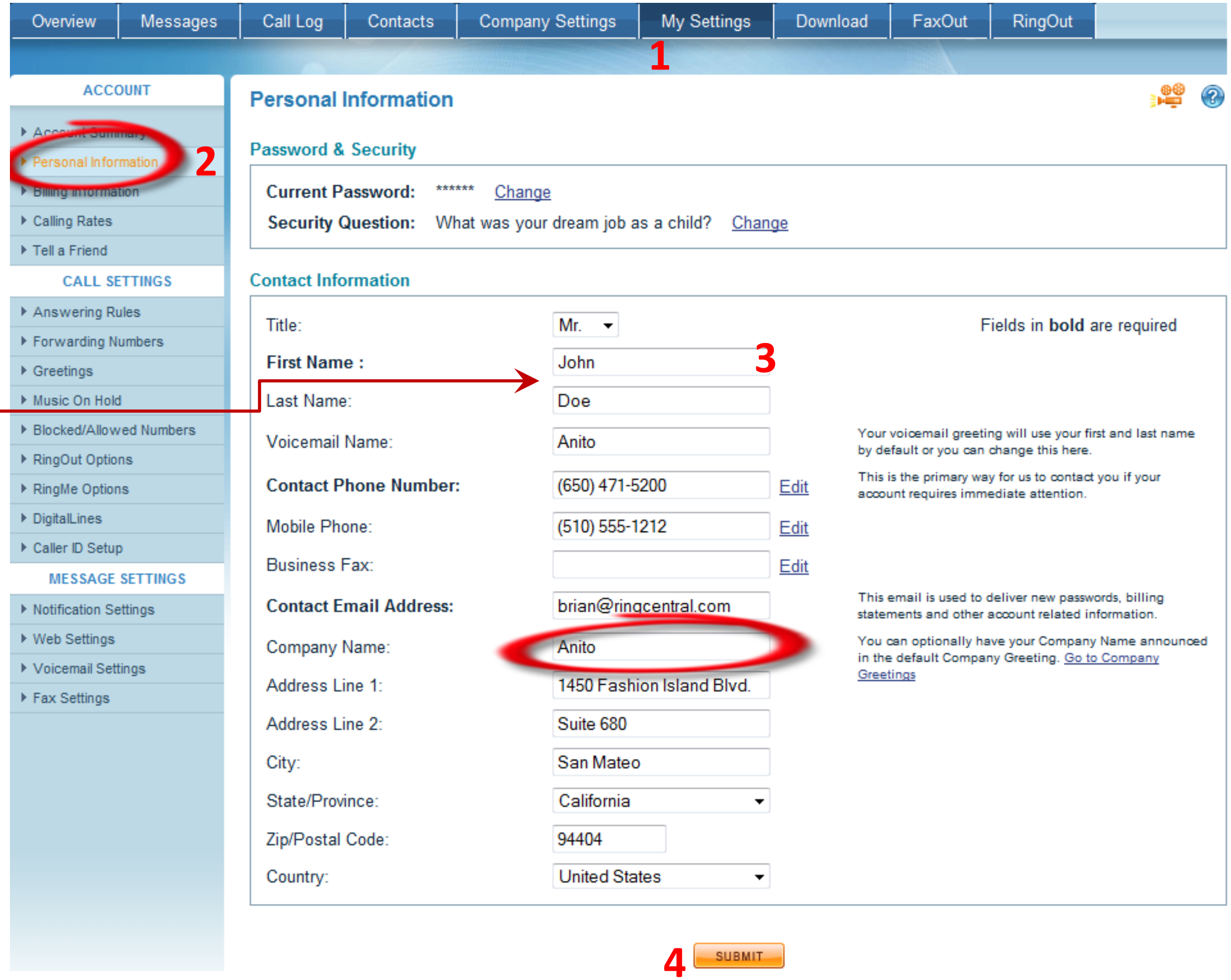
Account Settings – Updating Your Name and Personal Information

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.

Account Settings – Changing Passwords/Security Questions

1. Click **My Settings** in the **Main Menu**. (**Account Summary** page displays)

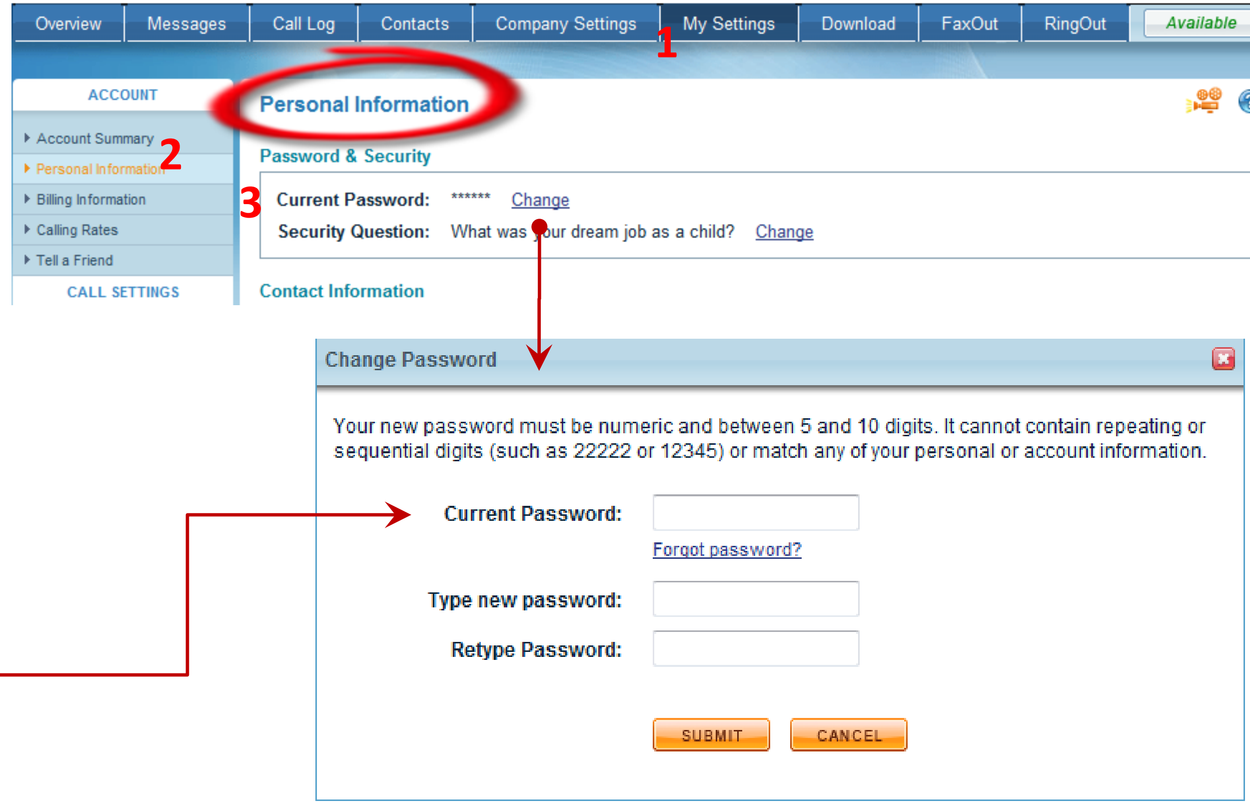
2. Click **Personal Information** on the **ACCOUNT** panel. (**Personal Information** page displays)

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.



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.*

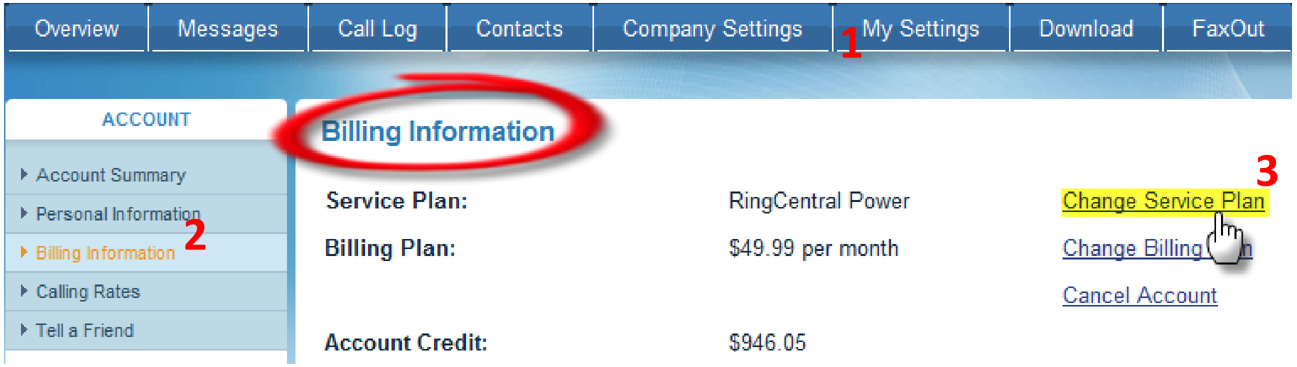
•*Use the same password to access your **RingCentral Voicemail** box from a telephone.*

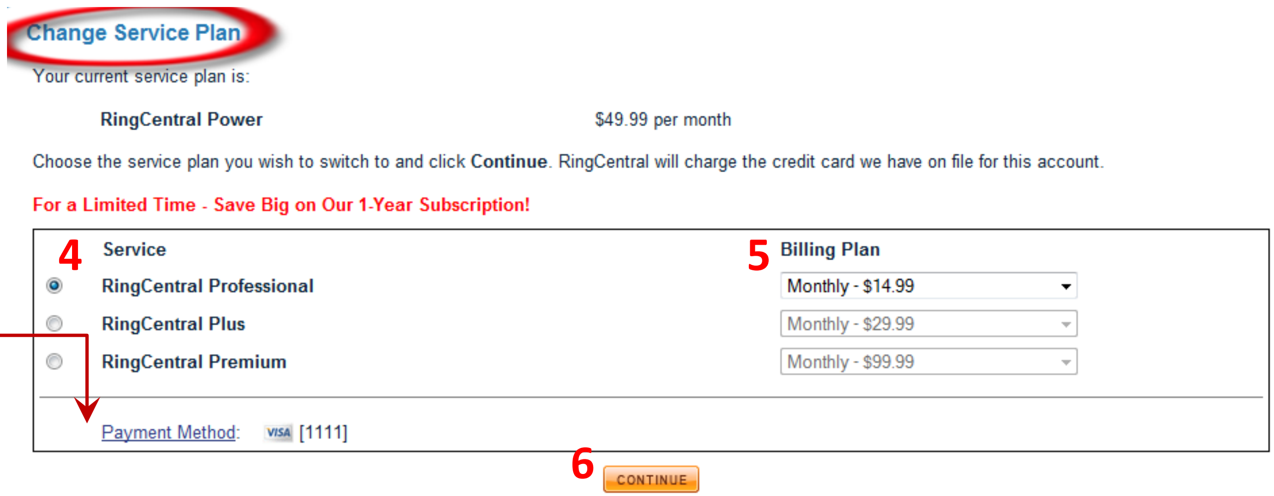
Account Settings – Changing Your Service Plan, Billing Plan or Credit Card

1. Click **My Settings** in the **Main Menu**. (**Account Summary** page displays)
2. Click **Billing Information**. (**Billing Information** page displays)
3. Click **Change Service Plan** link on the **Billing Information** panel. (**Change Service Plan** panel displays)
4. 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)





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)

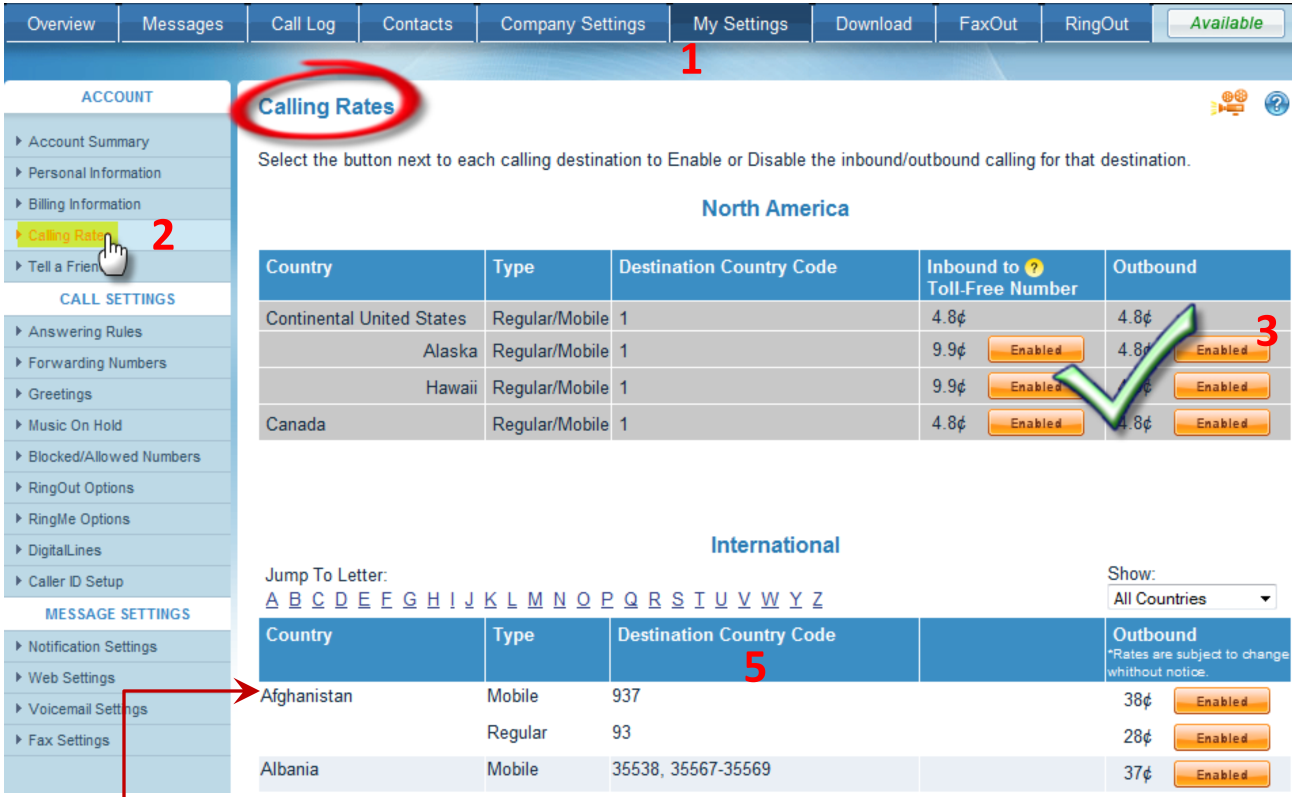
3. Enable/disable inbound/outbound calling from Alaska, Hawaii, and Canada by clicking their respective buttons in the **North America** table. The per-minute extra fee is then shown.

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 toll-free 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.*



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.

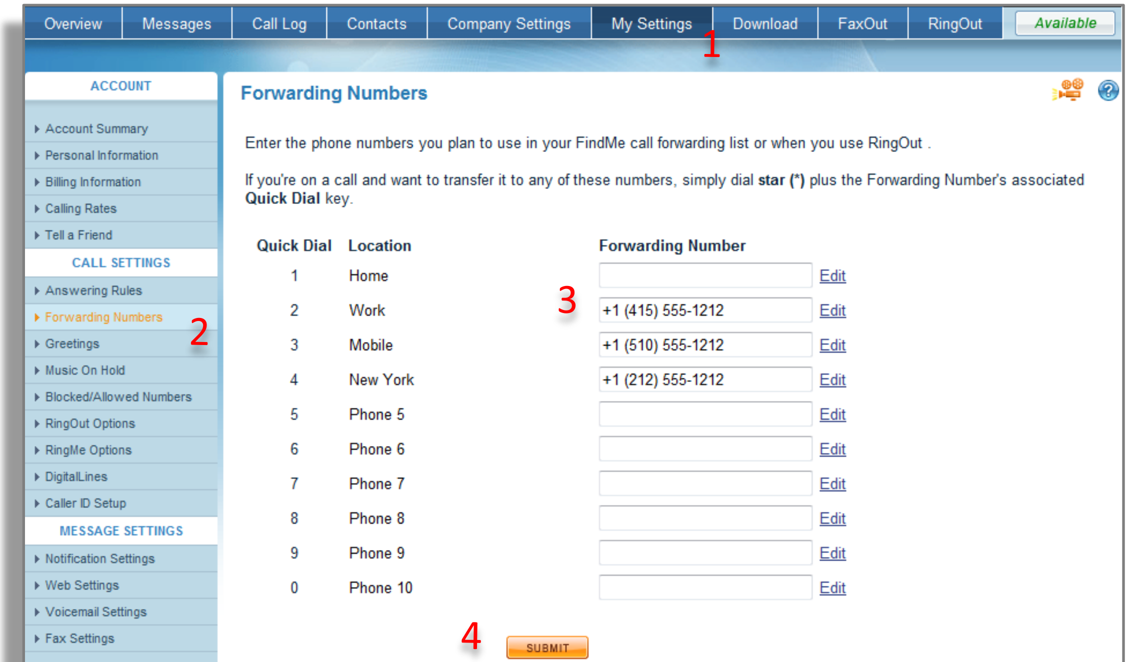
3. Add your personal and close contact telephone numbers.

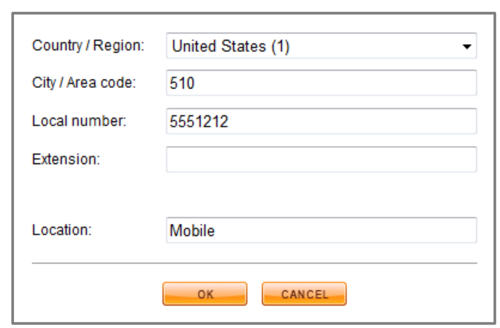
4. Click **Submit**.

5. 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.





Call Settings – Blocking Calls Based on Their Caller ID

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

2. 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.

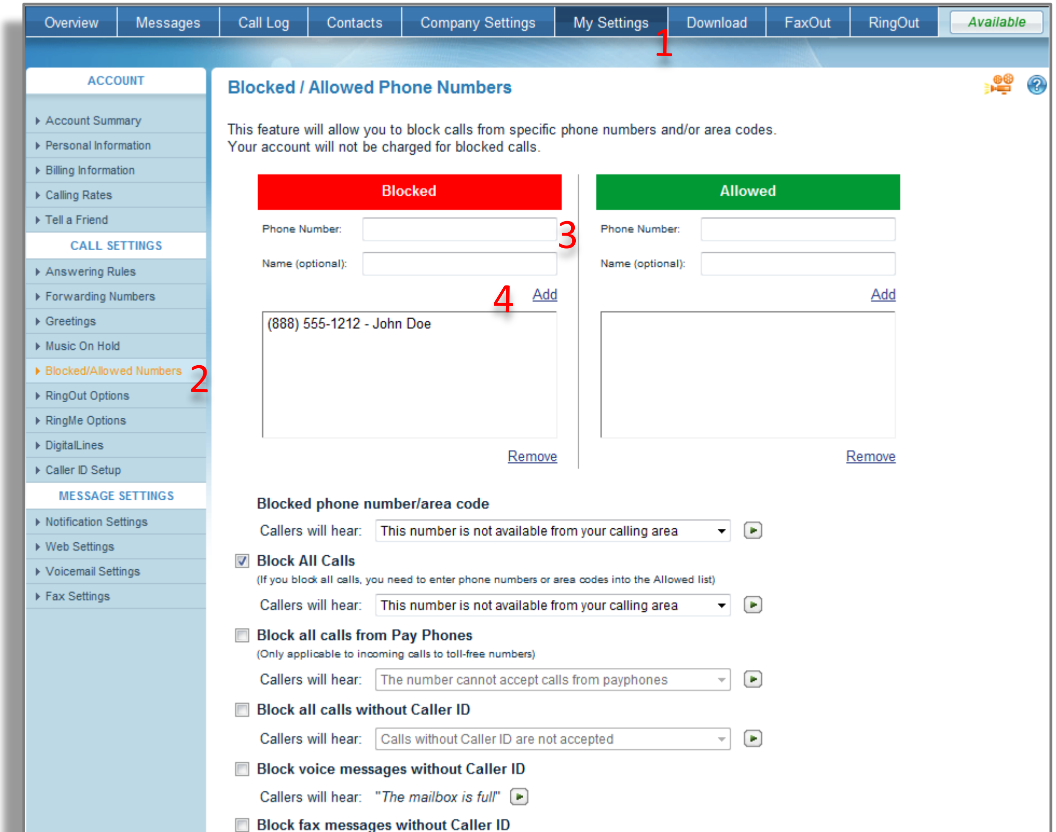
4. If you choose to Block All Calls, then enter any 10-digit phone number or 3-digit area code you wish to allow into the Allowed list. Click Add.

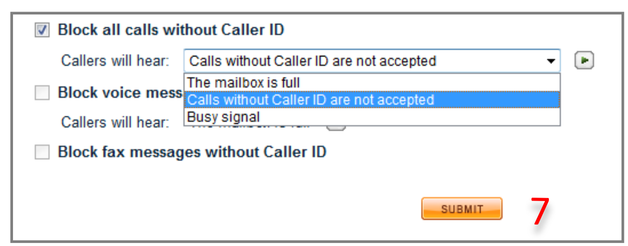
-You may optionally Block or Add numbers by entering a name also
-Allowed phone number entries override Blocked phone numbers and Blocked area codes
-Allowed area code entries override Blocked area codes
-Allowed area code entries DO NOT override Blocked phone numbers.

5. 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.





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.

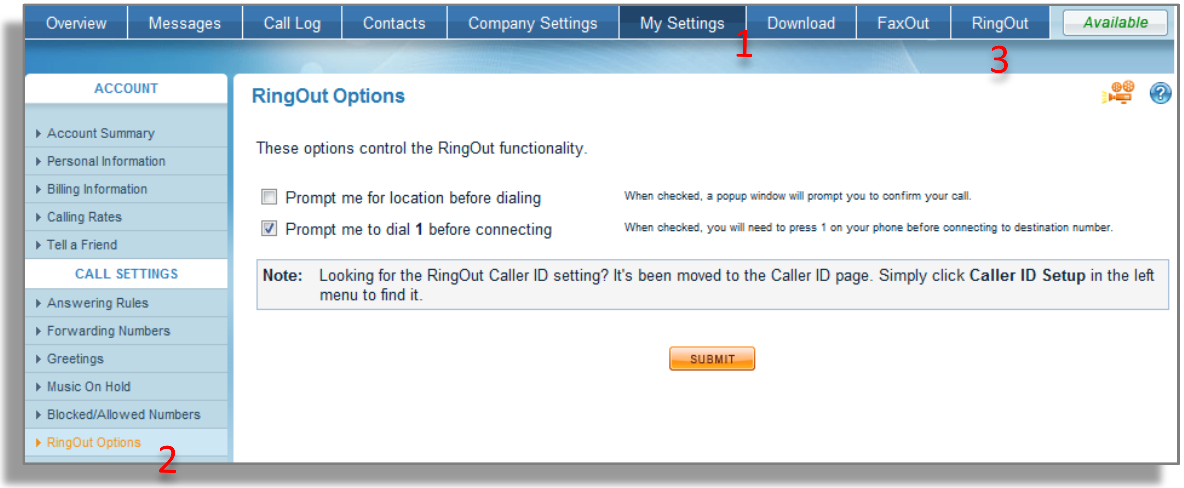
   OR

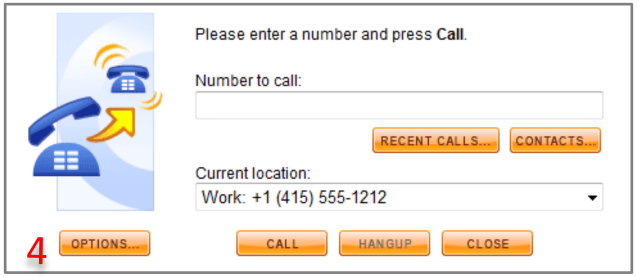
3. Click the **RingOut** button in the main menu. The RingOut popup opens.

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.





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.

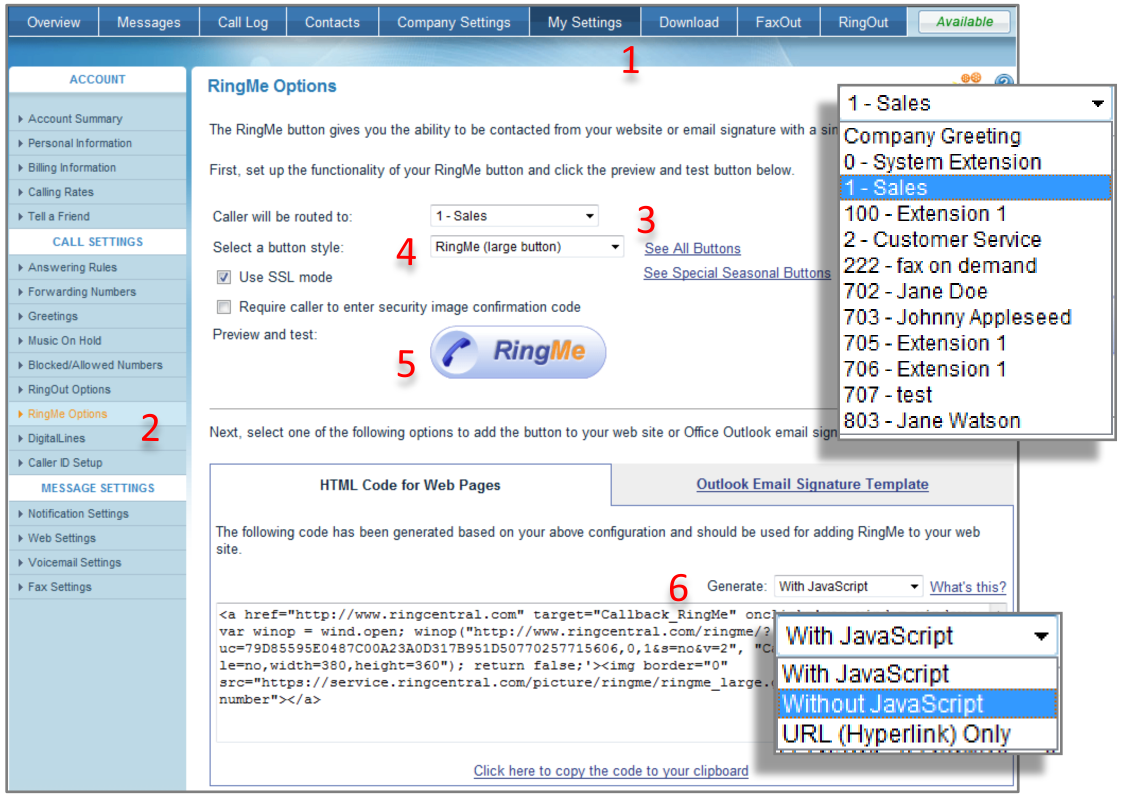
4. Select the style of button you would like to use. Select a button style from the drop down list. Use See all Buttons to see the images. The choice you've made opens next to Preview and test. The html code for your selection opens in the HTML Code for Web Pages box.

5. Click the icon or text link to test your RingMe selection.

6. 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.



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).

3. Click **Outlook Email Signature Template**. The File Download Security Warning window opens.

4. Click the **RingMel Email Signature Template** link.

5. Click **Save**.

6. 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.

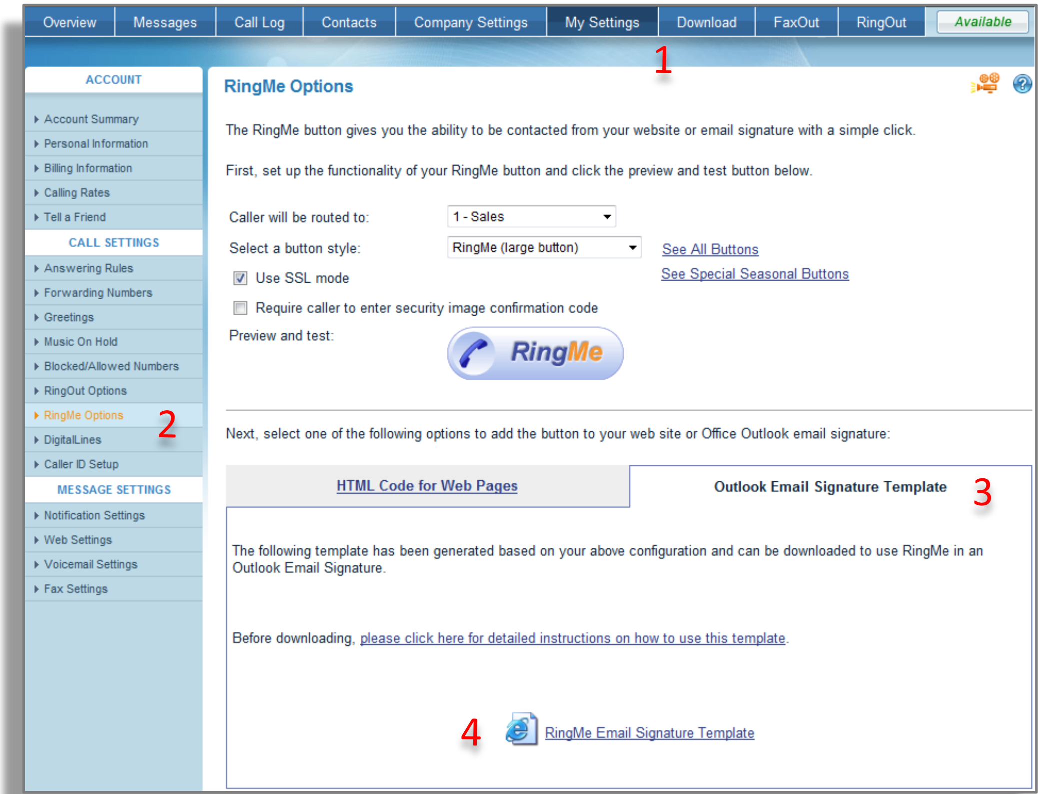
9. Click New in In the Create Signature window.

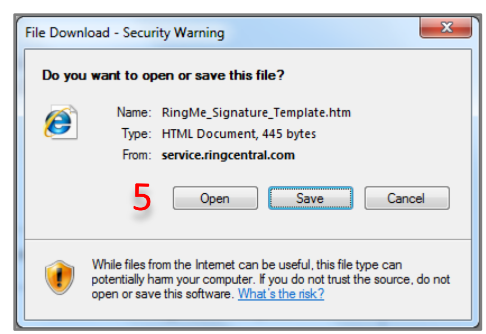
10. Enter a name for this signature, e.g.,RingMe,

11. Select Use this file as a template.

12. Click Browse:and browse to the location of the file.

...continued on next page...

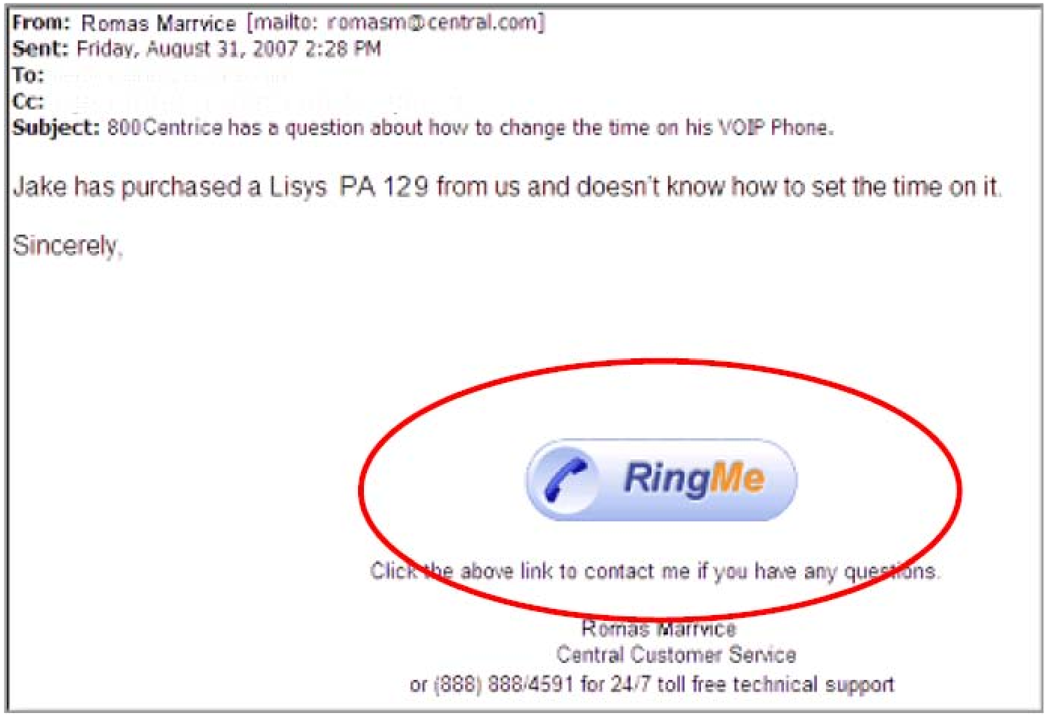




Call Settings – Adding RingMe to Your Outlook Signature (cont.)

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.



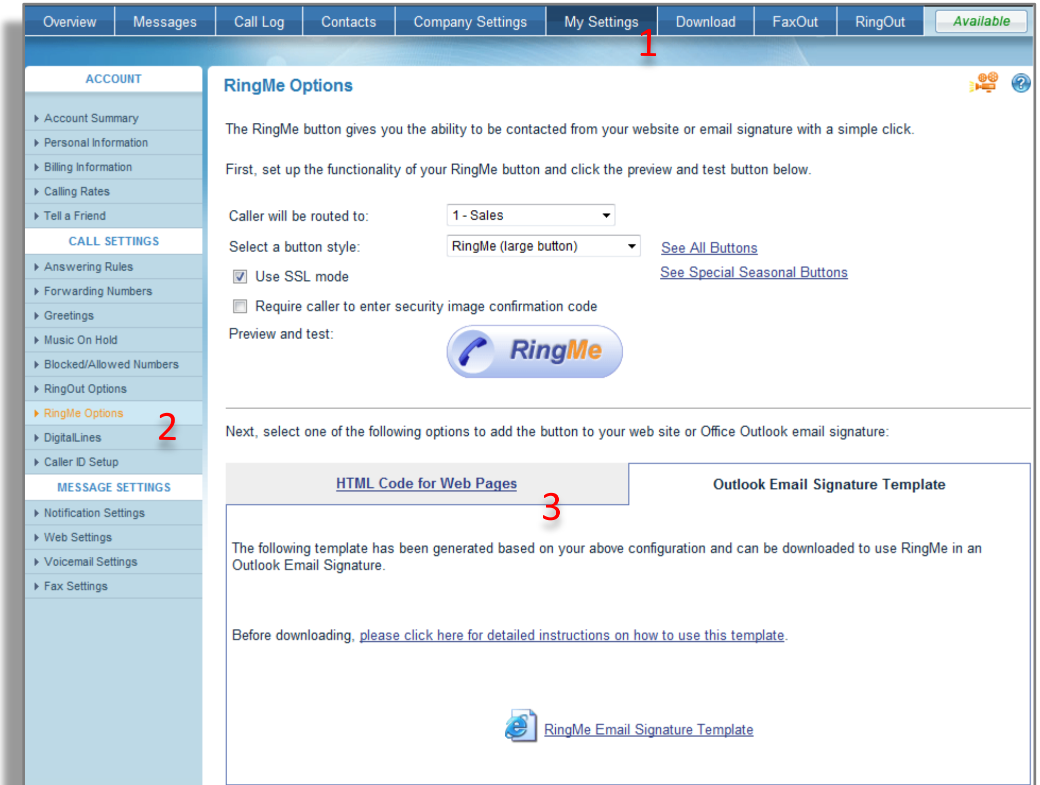
Call Settings – Using Your Own Graphics for RingMe

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.




```
<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>
```

4

Click here to copy the code to your clipboard

Call Settings – Configuring Your Outbound Caller ID

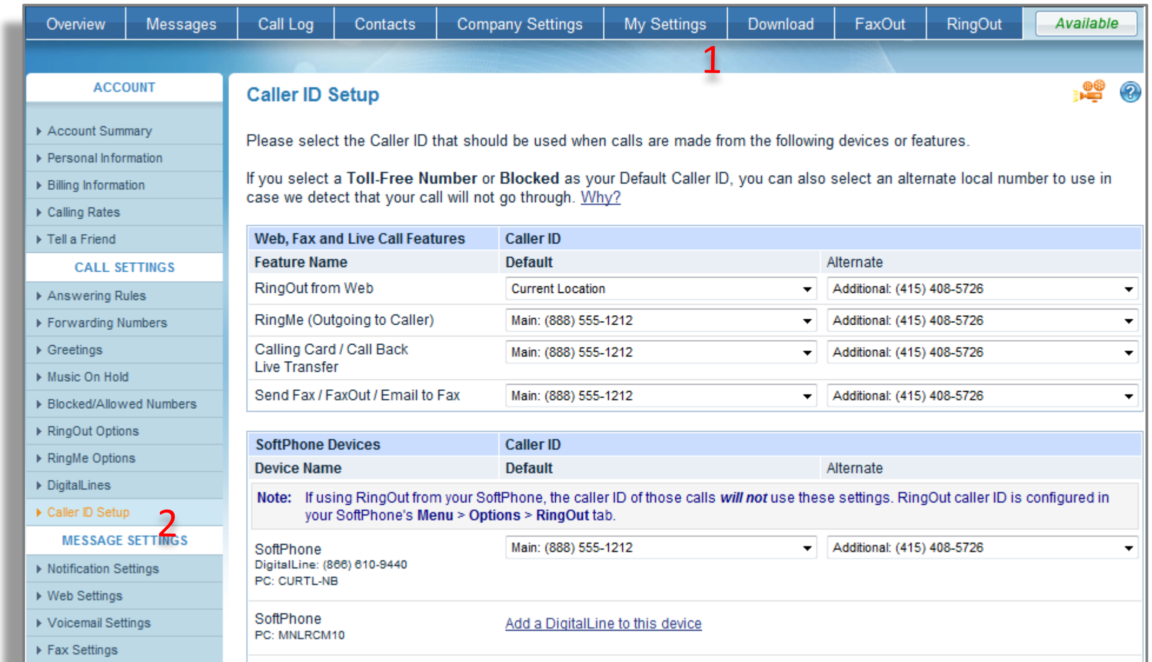
1. Click **My Settings** in the main menu. The Account Summary page displays.

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.

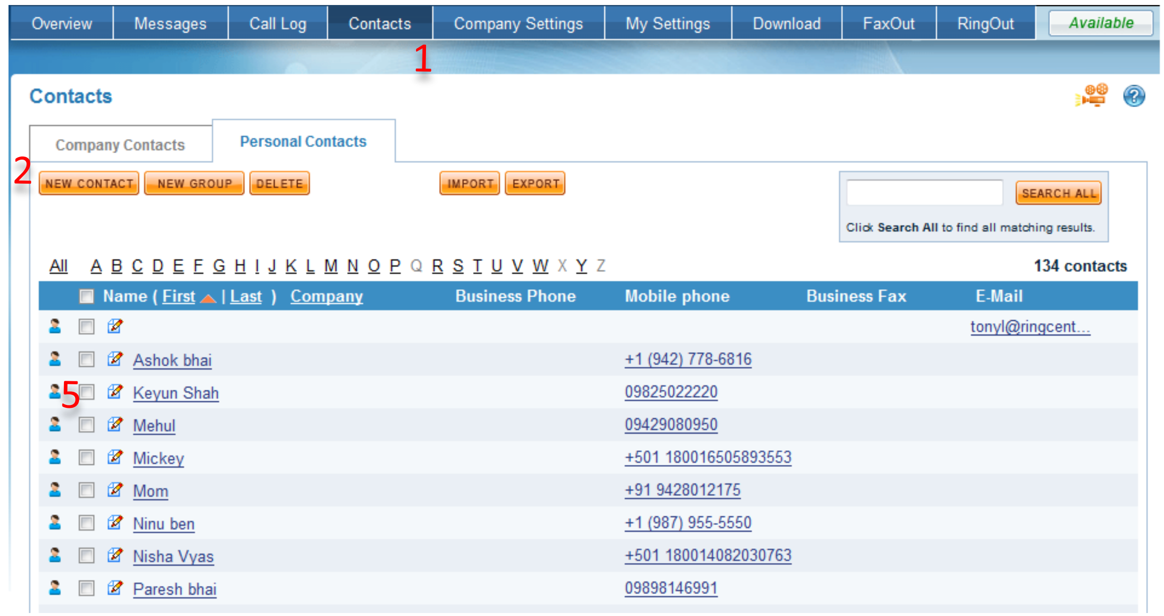


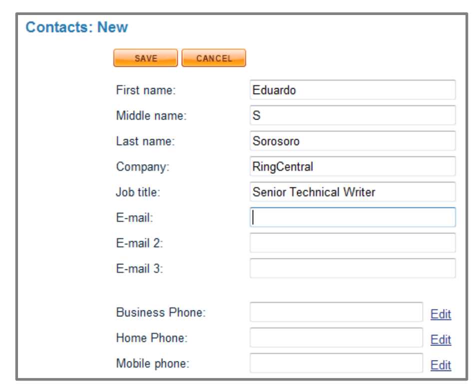
Call Setting – Adding Contacts Manually

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.
7. Click on the fax number to activate the RingCentral Internet Fax panel (if you call controller software is installed on the PC)



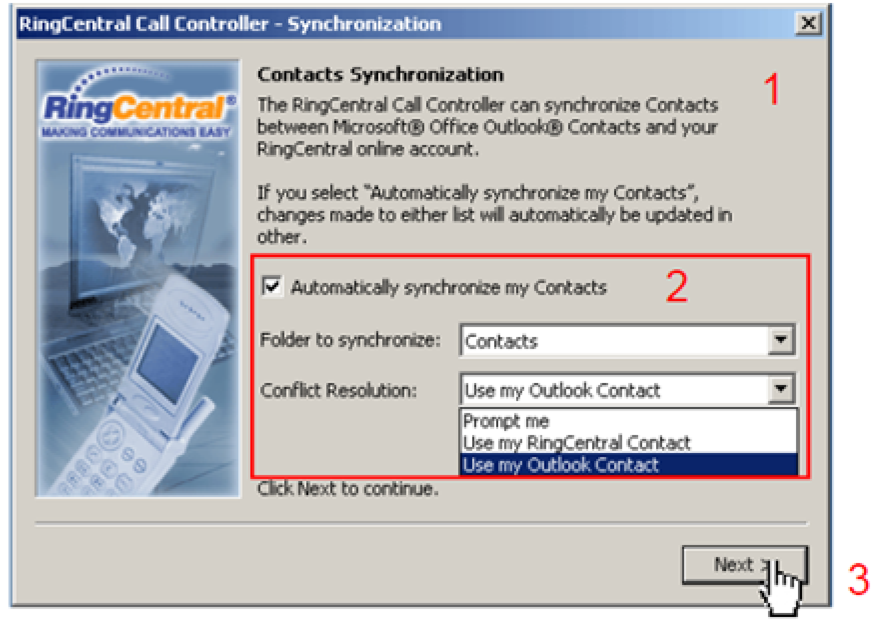


3

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.

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

4. To activate synchronization at a later time, click the **Menu** button in the Call Controller,

5. Click **Options**,

6. Check the "**Automatically synchronize my Contacts**" box and click OK to save this setting.

Call Settings – Importing Microsoft Contacts

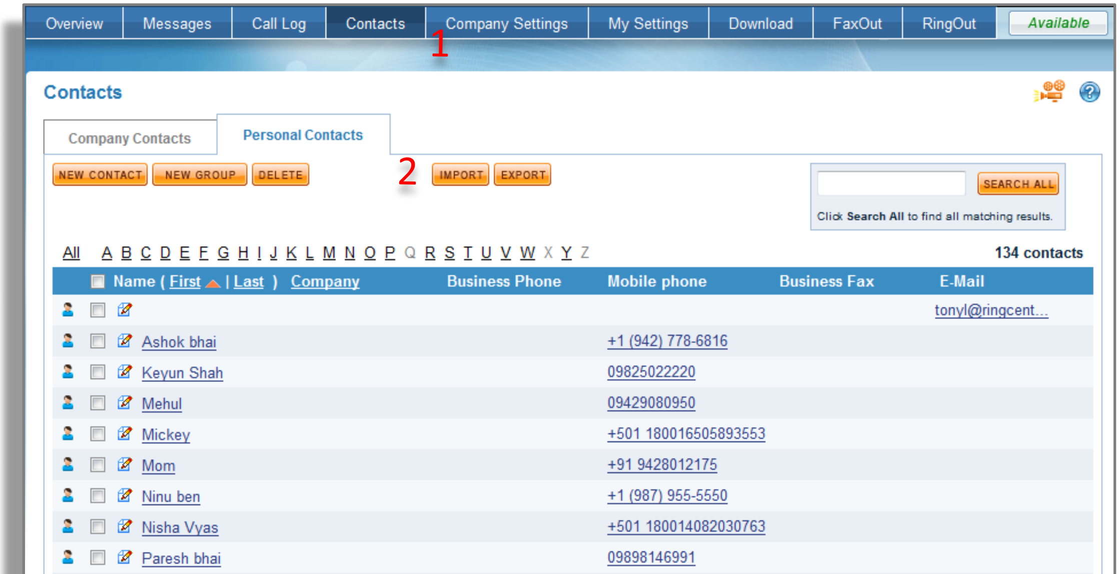
To import your existing Microsoft Office Contacts, you must first export your Office Outlook Contacts or Outlook Express Address Book into a "Comma Separated Values" (.CSV) file.

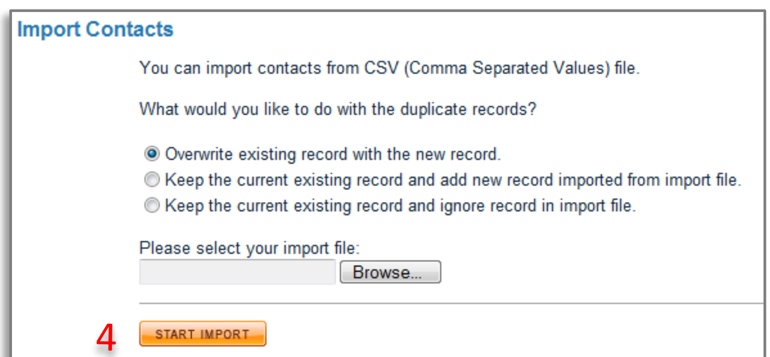
1. Click **Contacts** in the main menu. The Contacts page opens.

2. Click **Import**. The Import Contacts page options.

3. 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.





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.***

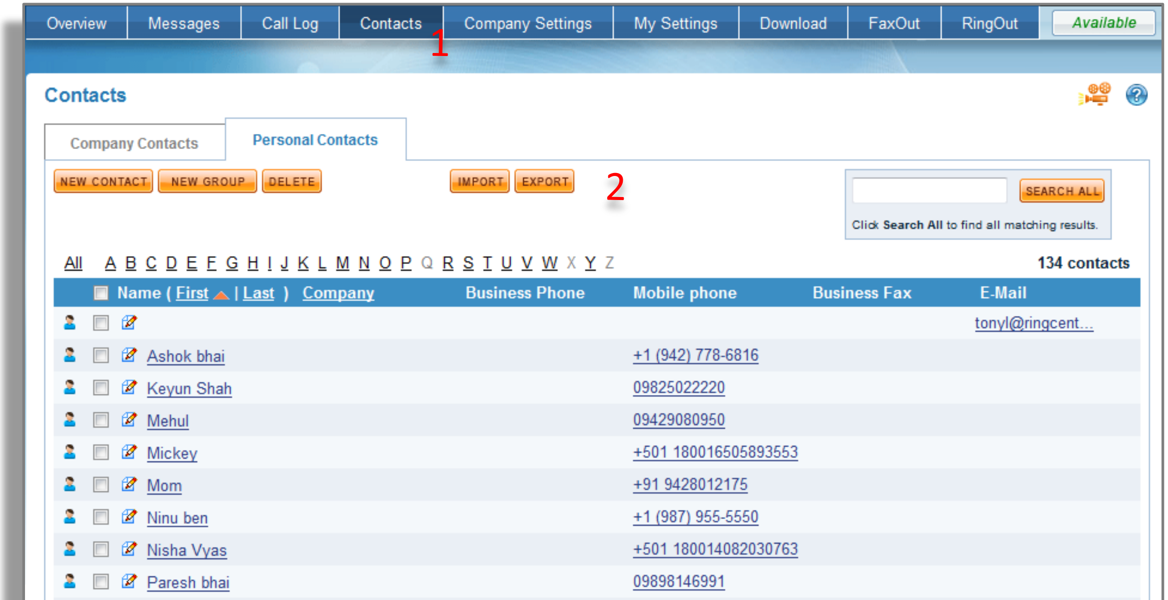
13. Click **Finish to continue.**

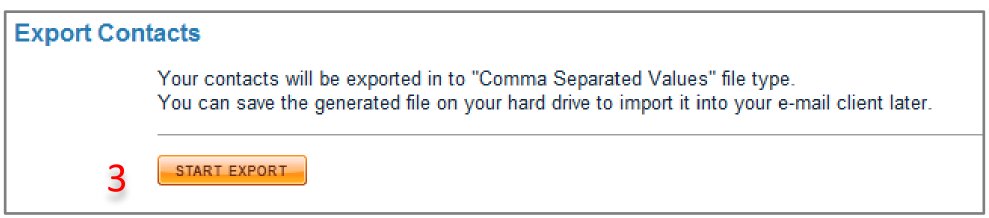
14. Click **Close once the export completes.**

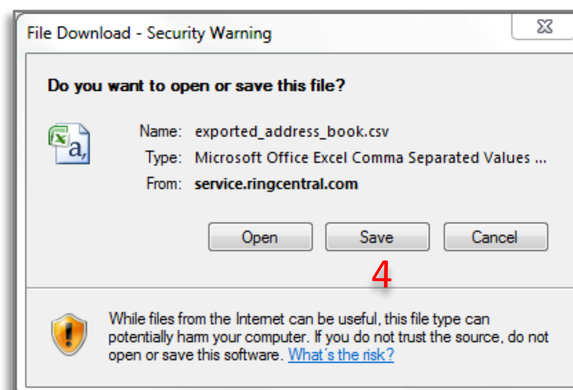
15. Your .CSV file is located in C:\My Documents\MyContacts.csv, which contains your Contacts list.

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.







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.

2. If you wish not to be reached again by any number, check the box associated with the log then click the BLOCK button.

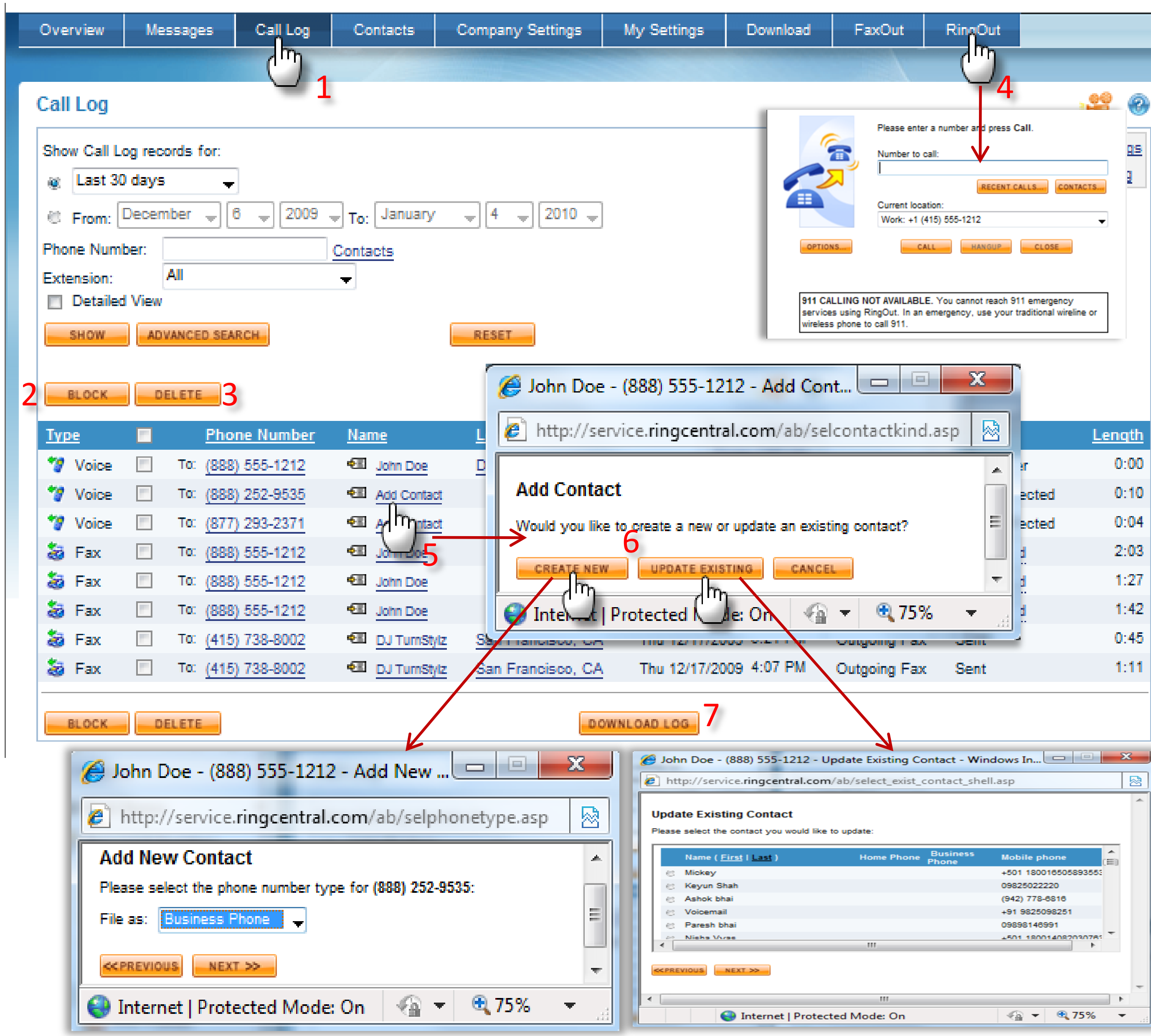
3. To remove any call entry, check the box associated with the log before clicking the DELETE button.

4. Return your call by using **RingOut**.

5. 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.



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

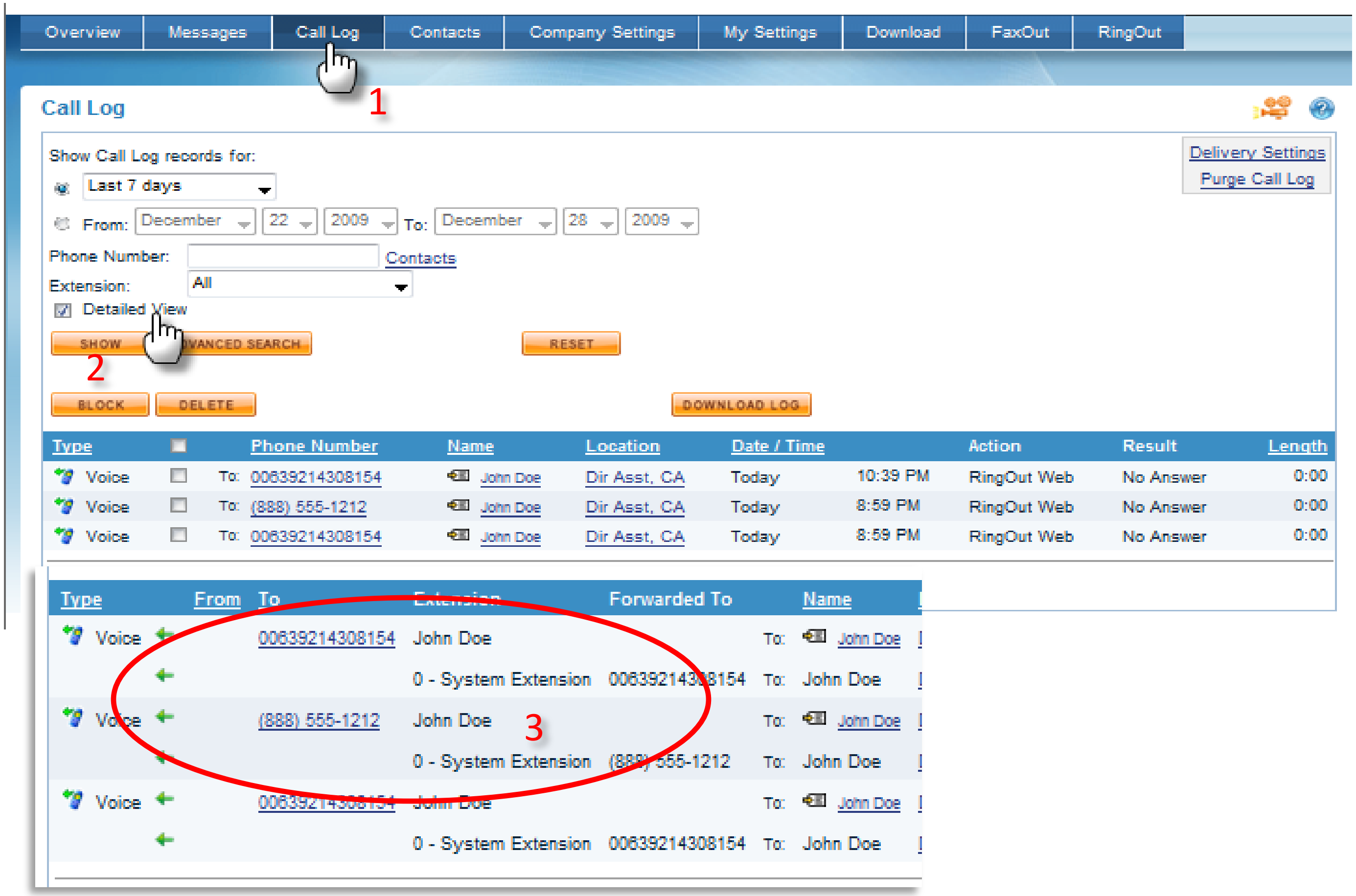
1. Click **Call Log** in the main menu. The **Call Log** page displays.

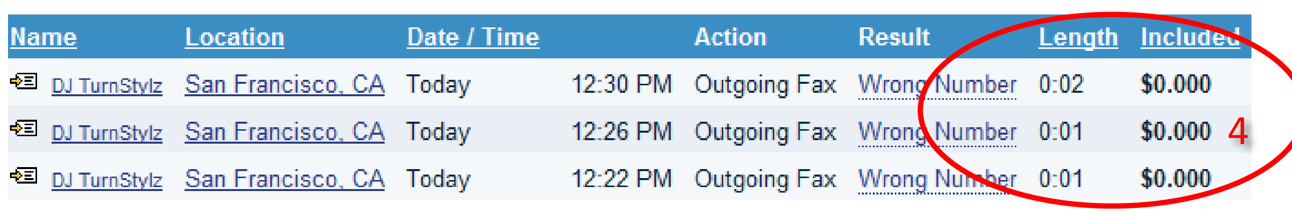
2. Click the Detailed View. View checkbox, then SHOW

   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.





Name	Location	Date / Time		Action	Result	Length	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
DJ TurnStylz	San Francisco, CA	Today	12:22 PM	Outgoing Fax	Wrong Number	0:01	$0.000

4

NOTE: To see how cost is calculated for Inbound and Outbound calls, click here.

Call Logs – Examples of Detailed View Call Logs

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

Type	From	To	Extension	Forwarded To	Name	Location	Date / Time		Action	Result	Length	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	SoftPhone	(888) 252-9535	John Doe		To: Add Contact		Mon 12/21/2009	11:35 AM	VoIP Call	Call connected	0:10	$0.000	-
Voice	SoftPhone	(877) 293-2371	John Doe		To: Add Contact		Mon 12/21/2009	11:34 AM	VoIP Call	Call connected	0:04	$0.000	-

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 TurnStylz	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 TurnStylz	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.

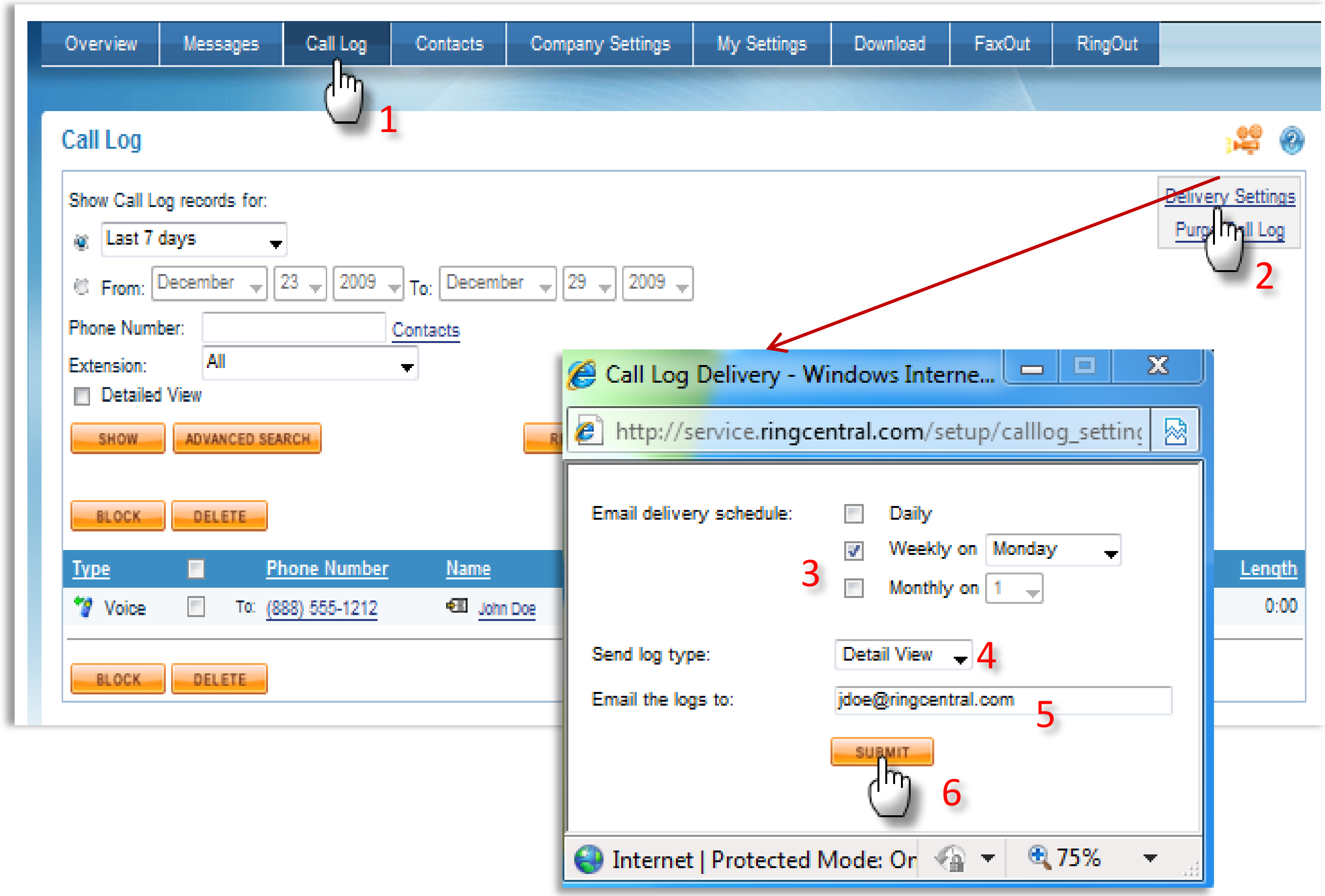
2. Click **Delivery Settings**. The E-mail delivery schedule pop up window displays.

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  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.

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:

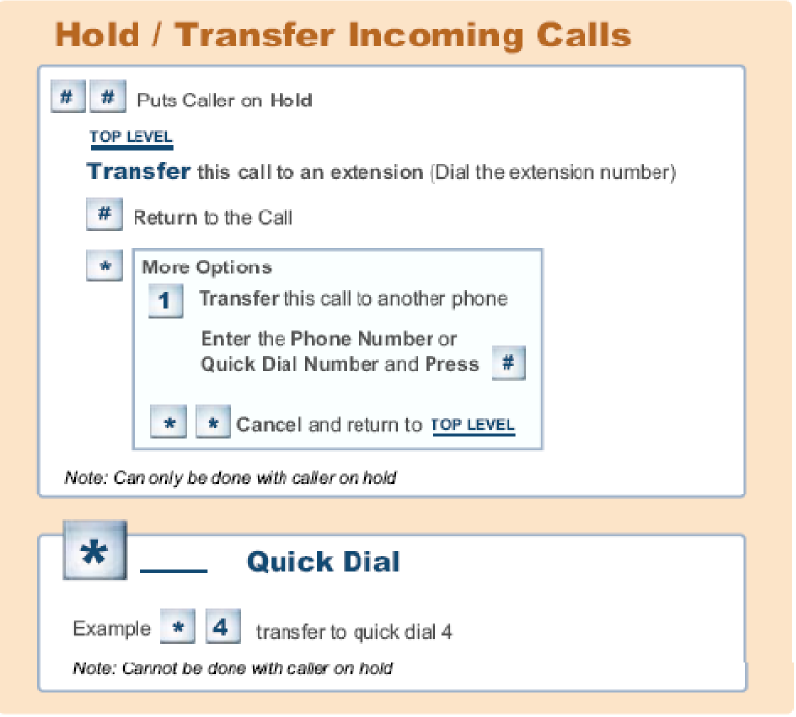
1. From your phone, press **pound, pound (##)**.
2. Enter the extension number of the place where your caller is to be transferred**.** (For example, 101).
3. Your caller will be immediately transferred and you can hang up.

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

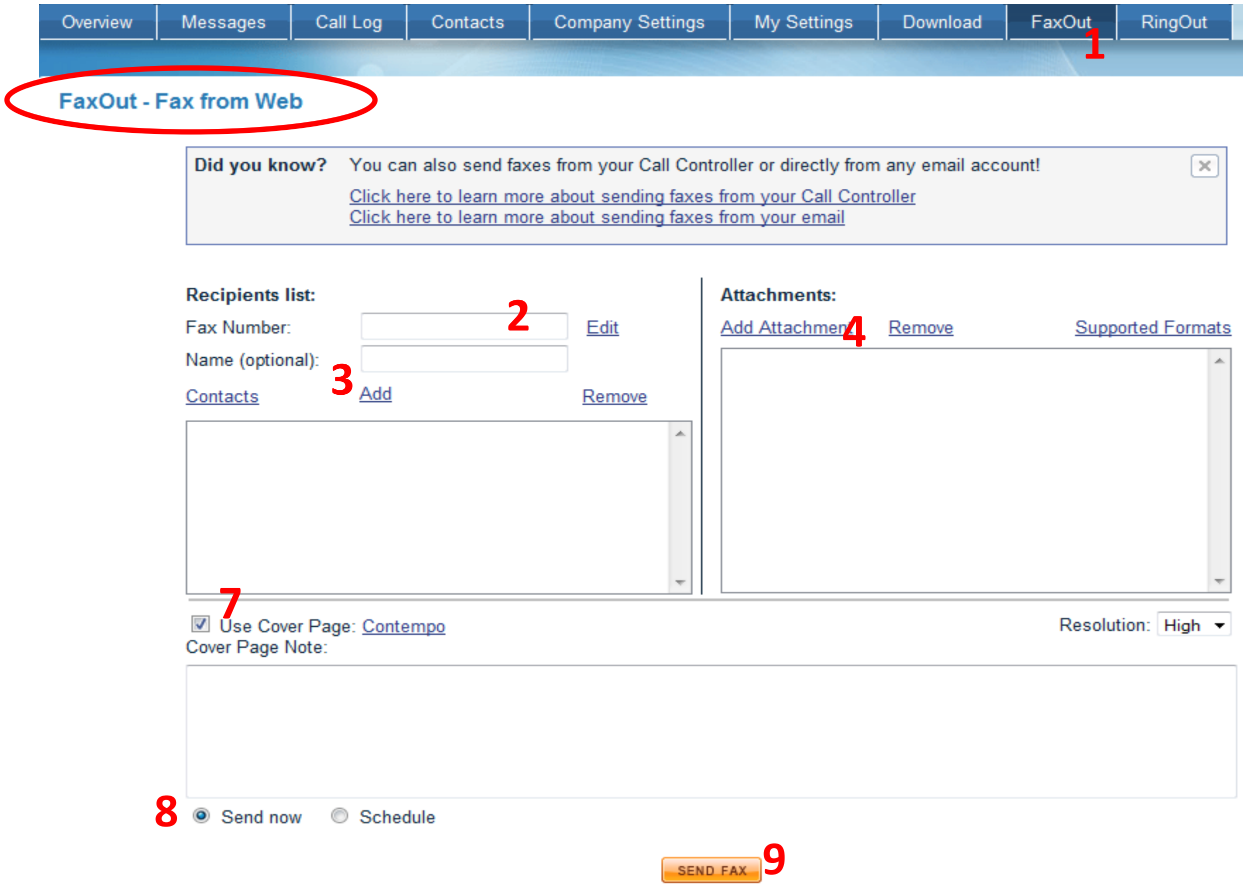
1. Dial your main or local RongCentral number.
2. Press the **star (*)** key.
3. Enter your password.
4. Press the **pound (#)** key. If you are using an extension, dial your extension number during the Company greeting.
5. Press 3 to make a call.
6. Dial the number, then press the **pound (#)** key.

The RingCentral server will then connect you to your party.

Faxing – Sending a Fax Online Using FaxOut

1. 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**)
7. Click the **Use Cover Page** checkbox to include a **Cover Page**. Choose from several **Cover Page** styles (**Contempo** is the default **Cover Page** style)
8. 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:

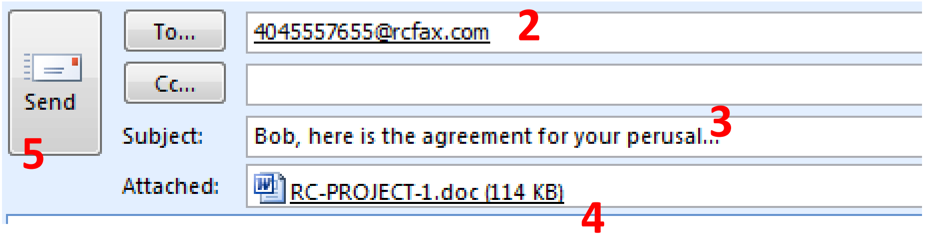
- be sent to **RingCentral** via the Internet
- be processed in **RingCentral**'s servers
- **RingCentral** will fax the document to your party
- Image of fax record will be stored in your **Message** tab for **30 days**.



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.

2. 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.

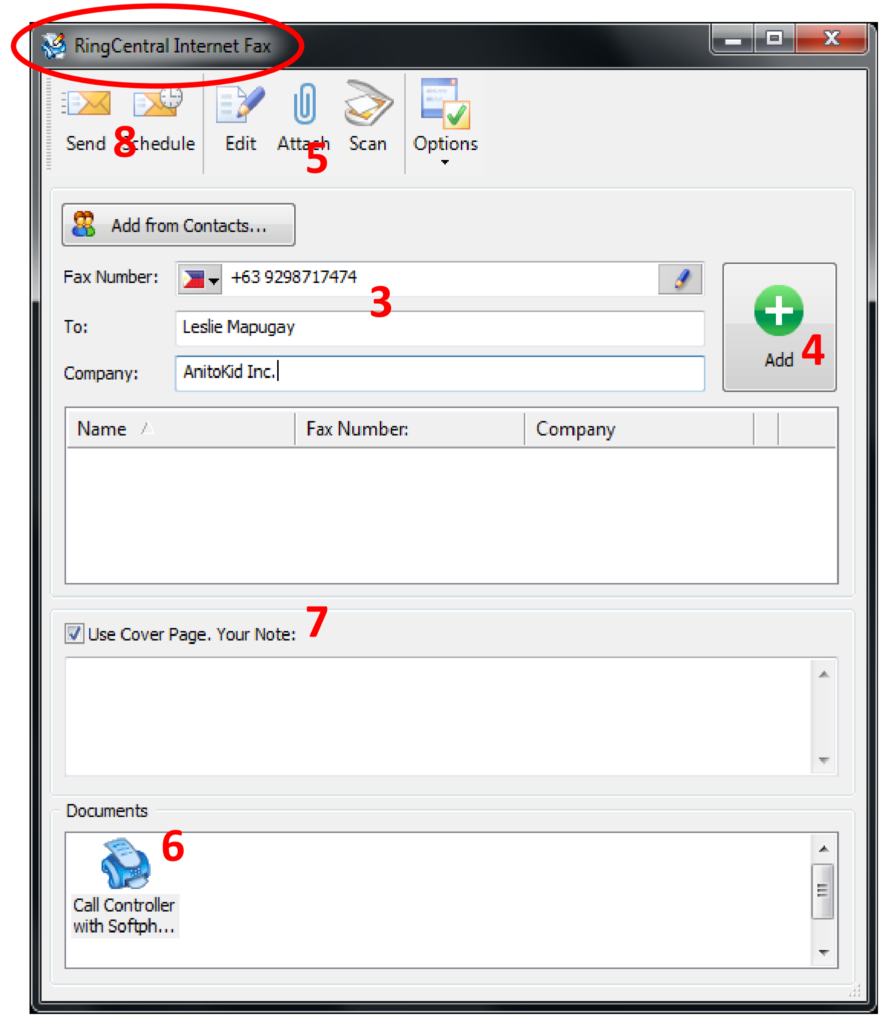
5. Click **Send**.

NOTE:

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

Faxing – Adding a Document to a Fax From Microsoft Applications

1. Open the document you want to add to a fax.
2. 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.
3. 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.
7. Type your **Cover Page** message. Or uncheck the **Use Cover Page** checkbox if you do not want to send a cover page.
8. Click **Send** (to immediately send the fax) or **Schedule** (to send the fax at a later time/date).



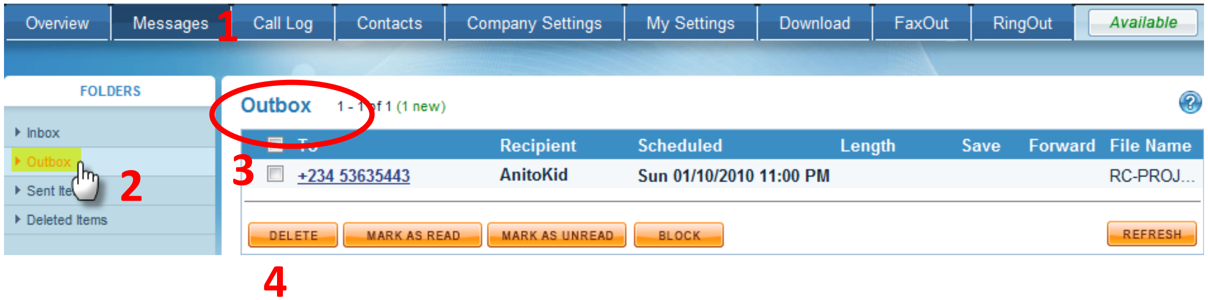
NOTE:

•*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**, click here.

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**.

NOTE:

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