

RingCentral Office[®]

User Guide



4	Welcome to RingCentral	32	Messages
4	Activate Your Account	33	Call Log
5	Your Account Security	34	Contacts
8	Quickly Get Up and Running	35	User Settings
8	Review Your User Profile	36	Tools
16	Voicemail Setup	37	What's New
16	Changing the Voicemail Greeting	38	Mobile Apps
20	Use RingCentral Anywhere	39	RingCentral Phone
21	Congratulations!	40	RingCentral Glip
22	Overview Page	41	RingCentral Meetings™
22	To Find Information About	42	Archiver
22	Knowledgebase Articles	42	Configure RingCentral Archiver
23	While You are Using RingCentral Products	43	RingCentral for Salesforce*
23	Attend a Training Webinar	43	RingCentral for Zendesk*
23	Post in the RingCentral Community	43	Integration Solutions
23	Download Applications	44	Authorized Apps
		44	Access the Authorized Apps manager:
24	Access Your Account	45	RingMe
25	How to Access Your Account	46	Do Not Disturb
25	Unified Login	47	Audio Conference
25	Email or Google as User ID	48	Launch the Conference Application
25	Single Sign-on	49	Conference Commands
25	Account Validation	50	RingOut
26	Logging In	51	FaxOut
26	Use a Corporate Email Address to Log In	52	Placing Video Calls
27	Use a Google Account to Log In	53	Hot Desking
28	RingCentral for Google Chrome Extension	53	Log in to a Hot Desk Phone
28	Requirements	53	Log out from a Hot Desk Phone
28	Install the RingCentral for Google Chrome Extension		
29	Using Your Account	54	My Extension Settings
30	Introduction	55	Setting User Details
31	Overview Page	57	Schedule Meetings for Me
		58	Use Text-to-Speech Name
		59	Set a Custom Name Recording.

*Not available for all users. Please see page for more details.

60	Phones and Numbers	78	Call Flip
61	Setting Phone Details	78	Manage Your Call Flip Numbers
62	Set Your Presence	78	Using Call Flip
64	Enabling Intercom	79	Messages and Notifications
65	Enable Intercom Calls	80	Setting Messages
66	Screening, Greeting, and Hold Music	80	Set a Voicemail Greeting
67	Set Screening, Greeting and Hold Music	81	Set Another Extension to Receive Your Voicemail Messages
67	Set a User Greeting	82	Notifications
68	Set up Call Screening	83	Voicemail to Text*
69	Connecting Message	84	Outbound Caller ID
70	Audio While Connecting	85	Setting an Outbound Caller ID
71	Set Hold Music	86	Outbound Fax Settings
72	Blocked Calls	87	Outbound Fax Settings
73	Call Handling and Forwarding	87	Changing the Fax Cover Sheet
74	Set Call Handling and Forwarding	88	Adding Emails That Can Send Faxes
74	Call Forwarding	89	Faxing via Email
75	Incoming Call Handling		

*Not available for all users. Please see page for more details.

Welcome to RingCentral

Welcome to the RingCentral business phone system! If this is your first time logging in, you'll need to activate your RingCentral account.

It will take about 15 minutes to set up your account. You will be asked to verify your extension details, set your password, select a security question & answer, set or import your voicemail greeting, and confirm your emergency location.

Note: *If you leave the Express Setup without finishing, the changes you have made may not be saved.*

You can [learn more](#) about user features through [Knowledgebase articles](#) and the [RingCentral Office User Guide](#).


Activate Your Account

You will see this Welcome Email after your administrator has enabled your account for setup. In this email, you will receive your company phone number and extension (if applicable). The email also indicates whether your account is enabled for login using your Google credentials (if any).

To start your setup,

1. **Open the email message.**
The Welcome message appears.
2. To begin your set up, do one of the following:
 - Click **Activate Account**
 - Copy the link into your browser

The setup instructions continue on the following page.



Welcome

Dear Matt Smith,

Welcome to RingCentral, the Enterprise Cloud Communications Solution built for G Suite and recommended by Google.


- Your company number is: (650) 555-0012
- Your extension number is: 102
- Your email address for login is: mattsmith@example.com

Here's how you can get up and running in a few minutes:




STEP 1

Quickly run through [Express Setup](#)




STEP 2

[Install](#) Ringcentral for Google Chrome Extension



STEP 3

Log in to RingCentral Chrome Extension using Google



STEP 4

Check out our [Guide](#) to learn how we can help you collaborate better with G Suite

Thank you for using RingCentral.

Got Questions? The [RingCentral Support Center](#) offers startup guides, tutorial articles and videos and comprehensive search.

Your Account Security

After clicking **Activate Account**, a window opens for you to enter three account security settings:

- Your password
- Your pin
- Your security question & answer

Passwords and Security Questions on your online account maintain your account's confidentiality and privacy. The PIN is used to verify your identity when checking voicemail or is requested by the automated attendant when contacting Customer Care.

Follow the on-screen prompts. For each security setting, certain requirements must be met. For your convenience, these requirements are listed next to the setting as you enter the information.

Note: If your extension is configured as a Google tagged account by your administrator, your Express Setup will have different setup options.

3. Create your **Password**.
Follow the requirements listed next to the **Password** and **Confirm Password** fields. A green check mark indicates when you have met a requirement.
4. After you **Confirm Password**, press **Continue**.

Your Account Security

1

Login

Use to login to your account

Password:

Confirm Password:

▶ Continue

2

Create PIN

3

Security Question and Answer

Password Criteria

- At least one letter (latin character)
- At least one number (0-9)
- Non-sequential, Non-repeating
- No account information
- One upper case letter or special character (!,@,\$,#)
- Length 8-32 characters


The next step in **Your Account Security** is to set your PIN.


5. Create your **PIN**.

Follow the requirements listed next to the **PIN** fields. A green check mark indicates when you have met a requirement.


You'll need this PIN when contacting Customer Care or when checking voicemail.


6. Press **Continue**.



Your Account Security

 Login

2 Create PIN
Used to check your voicemail messages via the phone

 **PIN:**

 **Confirm PIN:**

 Continue

3 Security Question and Answer

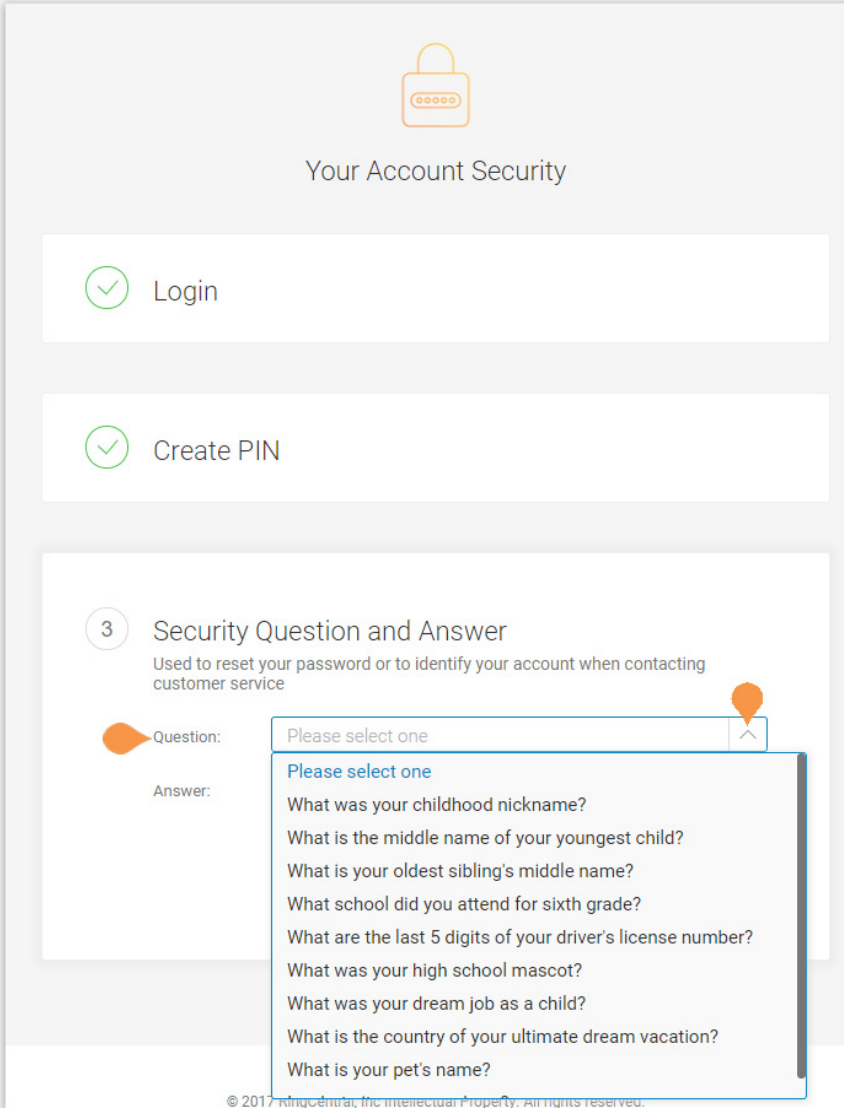
Pin Criteria

- Only digits
- Non repeating
- Non sequential
- Length 6-10 digits

The last step in **Your Account Security** is to select a **Security Question and Answer**.

Note: You will be asked for your **Security Question and Answer** each time you contact RingCentral Support. Keep a record of the question and answer for future reference.

7. Select one of the questions listed in the **Security Question and Answer** menu.
8. Enter your answer to the security **Question** in the **Answer** field.
Note: Your answer must be at least 4 letters.
9. Press **Continue**.



Your Account Security

Login

Create PIN

3 Security Question and Answer

Used to reset your password or to identify your account when contacting customer service

Question:

Answer:

Please select one

Please select one

- What was your childhood nickname?
- What is the middle name of your youngest child?
- What is your oldest sibling's middle name?
- What school did you attend for sixth grade?
- What are the last 5 digits of your driver's license number?
- What was your high school mascot?
- What was your dream job as a child?
- What is the country of your ultimate dream vacation?
- What is your pet's name?

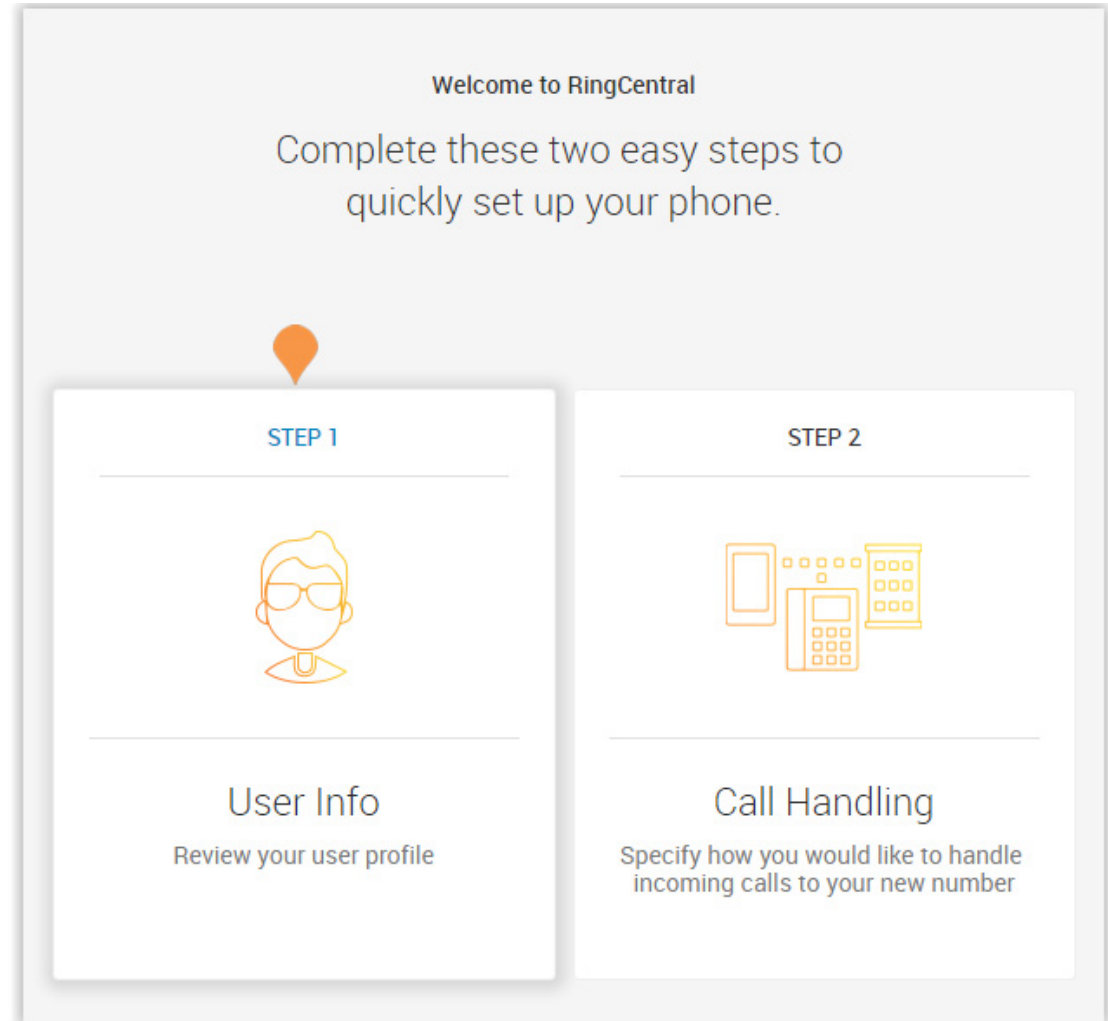
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Quickly Get Up and Running

The next two steps include reviewing your **User Info** and specifying **Call Handling** for incoming calls to your new number.

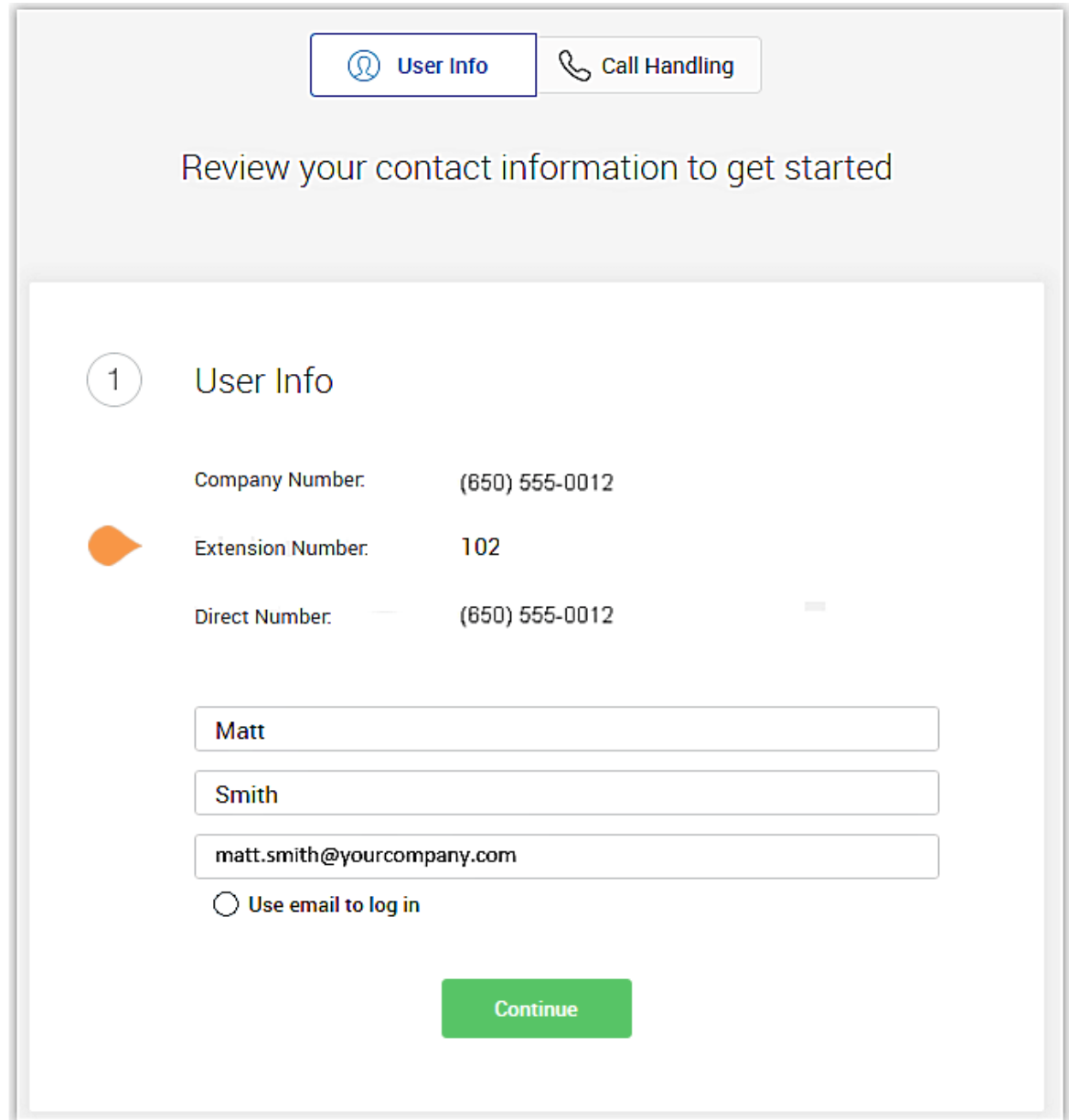
Review Your User Profile

1. Click **STEP 1**.
Review your user profile.



Your **User Info** appears in a separate window.

2. Verify that your information is correct. If not, update your name or corporate email address.
 - The name shown in your **User Info** will appear in your corporate directory for others in your company to contact you
 - Select **Use email to log in** to enable login to your account using a unique corporate email address.
 - Email functions only if your email address is unique in all RingCentral accounts.
3. Click **Continue**.



The screenshot shows a window titled "Review your contact information to get started". At the top, there are two tabs: "User Info" (selected) and "Call Handling". The main content area is titled "1 User Info". It displays the following information:

Company Number:	(650) 555-0012
Extension Number:	102
Direct Number:	(650) 555-0012

Below the table, there are three input fields for the user's name and email:

- First name: Matt
- Last name: Smith
- Corporate email: matt.smith@yourcompany.com

At the bottom, there is a radio button labeled "Use email to log in" which is currently unselected. A green "Continue" button is located at the bottom center of the window.

Now check or reset your **Regional Settings**.

1. Verify **Regional Settings** specified for your account. These are: **Country**, **Time Format**, and **Time Zone**.
2. Click **Continue**.

The screenshot shows a setup interface with two tabs: 'User Info' (active) and 'Call Handling'. Below the tabs is the heading 'Review your contact information to get started'. The 'User Info' section is completed, indicated by a green checkmark. The 'Regional Settings' section is the current step, indicated by a circled '2' and an orange arrow pointing to the settings. It includes three fields: 'Country' set to 'United States (1)', 'Time Format' with '12h (AM/PM)' selected, and 'Time Zone' set to '(GMT-08:00) Pacific Time (US & Cana...'. A green 'Continue' button is at the bottom.

Now check or reset your **Emergency Calling - Registered Location**.

The **Emergency Calling - Registered Location** is the physical location of your phone that is using the RingCentral Digital Line. Emergency dispatchers (Emergency Call Service) will send first responders to this exact location.

Important: You must provide a proper address or you will not be able to place calls using this number. Verify that your administrator updates this address every time you move your phone to a different physical location. If your administrator does not update this, emergency calls may not be routed to the appropriate responder for your current location.

1. Set the **Emergency Calling - Registered Location** for your account.
 - Enter your name
 - Enter your country
 - Enter your address
 - Enter your state
 - Enter your postal zip code
2. Read the agreement describing **Emergency Calling - Registered Location**.
3. Click **Agree and Continue**.

3

Emergency Calling - Registered Location

Print

Emergency Service dispatchers will send emergency first responders to this exact location. Where will you be using this phone?

Important: You must update this address every time you move your RingCentral IP phone or Emergency Dialing-Enabled Softphone to a different location. You may update the Registered Address at any time through <http://service.ringcentral.com>. Please note that it may take several hours for any address update to take effect.

Emergency calling may not be available in the event of an Internet or power outage, or if your broadband, ISP, or RingCentral Office service fails or becomes overloaded. VoIP emergency calls may not connect to your local emergency operators, may not transmit your location information, or may improperly ring to an administrative line. It is strongly recommended that you have an alternative means for placing emergency calls available at all times.

By clicking "Agree and Continue", I agree to the [Emergency Service Terms and Conditions](#).

Agree and Continue

Call Handling

As a user, you can set up call forwarding rules for your extension. You can add up to 10 forwarding numbers for each extension assigned to you and set calls to ring sequentially or simultaneously.

In this step you'll enable call forwarding to another number. First, note the phone extensions to which you might want to forward your calls.

1. You can either skip this step or set your phone to route your calls to another phone. To omit this step, click **Skip**. Then go to "Voicemail Setup" on page 16.
 - To add a device for call forwarding, click **Add Phones**.

Please select how you would like to handle incoming calls

1

Call Forwarding

When you receive an incoming call, RingCentral will try to locate you on the phones you specify

Skip Add Phones

2

Voicemail

If you do not answer the call on any of the phones you specified, the caller will be transferred to your voicemail. Please select your voicemail greeting.

Your call has been forwarded to the voicemail for Matt Smith. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may

Customize Keep Default

- To add desk phones to which you can forward calls, click **Add Devices**.

User Info Call Handling

Please select how you would like to handle incoming calls

< Call Forwarding

Your Phone system administrator ordered a desk phone for you. Would you like to add other devices to receive and make calls?

Desk Phone:

RingCentral Phone
(Polycom VVX311)

Just Ring My Desk Phone Add Devices

Select additional devices (if any) you would like to ring when you receive an incoming call to your business number.

2. Select the type of phone to which the forwarded call will be sent.
3. Enter the number of the selected phone. Continue adding phones, as needed.
4. Click **Next**.



The setup instructions continue on the following page.

User Info Call Handling


Please select how you would like to handle incoming calls

Phone Numbers 1 of 2

Please select which additional devices you would like to ring when you receive an incoming call to your business number.

 Polycom VVX311	(650) 555-0012
 Select Phone	Enter Number

[+ Add Additional Phones](#)

 **Next**

5. Select whether the forwarded phones ring **Simultaneously** or **Sequentially**.
 - Select **Simultaneously** if you prefer the call to ring on all forwarded phones at the same time. Because of different networks, ringing to some devices, such as mobile devices may be delayed.
 - Select **Sequentially** if you prefer the call to ring on forwarded phones in a sequential order. Arrange the forwarding order by dragging up or down.
6. Click **Save**.

User Info Call Handling

Please select how you would like to handle incoming calls

Call Handling 2 of 2

Which order would you like your devices to ring when you get an incoming call to your business number?

Simultaneously Sequentially

1 Polycom VVX311 (707) 387-4938

2 Home +1 (650) 5550012

Save

Voicemail Setup

Now, set up the message your callers will hear when RingCentral forwards your calls to Voicemail.

You can choose the default voicemail greeting “**Keep Defaults**” or you can select “**Customize**” to record or import your greeting. See the default greeting text shown below the playback button.

Changing the Voicemail Greeting

The next two pages explain how to keep the default voicemail greeting, or create a custom greeting by recording over the phone or importing a file.

To keep the default greeting, follow these steps:

7. Click **Keep Default**.

Please select how you would like to handle incoming calls

✓

Call Forwarding

When you receive an incoming call, RingCentral will try to locate you on the phones you specify

2

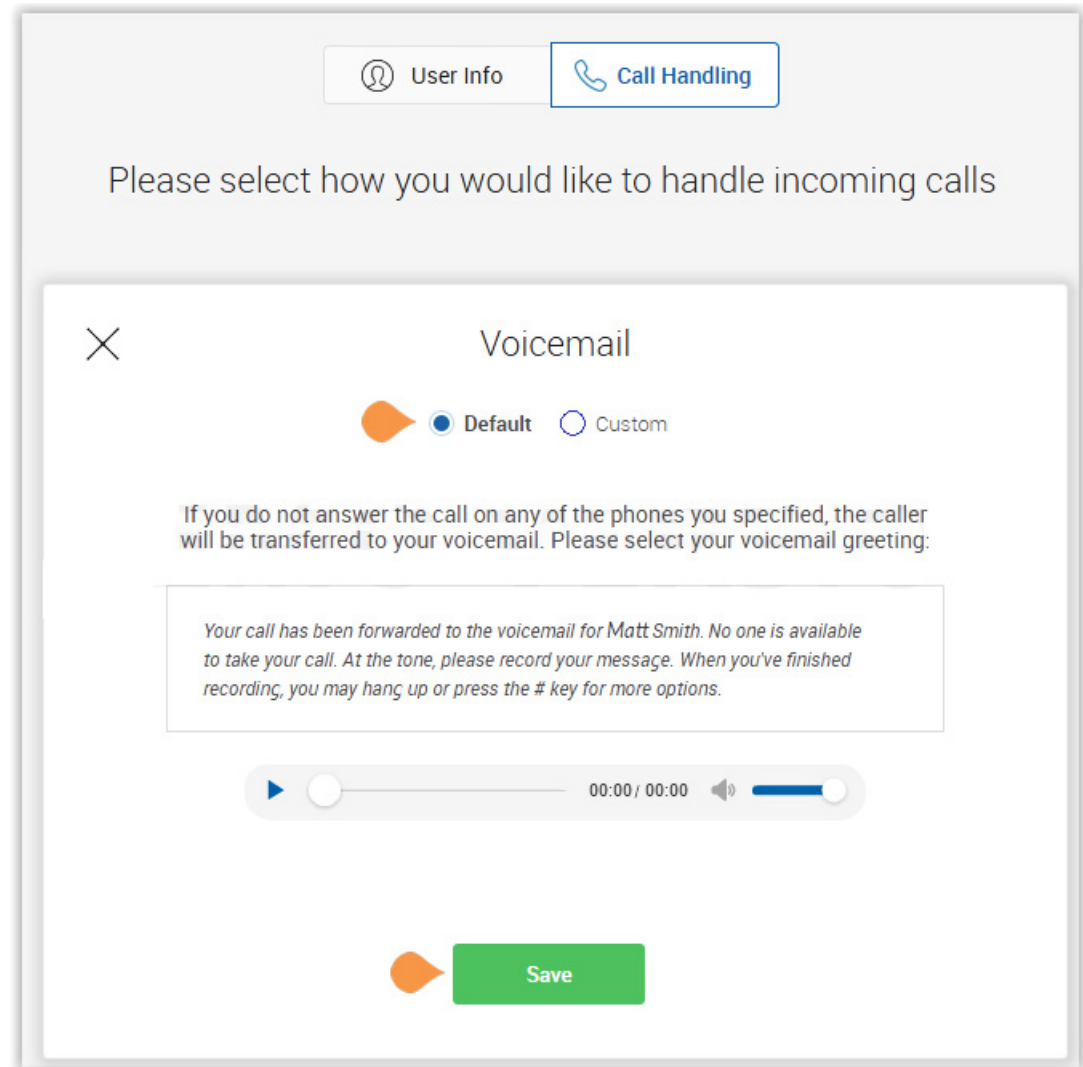
Voicemail

If you do not answer the call on any of the phones you specified, the caller will be transferred to your voicemail. Please select your voicemail greeting.

Your call has been forwarded to the voicemail for Matt Smith. No one is available to take your call. At the tone, please record your message. When you've finished recording you may

To keep the default, follow these steps:

8. Click **Save** and skip to “Click Finish Setup” page 18.



To RECORD OVER THE PHONE or Import a Custom Greeting

- To record or import a new greeting, click **Custom**.

You can record your greeting over the phone, or you can import a custom greeting.

- To record your message over the phone, click **RECORD OVER THE PHONE**, enter a number in **Call me at** field and click **Call**.
- To import a previously recorded message, click **IMPORT** and follow the instructions. (Use an .mp3 or .wav formatted file.)

- Click **Save**.

You're almost done! The next steps are on the following pages.

User Info Call Handling

Please select how you would like to handle incoming calls

Voicemail

Default Custom

RECORD OVER THE PHONE IMPORT

RingCentral will call you to record your custom greeting over the phone.

Call me at: Phone Number Call

00:00 / 00:00

Save

11. Click **Finish Setup**.

The screenshot displays the RingCentral Office setup interface with three configuration panels, each marked with a green checkmark in the top left corner:

- User Info:** Features a user icon and the following details:
 - Name: Pamela Smith
 - Company: (650) 555-0012
 - Ext: 103
 - Direct: (650) 555-0012A "Change" button is located at the bottom of this panel.
- Call Forwarding:** Shows a "Sequentially" status and a diagram of a phone icon connected to two destinations:
 - Polycom VVX311 (650) 555-0012
 - Home (650) 555-0012A "Change" button is located at the bottom of this panel.
- Voicemail:** Shows a "Custom" status and a play button icon with the text "[Custom Recording]". A "Change" button is located at the bottom of this panel.

At the bottom center of the interface, there is a blue button with an orange arrow pointing right, labeled "Finish Setup".

Use RingCentral Anywhere

Collaborate with co-workers and manage your phone system from any device. Apps are available for download that expand your ability to collaborate with others using the RingCentral applications.

- For more information about apps you can use with RingCentral Office, see the [RingCentral Office User Guide](#).
- To download apps from the RingCentral website, see [Downloads](#).

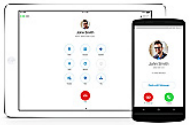
12. Click **Finish**.

Continue to the following page.

Use RingCentral Anywhere

Collaborate with coworkers and manage your phone system from any device

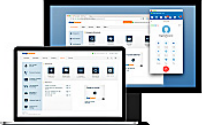
Free Smartphone App
Accessibility away from your desk



App for iPhone


App for Android

Free Desktop App
Accessibility on your computer



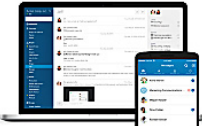
RingCentral for Windows

RingCentral for Google
Productivity and communication from your Chrome browser




[Download RingCentral for Google](#)

Glip Messaging
Collaborate anywhere.
Free messaging and file sharing app
RingCentral Glip included with your service



[Find more at glip.com](#)

RingCentral meetings
Connect. Meet. Collaborate.



[Download RingCentral for Windows](#)

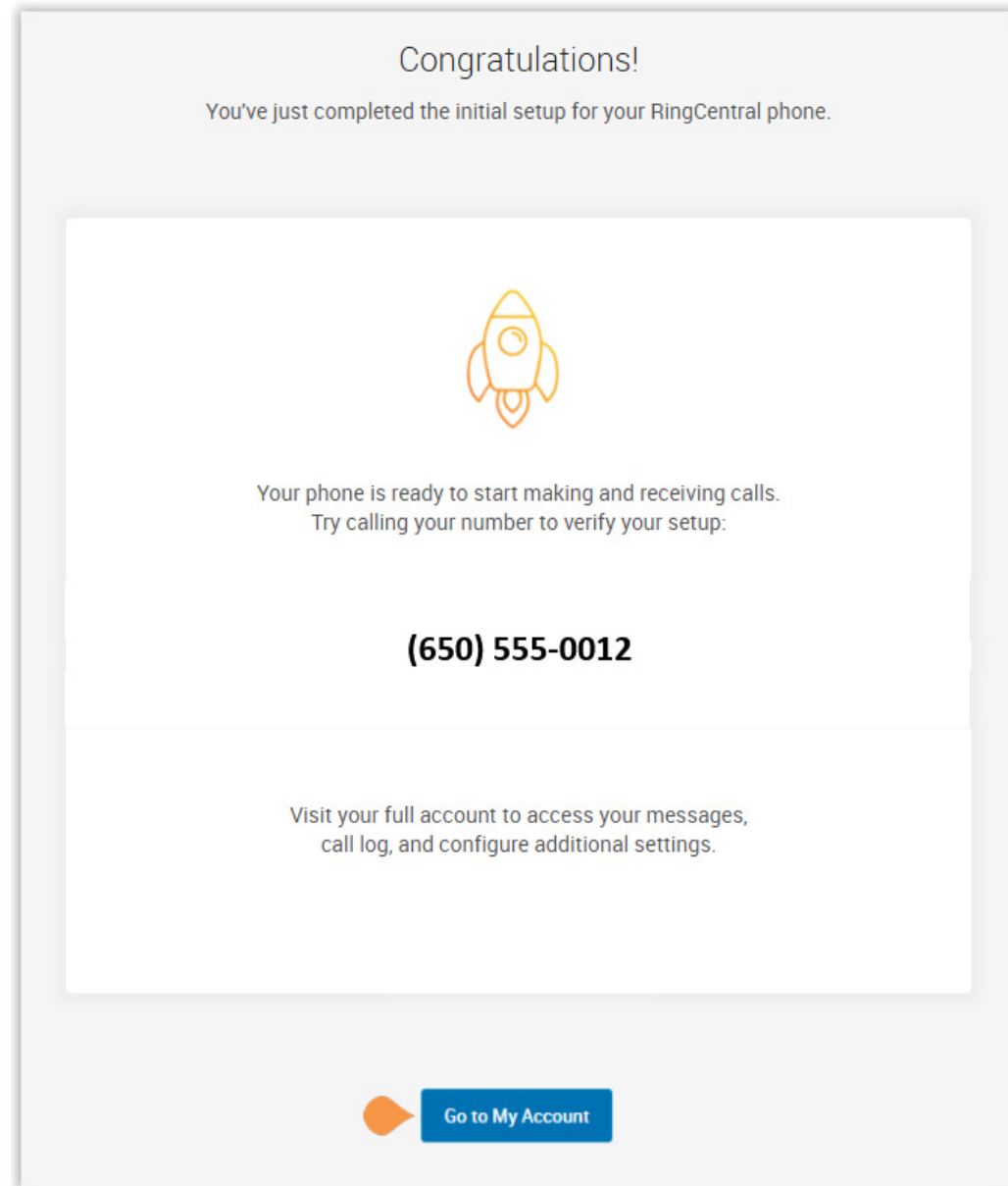
Finish

Congratulations!

You have completed the initial setup of your RingCentral business phone system.

13. Note the phone number shown on the **Congratulations** screen.
14. Click **Go to My Account**.

In the following pages, you'll log in to your RingCentral account.



Overview Page

Your RingCentral Office Overview page opens. Take a short tour of your Overview page.

1. **Overview** page is your dashboard to the RingCentral system.
2. **Recent Messages** and **Recent Calls** lists your recent incoming and outgoing messages and calls.
3. **Shortcuts** are menus to frequently accessed settings.
4. **Announcements** lists messages from RingCentral.
5. **Resources** provides quick access to Community, Blog, and Feedback. Go to Feedback to report an issue with RingCentral Customer Care.
6. **Get Help** lets you find answers to most of your questions, request Support, see service status messages, or toggle on/off feature tips.

To Find Information About

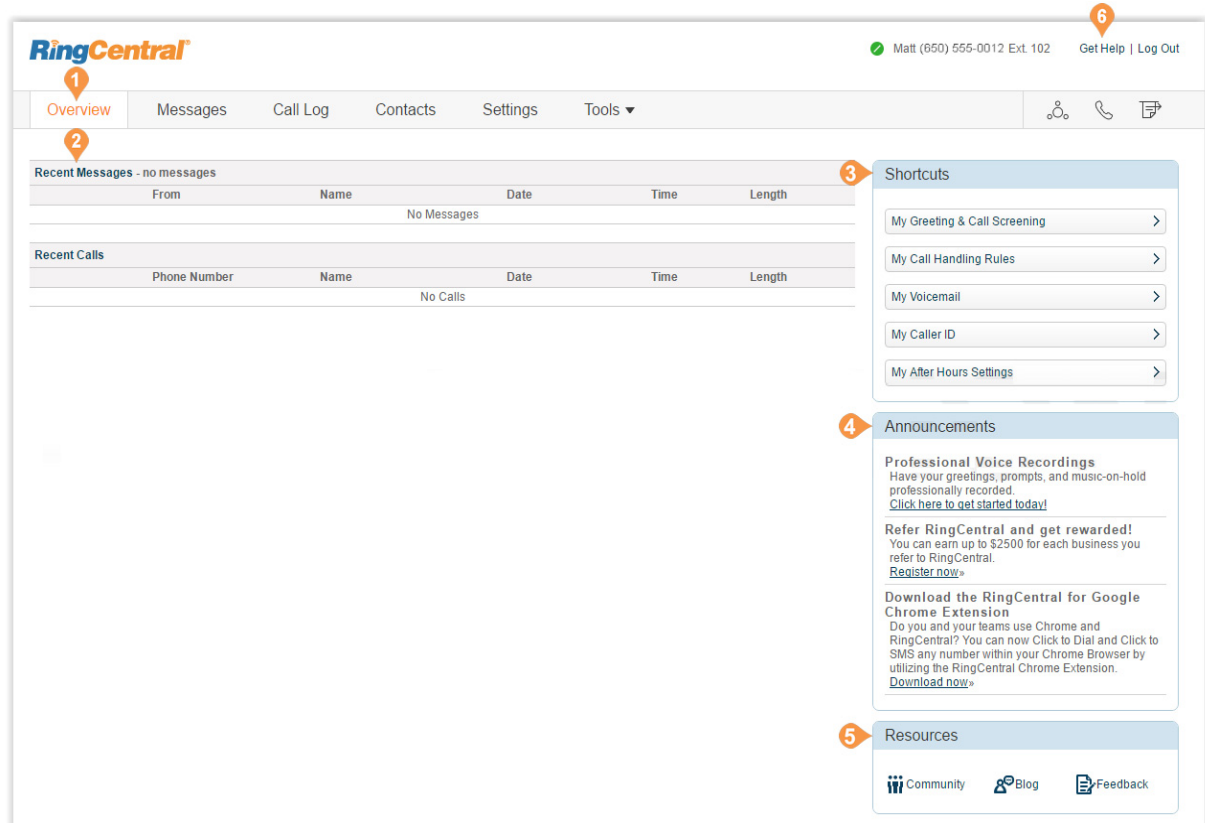
- Your **User Details**, click the **Settings** tab.
- The **RingCentral Office User Guide**, click [here](#).
- Support **Videos**, click [here](#).

Knowledgebase Articles

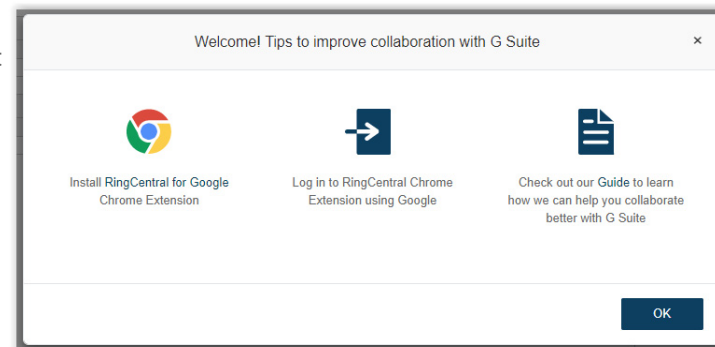
For further instructions on these subjects:

- [Sign in](#)
- [Changing your password](#)
- [Call Handling](#)
- [Emergency Calling - Registered Location](#)
- [Voicemail Greetings](#)

Continue to the following page.



You may also see information about these available applications.



While You are Using RingCentral Products

We're happy you have selected RingCentral for your business communication needs. RingCentral provides a variety of ways for you to learn more about our service.

[Attend a Training Webinar](#)

Designed for both administrators and users, these sessions will give you the best practices, power-user tips, how to instructions and other valuable information on your RingCentral system [View our upcoming scheduled Customer Training Webinars](#).

[Post in the RingCentral Community](#)

Share your ideas and feedback, get your problems solved, and give back by helping others! See [RingCentral Community](#).

[Download Applications](#)

Wherever you go, RingCentral follows. Download our applications for your computer and smartphone to receive business calls on your mobile phone. [Download Now](#).

Access Your Account

How to Access Your Account

Log in to your online account by going to <https://service.ringcentral.com/>. The default method of account access is by RingCentral phone number. Select your country from the drop-down menu and enter your RingCentral phone number and password. Click **Log In**.

Unified Login

If you have both RingCentral and Glip credentials which use the same email address, you will use RingCentral credentials for logging in to all endpoints.

Email or Google as User ID

If configured by the admin for your account, users can log in with a unique corporate email address or Google (Gmail or G Suite) account. See [Use a Corporate Email Address to Log In](#) and [Use a Google Account to Log In](#).

Single Sign-on

If Single Sign-on is set up for your account, click Single Sign-on at the bottom of the screen and enter your email address on the following screen, then log in with your corporate credentials.

Account Validation

Account Validation is a security feature that helps protect against fraudulent activity on your account. You will be asked for a security validation code when you log in from a new or unrecognized computer for the first time. Depending on your account settings, you will need to check your phone or email for the security code and enter it in the box before logging in.

RingCentral
Glip

Bring people and productivity together
Team messaging, file sharing, calling, online meetings, and more for all RingCentral Office customers.

Join your team now

RingCentral

Sign In

Extension (Optional)

Password

Remember me

Sign In

Forgot Password?

Or Sign In With

Email Google Single Sign-on

New to RingCentral? Sign up here

Protect your account from identity theft and phishing

English (U.S.)

Logging In

You can log in to your RingCentral account by using a corporate email account or by using a Google account.

Use a Corporate Email Address to Log In

The Email as User ID feature allows users to log in using a unique email address. When users log in to an account, they receive a notification about the feature, and can enable the feature by specifying a unique email address.

This feature applies to accessing your RingCentral online account, RingCentral Meetings, RingCentral Glip, endpoints such as RingCentral Phone, integration applications, and the Multiple Account Access portal. This feature can also be configured during Express Setup of your RingCentral account.

To Log In using Email as User ID

1. In the login screen, enter the unique **Email** address that has been associated with your RingCentral account.
2. Click **Next**.
3. Enter your password.
4. Click **Sign In**.

The image displays two sequential screenshots of the RingCentral login process. The first screenshot shows the initial 'Sign in' screen with a text input field for 'Email or phone number', a 'Next' button, and options for 'Or sign in with' including 'Google' and 'Single Sign-on'. The second screenshot shows the password entry screen with the email 'dave.richards@example.com' pre-filled, a 'Password' input field, a 'Stay signed in' checkbox, and 'Back' and 'Sign in' buttons. Both screens include a 'New to RingCentral? Sign up here' link at the bottom.

Use a Google Account to Log In

The Google login feature allows users native support for logging in using a Google email address and password. This feature requires a unique Google email address (Gmail or G Suite email). The admin configures a Google email address when assigning an extension, and verifies the uniqueness of the email address. By default, users can log in with their Google email address or other RingCentral credentials.

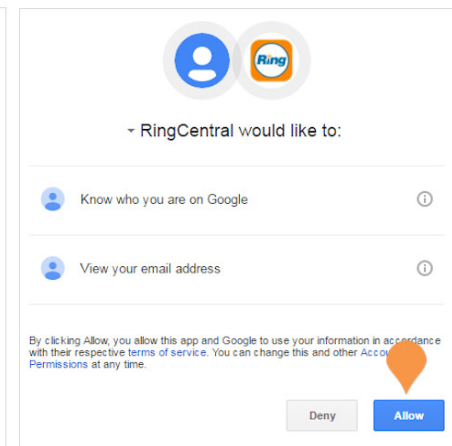
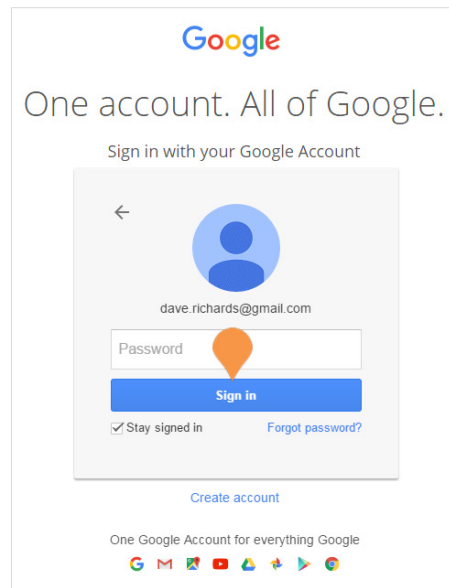
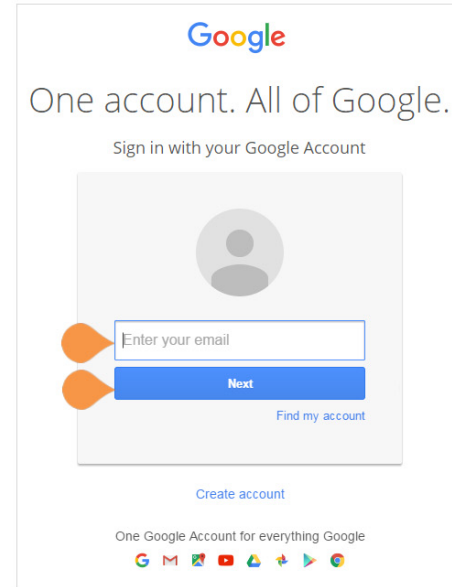
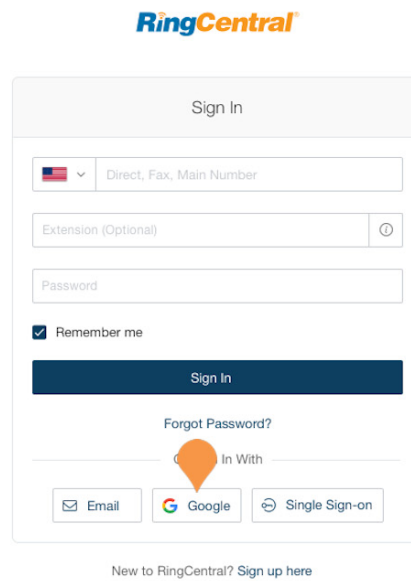
This feature applies to accessing your RingCentral online account, endpoint such as RingCentral Phone, RingCentral Meetings, RingCentral Glip, integration plug-ins for Chrome, and the Multiple Account Access portal. You can configure Google Email addresses during the Express Setup of your RingCentral account.

If not already configured, set a Google email address.

1. Log in using your RingCentral credentials.
2. Select **Users**.
3. Select a user. The user settings page is displayed.
4. In the **Email** field, specify a unique email address.
5. Click **Verify email uniqueness**; resolve duplicates.
6. Click **Save** and log out.

To Log In using Google:

1. In the login screen, click **Google**.
2. Enter your unique Gmail **Email** address and **Password**.
3. Edit any duplicate email addresses.
4. Click **Allow** to allow the application access.



RingCentral for Google Chrome Extension

Increase your productivity by handling everything without leaving Google. With the RingCentral for Google Chrome Extension™, make RingCentral calls directly from Gmail™, Google Calendar™, or your Chrome browser. RingCentral for Google Chrome Extension is available to all RingCentral Office customers.

Use the RingCentral dial pad to manually dial a number or click any phone number in your contacts, emails, G Suite applications, and Chrome browser. RingCentral RingOut® will connect the call. Schedule online meetings and audio conferences, and they'll appear on your Google Calendar. Create Hangouts with up to 1,000 audio participants—all without leaving the Chrome browser.

Requirements

- Windows® XP (or later) or Mac OS X® 10.8 Mountain Lion (or later) operating systems are required.
- Google Chrome™ 30 (or later) is required.
- To utilize Google Login, your Google email must be associated with your RingCentral account.

Install the RingCentral for Google Chrome Extension

1. Install the extension from the Chrome store.
2. Ensure the extension is enabled in Chrome browser.

Use your RingCentral dial pad to click to dial or click to call numbers within your G Suite applications.

As a RingCentral customer, you can click to dial or click to SMS phone numbers displayed in your Chrome browser.

Dial numbers manually with the dial pad, or click to dial any number in your contacts or email messages.

Create a RingCentral meeting, and the details will appear in your Google Calendar automatically.

Transform Hangouts into a hub for up to 1,000 audio participants.

Using Your Account

Introduction

RingCentral is an award-winning cloud communications system that delivers high-quality, online meetings, unified voice, fax, text, and audio conferencing for businesses of all sizes.

This guide will help users set up and access the following RingCentral features:

- Messaging
- Call Log
- Contacts
- Integrations
- RingCentral Phone
- RingCentral Meetings
- Audio conferencing
- RingOut
- FaxOut
- Presence
- Intercom
- User Greetings
- Audio and Hold Music
- Call Handling and Forwarding
- Call Flip
- Hot Desking
- Notifications
- Outbound Caller ID
- Corporate email as user ID
- Gmail (or G Suite) email as user ID
- RingCentral for Google Chrome Extension

Overview Page

The Overview Page is your account homepage. It shows your recent voicemail, faxes, and inbound and outbound calls. Let's take a look at the navigation bar across the top of this page and see how to use it. Some features are described in more detail later in this document.

Note: The pages discussed in this section of the guide can be found under My Extension. Admin users will see the tabs at the top for My Extension and Admin Portal. Users will only see My Extension and will not have the option to switch to an Admin Portal.

The screenshot displays the RingCentral Overview Page interface. At the top, there is a navigation bar with tabs for Overview, Messages, Call Log, Contacts, Settings, and Tools. The user's name and extension number, 'Dave | (650) 555-0012 Ext. 101', are shown in the top right corner, along with links for 'Get Help' and 'Log Out'.

The main content area is divided into several sections:

- Recent Messages - 2 new and 9 saved messages:** A table listing incoming and outgoing messages with columns for From, Name, Date, Time, and Length.
- Recent Calls:** A table listing recent calls with columns for Phone Number, Name, Date, Time, and Length.
- Settings Shortcuts:** A panel with tabs for Admin and User, and buttons for Manage Users, Company Call Handling & Greetings, Manage Phones & Devices, and Manage Groups.
- Announcements:** A section for displaying system announcements.
- Resources:** A section with links to Forum, Blog, and Feedback.

Below are the data tables from the screenshot:

	From	Name	Date	Time	Length
<input type="checkbox"/>	(858) 555-2135	Lauren Smith	Yesterday	5:22 PM	0:25
<input type="checkbox"/>	(650) 555-1818	RingCentral	Tue 03/24/2015	2:30 PM	0:25
<input type="checkbox"/>	(650) 555-1818	RINGCENTRAL INC	Mon 03/23/2015	8:39 AM	0:09
<input type="checkbox"/>	(858) 555-2135	Lauren Smith	Mon 03/23/2015	2:02 AM	0:14
<input type="checkbox"/>	(650) 555-9204	LOS ALTOS CA	Mon 03/23/2015	1:48 AM	0:09
<input type="checkbox"/>	(858) 555-2135	Lauren Smith	Mon 03/23/2015	12:58 AM	0:25
<input type="checkbox"/>	(650) 555-1818	RingCentral	Mon 03/23/2015	12:58 AM	0:25
<input type="checkbox"/>	(650) 555-9204	LOS ALTOS CA	Mon 03/23/2015	12:52 AM	0:08

	Phone Number	Name	Date	Time	Length
<input type="checkbox"/>	From: (562) 555-0728	BESSEMER AL	Today	9:51 AM	0:00:02
<input type="checkbox"/>	To: (858) 555-2135	Lauren Smith	Today	9:48 AM	0:00:56
<input type="checkbox"/>	To: (408) 555-3766	Add Contact	Today	9:46 AM	0:00:35
<input type="checkbox"/>	To: (650) 555-1818	RINGCENTRAL INC	Today	9:33 AM	0:00:02
<input type="checkbox"/>	From: (858) 555-2135	Lauren Smith	Tue 03/24/2015	3:02 PM	0:00:20
<input type="checkbox"/>	From: (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	3:02 PM	0:00:36
<input type="checkbox"/>	To: (408) 555-3766	Add Contact	Tue 03/24/2015	2:59 PM	0:01:20
<input type="checkbox"/>	From: (858) 555-2135	Lauren Smith	Tue 03/24/2015	2:55 PM	0:00:16
<input type="checkbox"/>	From: (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	2:51 PM	0:00:29
<input type="checkbox"/>	To: (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	2:48 PM	0:00:25

Messages

Your voicemail and fax messages are stored here. Under Messages, you can:

- Review inbound and outbound callers
- Listen to voicemail
- View faxes
- Save voicemail and received faxes to your computer
- Forward messages and faxes by email
- Click on a caller's number to call them back
- Delete and undelete items
- Block caller

Under the Open column, you will see symbols for the following types of messages:



Voicemail: Hover over the Voicemail and Play symbols to hear the message



Fax: Hover over the Fax and Eye symbols to view a preview of the fax cover page.




The screenshot shows the RingCentral Messages interface. At the top, there's a navigation bar with 'Overview', 'Messages' (selected), 'Call Log', 'Contacts', 'Settings', and 'Tools'. A user profile 'Dave | (650) 555-0012 Ext. 101' is visible in the top right. Below the navigation bar is a sidebar with folders: 'Inbox', 'Outbox', 'Sent Items', 'Deleted Items', and 'Recordings'. The main area displays an 'Inbox (1 new)' with a table of messages. The table has columns for 'Open', 'From', 'Name', 'Received', 'Save', and 'Forward'. Each message row includes a checkbox, a play button, a duration, a phone number, a name, a date and time, and save/forward icons.

Open	From	Name	Received	Save	Forward
<input checked="" type="checkbox"/>	(781) 555-7344 Burlington, MA	WIRELESS CALLER	Wed 09/17/2014 11:39 AM	⬇	➡
<input checked="" type="checkbox"/>	(650) 555-0873 San Mateo, CA	WIRELESS CALLER	Wed 09/10/2014 6:53 PM	⬇	➡
<input type="checkbox"/>	(650) 555-2991 San Mateo, CA	Lisa Del Real	Wed 09/10/2014 3:25 PM	⬇	➡
<input type="checkbox"/>	+7 206062827 Fort Lupton	Add Contact	Thu 09/04/2014 10:38 AM	⬇	➡
<input type="checkbox"/>	(510) 555-9965 El Sobrante-Pin...	KUMAR, JITENDER	Tue 09/02/2014 9:53 AM	⬇	➡
<input type="checkbox"/>	(209) 555-4001 Yosemite, CA	RC	Fri 08/29/2014 12:36 PM	⬇	➡



Call Log

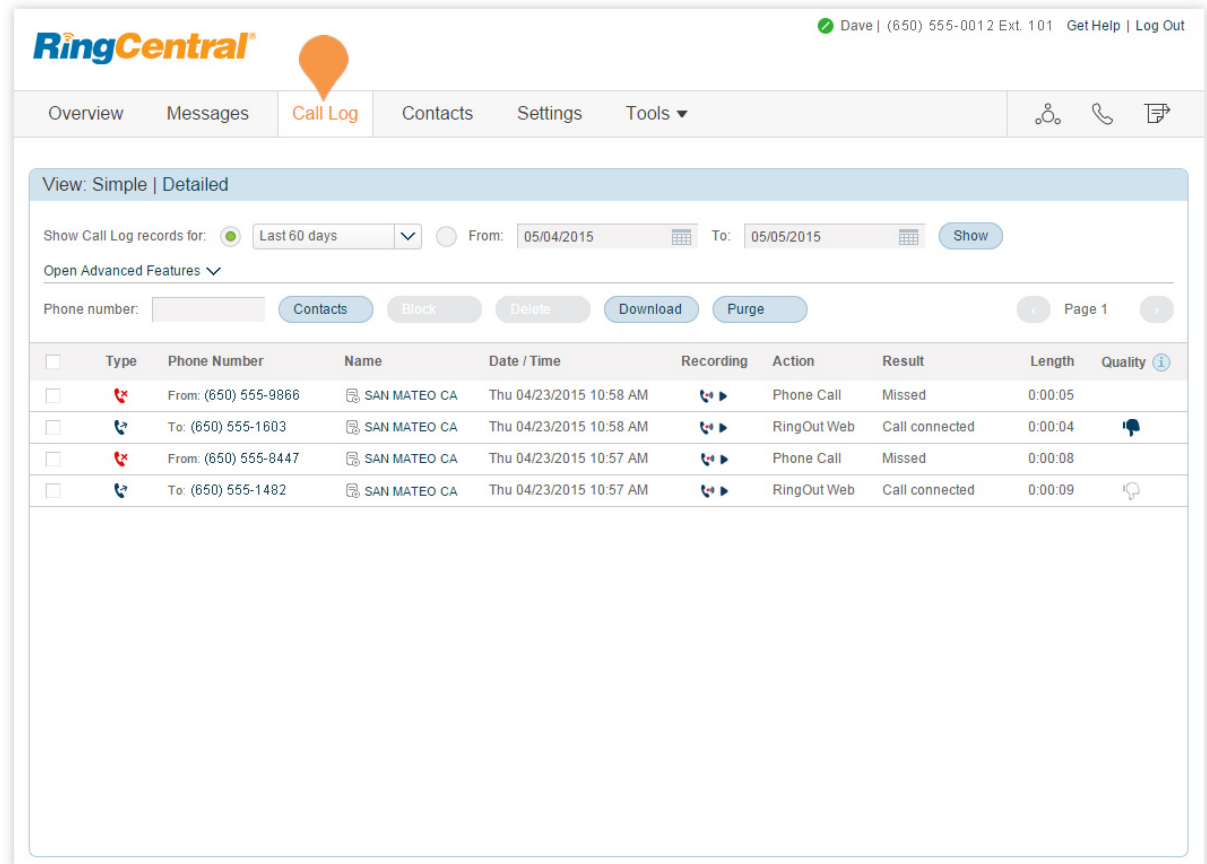
The Call Log provides customized reports on inbound and outbound calls and faxes for the company number and specified extensions. Select the time period, type of call (inbound or outbound), blocked calls, or recorded calls. Save reports for analysis or you can have the call log delivered to an email address daily, weekly, or monthly on specified days.

In the **Type** column, you will see icons for these types of calls:

-  Inbound Call
-  Outbound Call
-  Missed Call

If your administrator has enabled it on your account, you will have a Quality column in your Call Log. By default, the feature is disabled. If this feature is enabled, and you were not satisfied with the call quality of a connected call, you can mark the thumbs down icon in the Quality column in your Call Log.

-  Click to mark as a bad call.
-  Marked as a bad call.

















View: Simple | Detailed

Show Call Log records for: Last 60 days From: 05/04/2015 To: 05/05/2015 [Show](#)

Open Advanced Features

Phone number: [Contacts](#) [Block](#) [Delete](#) [Download](#) [Purge](#) Page 1

<input type="checkbox"/>	Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length	Quality ⓘ
<input type="checkbox"/>		From: (650) 555-9866	 SAN MATEO CA	Thu 04/23/2015 10:58 AM		Phone Call	Missed	0:00:05	
<input type="checkbox"/>		To: (650) 555-1603	 SAN MATEO CA	Thu 04/23/2015 10:58 AM		RingOut Web	Call connected	0:00:04	
<input type="checkbox"/>		From: (650) 555-8447	 SAN MATEO CA	Thu 04/23/2015 10:57 AM		Phone Call	Missed	0:00:08	
<input type="checkbox"/>		To: (650) 555-1482	 SAN MATEO CA	Thu 04/23/2015 10:57 AM		RingOut Web	Call connected	0:00:09	

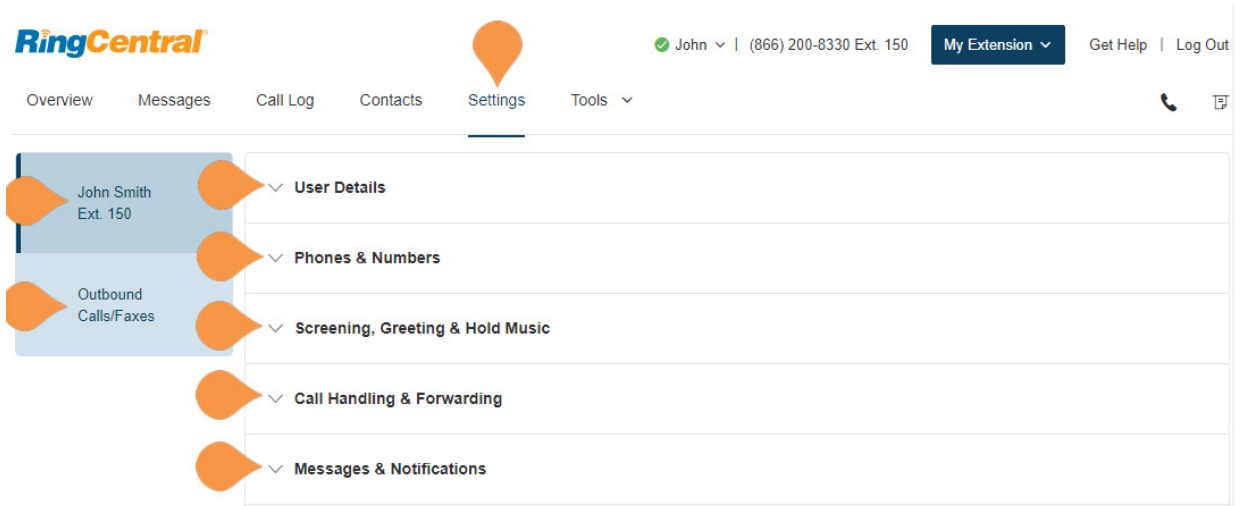
Contacts

Contacts include Company contacts, which are all the users in your RingCentral system. It also includes your Personal contacts, which you can add manually or import from a comma-separated variable (CSV) text data file or from Microsoft Outlook®.

The screenshot shows the RingCentral interface for managing contacts. At the top, the RingCentral logo is on the left, and the user's name 'Dave' with a phone number '(650) 555-0012 Ext. 101' and options for 'Get Help' and 'Log Out' are on the right. Below this is a navigation bar with tabs for 'Overview', 'Messages', 'Call Log', 'Contacts' (which is highlighted), 'Settings', and 'Tools'. On the left side, there is a sidebar with two main sections: 'Company' (indicated by an orange callout bubble) and 'Personal' (also indicated by an orange callout bubble). The main content area is titled 'Company' and features a search bar, a 'Sort: First Name' dropdown, and an alphabetical index 'A-Z'. The contact list is filtered to show contacts starting with 'B', 'C', 'D', 'J', 'M', 'O', 'S', and 'V'. The visible contacts are Ben Smith, Customer Service, Dave Richards, Jess Jones, and Mary Goss. Below the list are sections for 'Office Address and Hours', 'Sales', 'Shipping', and 'Voicemail'.

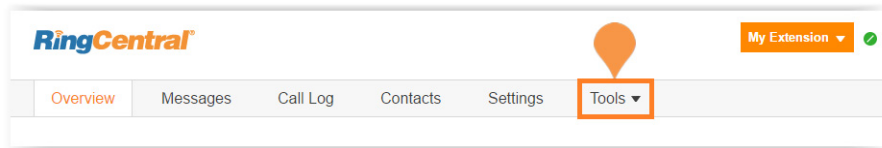
User Settings

Click the Settings tab at the top of the homepage to access your Settings page. On the Settings page, you will see options for your user extension: Phones & Numbers; Screening; Greeting & Hold Music; Call Handling & Forwarding; Messages & Notifications; and settings for outbound calls or faxes: Outbound Caller ID, and Outbound Fax Settings.



Tools

This section allows you to obtain the latest tools to enhance your productivity and customize your service to suit the way you work.



What's New

Check out the latest updates and features in your RingCentral phone system.

Mobile Apps

Download the RingCentral Phone app for iPhone[®], Android[™], or iPad[®] to take your RingCentral service on the go.

Desktop Apps

Use RingCentral Phone to control your calls from your PC or Mac. Send and receive text messages, faxes, and answer or screen incoming calls, send to voicemail, transfer, disconnect, or monitor voice messages as they are being left and pick up the ones you want to talk to.

Meetings

RingCentral Meetings is an online meeting solution. Share documents, websites, and files from cloud storage; annotate, chat, and even record your meetings. Collaborate with up to 200 people (including the host) to share and contribute anywhere, anytime, from any device. View reports of meeting usage to optimize your use of RingCentral Meetings.

Archiver

RingCentral Archiver lets you securely save your messages and recorded calls automatically. RingCentral Archiver integrates with SFTP or Dropbox to allow you to easily search the stored data at any time from within your SFTP or Dropbox cloud storage account to quickly retrieve the records.

App for Salesforce

RingCentral for Salesforce enhances your Customer Relationship Management (CRM) experience with integrated business communications. This app is available only for RingCentral Office Premium and Ultimate customers. This app requires that your company's administrator enable users from Salesforce.

App for Zendesk

RingCentral for Zendesk provides seamless integration of your Zendesk application and your RingCentral services to enable improved customer retention, greater agent productivity, and advanced business processes. This app is available only for RingCentral Premium and Ultimate customers. This app requires that your company's administrator enable users from Zendesk.

Authorized Apps

Allows you to track what RingCentral apps are connected to your account. Easily manage a wide range of apps' authorization, including Glip, RingCentral Phone, RingCentral Meetings, RingCentral integration apps, and apps from the RingCentral App Gallery.

Tell a Friend

Refer a friend to RingCentral using this simple form and receive referral rewards.

RingMe

The RingMe button gives your customers the ability to call you by clicking on the button on your website or email signature.

What's New

Check out the latest updates and features in your RingCentral phone system.



February Feature Release

Now here! Take a look at our latest release of useful new features and upgrades for you and your workforce, available with your RingCentral account.

RingCentral Live Reports

RingCentral Live Reports provides insights into how you are treating your customers and how your agents are performing. Live Reports provides a widget-based dashboard of real-time and historic data to help smaller teams manage their customer experiences and drive agent performance. [Learn more about RingCentral Live Reports.](#)

Contact your RingCentral account manager for how you can get Live Reports.

RingCentral for Desktop Updates

Update your RingCentral for Desktop app

To ensure optimal service, please ensure that all users update their RingCentral for Desktop applications to the latest version by February 28, 2017. **Note that versions older than 8.3.6 will be retired** and will no longer work after this date. Download for [Windows](#) or [Mac](#).

Enable users to install and update RingCentral Desktop app without admin help

Now you can grant your users permission to install and update the RingCentral Desktop app on their Windows PC without requiring administrator credentials. System administrators can turn this feature on in the Administrative web portal. [Learn more.](#)

New Ways to Stay Organized

Active Directory integration

Mobile Apps

With the RingCentral Phone app, you have the convenience and power of your entire business phone solution in the palm of your hand. Easily navigate the interface to take calls, check messages, send business texts, adjust settings, and more—from virtually anywhere.

To download the RingCentral Phone app, visit the iTunes App Store for iOS or Google Play Store for Android.

See the [RingCentral Phone App Guide](#) for more details.

The screenshot shows the RingCentral mobile app interface. At the top, there's a navigation bar with the RingCentral logo, a user profile (Dave | (650) 555-0012 Ext. 101), and links for 'Get Help' and 'Log Out'. Below this is a secondary navigation bar with tabs for 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The main content area is titled 'Select an App to Download' and features the text: 'Take RingCentral everywhere you go. Download free apps for your smartphone and tablet now.' It displays two smartphone screens: an iPhone showing a messages list and an Android phone showing an incoming call from '650 555 1234'. Below the phones are 'Download on the App Store' and 'GET IT ON Google play' buttons. To the right, a section titled 'Access your business communications and maintain a professional image from anywhere.' lists several benefits:

- Make calls with your company's Caller ID, rather than your personal mobile phone number.*
- Get easy access to call logs, voicemail messages*, and faxes.
- Avoid unwanted calls - know who's calling before you pick up the phone.*
- Change your personal greeting, business hours, call screening options, and more.
- Find company contacts quickly in a company directory.
- View and forward faxes.
- Place calls via VoIP over WiFi or 3G/4G.
- Send and receive SMS using your RingCentral direct number.**

* For voice-enabled plans only
** For select plans only

RingCentral Phone

RingCentral Phone turns your PC or Mac computer into an all-in-one communication hub completely synced to your office network so you can collaborate with your colleagues and clients anywhere you have a broadband connection and a headset. With RingCentral Phone, you're ready to communicate as soon as you log in to your computer, no matter where you are.

RingCentral Phone combines the call handling power you expect from your desk phone with the collaboration tools you rely on most—like texting, conferencing, and faxing—so you can stay productive with fewer devices to worry about.

RingCentral Phone is easy to install and even easier to use.

1. From the **Tools** tab, select **Desktop Apps**.
2. Click **Download for Mac** or **Download for PC**. The file will download in your browser.
3. Follow the prompts in the **RingCentral Setup Wizard**.

See the [RingCentral Phone Quick Reference Guide](#) and the [RingCentral Phone User Guide](#) for more details.

The screenshot shows the RingCentral web interface. At the top, the 'Tools' dropdown menu is open, with 'Desktop Apps' highlighted by a red circle with the number '1'. Below this, the 'Download RingCentral for Desktop' page is displayed. A red circle with the number '2' highlights the 'Download for Mac' and 'Download for PC' buttons. The page includes a description of the desktop app, a list of features included, and system requirements for both PC and Mac. To the right of the text, there is an image of a desktop monitor and a smartphone displaying the RingCentral app interface.

Tools ▼

- What's New
- Mobile Apps
- Desktop Apps**
- Meetings App
- Glip
- App for Salesforce
- App for Zendesk
- Authorized Apps
- Tell a Friend
- RingMe

Download RingCentral for Desktop

RingCentral for Desktop turns your PC or Mac into your personal business command center. Manage all your business communication from one place—take calls, play voicemails, send text and faxes—anywhere.

Download for Mac **Download for PC**

Features Included

- Make* and receive calls anywhere Internet access is available.
- Communicate via text using your business number with Business SMS.
- Display your Presence status and view others in your RingCentral system.
- Send and receive faxes from your PC.
- Screen voicemail messages as they are being left, interrupt and answer the ones you want to take.

* Outbound calling requires option VoIP phone service

System Requirements

<p>PC</p> <ul style="list-style-type: none"> • Windows 7 and 8 • 1 GHz (32-bit) or 2 GHz (64-bit) processor • Minimum of 512 MB of memory • 200 MB of hard drive space 	<p>Mac</p> <ul style="list-style-type: none"> • Mac OS X 10.7 Lion or above • Intel processor • Minimum of 512 MB of memory • 100 MB of hard drive space
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RingCentral Meetings

RingCentral Meetings* is a downloadable app for video conferencing and web sharing of the desktops and application displays of conference participants. The app is available in desktop and mobile versions. A plugin for use with Microsoft Outlook is also available.

Participants are invited to join a meeting by email or SMS; they don't have to be RingCentral customers but can download and run the RingCentral Meetings app for free and join your meetings without needing to create an account or log in. You can access Meetings Reports for usage data.

To download the RingCentral Meetings app for your desktop:

1. From the **Tools** tab, select **Meetings**.
2. Click **Meetings for Desktop**.
3. Click **Download for Mac** or **Download for PC**. The file will download in your browser.
4. Follow the prompts in the **RingCentral Meetings Setup Wizard**.

To download the RingCentral Meetings app for mobile:

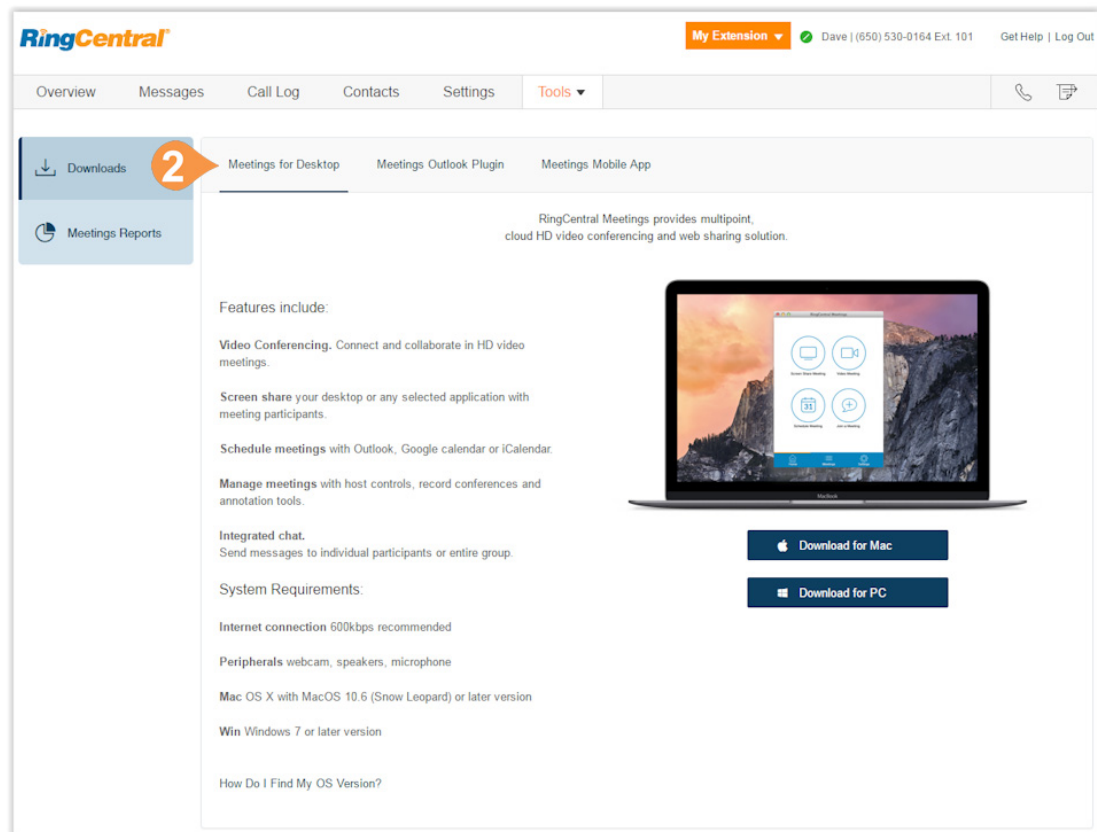
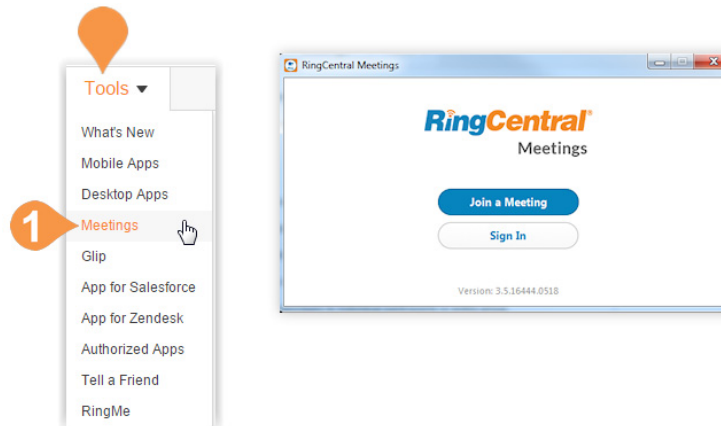
1. Download on the **App Store** or **Google Play**.
2. Follow the instructions for installation through the iTunes App Store for iOS or Google Play Store for Android to download the Meetings app for your mobile devices.

To download the RingCentral Meeting Plugin for Outlook:

- Under **Meetings Outlook Plugin**, click **Download for Mac** or **Download for PC**.

See the [RingCentral Meetings Quickstart Guide](#) and the [RingCentral Meetings User Guide](#) for more details.

*Available only with select Office plans.



Archiver

RingCentral Archiver makes archiving important communications data simple and convenient through the seamless integration of SFTP or Dropbox cloud storage with your RingCentral service.

With RingCentral Archiver, you can securely save your messages and recorded calls automatically and easily search the stored data at any time from within your Dropbox account to quickly retrieve the records you want.

Configure RingCentral Archiver

1. From **My Extension**, select the **Tools** tab.
2. Click **Archiver** and log in to the tool with your RingCentral or Salesforce credentials.
3. The **Accounts** tab displays the connection status of your accounts. Click **Connect** and enter the credentials to connect RingCentral to your Dropbox or SFTP account.
4. Click **Sync Options**.
5. When connected to the Dropbox account, you can enable or disable data backup from RingCentral to Dropbox or SFTP by selecting **Enable Backup**.

RingCentral Archiver will run the job on an hourly basis and archive to Dropbox or SFTP all of the extensions' call recordings generated within the hour before last Archiver job run.

6. Select the types of **Data to backup**. By default, Call Recordings are backed up for admins and users. Users can select for their own extensions whether to backup Call Recordings, Voice Mails, SMS and/or Fax.

For more information on using the RingCentral Archiver tool, see the [RingCentral for Archiver User Guide](#)

The screenshot shows the RingCentral user interface with several steps highlighted by numbered callouts:

- Step 1:** The 'Tools' tab is selected in the top navigation bar.
- Step 2:** The 'Archiver' option is selected in the 'Tools' dropdown menu.
- Step 3:** The 'Accounts' tab is active, showing 'Dropbox' and 'SFTP' with 'Not connected' status and 'CONNECT' buttons.
- Step 4:** The 'Sync Options' tab is selected, showing 'Data to backup' and 'Enable Backup' (toggled off).
- Step 5:** The 'Enable Backup' toggle is shown.
- Step 6:** The 'Data to backup' section shows 'Call Recordings' selected with a checkmark.

RingCentral for Salesforce*

RingCentral for Salesforce enhances your CRM experience with integrated business communications. With RingCentral for Salesforce you can place calls from within Salesforce by simply clicking on contact or account records. Your incoming calls trigger a pop-up window with the caller's account information. You can attach call notes to specific contact records. Your RingCentral administrator will need to configure this app for your account, and this app requires that your company's administrator enable users from Salesforce.

See the [RingCentral for Salesforce User Guide](#) and the [RingCentral for Salesforce Admin Guide](#) for more details.

RingCentral for Zendesk*

RingCentral for Zendesk seamlessly combines the features of the Zendesk application and your RingCentral services. With the RingCentral for Zendesk, you can enhance your Zendesk experience with one-click dialing through your RingCentral phone system, screen-pop features, multiple browser tabs for multiple interactions, and more. Your RingCentral administrator will need to configure this app for your account, and this app requires that your company's administrator enable users from Zendesk.

See the [RingCentral for Zendesk User Guide](#) and the [RingCentral for Zendesk Admin Guide](#) for more details.

Integration Solutions

RingCentral also offers other integration solutions with Google, Microsoft, Desk.com, and more. Visit our website at ringcentral.com/office/integrations/overview.html for more details.

*Available with RingCentral Office Premium and Ultimate editions.

The screenshot shows the RingCentral Admin Console interface for the 'RingCentral Cloud App for Salesforce'. The page includes a navigation bar with 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The main content area is divided into two columns. The left column, titled 'Docs and App', contains links for 'Download Admin Guide', 'Download User Guide', and 'Add To Salesforce', along with a small image of a smartphone displaying the app interface. The right column contains the following information:

- RingCentral Cloud App for Salesforce**: Enhance your Salesforce experience with seamless integration between your RingCentral cloud phone system and your Salesforce CRM, improving workflow and increasing productivity.
- Features include:**
 - No software to install - works entirely in the cloud with any RingCentral device
 - Works on any computer, any browser - Access anytime on any PC or Mac
 - Works with any Salesforce Cloud - Sales Cloud, Service Cloud, Marketing Cloud - if you've got it, we support it
 - Easy click-to-dial by clicking on any phone number in Salesforce
 - Instant screen pop displaying the caller's information as soon as a call arrives
 - New browser tab for every call enabling multiple interactions at once
 - Automatic call dispositions for quick call logging
 - Accurate call logs saved to the corresponding record
 - New records - Accounts, Contacts, Leads can be easily created while on call
- System Requirements:**
 - RingCentral Premium or Enterprise Edition
 - Salesforce Professional edition or above
 - Windows XP, 7, 8 or above, or Mac OS X (Mountain Lion and above)
 - Browsers: Chrome (version 30 or higher), Firefox (version 25 or higher), Internet Explorer 11, Safari (version 6 or higher)
- Installation Instructions:**
 - A Salesforce administrator can follow the easy instructions provided in the Administrator Guide to setup the app in Salesforce
 - Users simply log in to Salesforce and then log into the app using their RingCentral credentials

The screenshot shows the RingCentral Admin Console interface for the 'RingCentral Cloud App for Zendesk'. The page includes a navigation bar with 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The main content area is divided into two columns. The left column, titled 'Docs and App', contains links for 'Download Admin Guide', 'Download User Guide', and 'Add To Zendesk', along with a small image of a smartphone displaying the app interface. The right column contains the following information:

- RingCentral Cloud App for Zendesk**: Enhance your Zendesk experience with seamless integration between your RingCentral cloud phone system and your Zendesk system, improving workflow and increasing productivity.
- Features include:**
 - No software to install - works entirely in the cloud with any RingCentral device
 - Works on any computer, any browser - Access anytime on any PC or Mac
 - Easy click-to-dial from any End User in Zendesk with a phone number
 - Instant ticket pop allowing you to take notes as soon as a call arrives
 - Accurate call logs saved to the corresponding ticket, allowing for enhanced reporting
- System Requirements:**
 - Zendesk (any edition)
 - Windows XP, 7, 8 or above, or Mac OS X (Mountain Lion and above)
 - Browsers: Chrome (version 30 or higher), Firefox (version 25 or higher), Internet Explorer 11, Safari (version 6 or higher)
- Installation Instructions:**
 - A Zendesk administrator can follow the easy instructions provided in the Administrator Guide to setup the app in Zendesk
 - Users simply log into Zendesk and then log into the app using their RingCentral credentials

Authorized Apps

The Authorized Apps Manager allows you to track what RingCentral apps are connected to your account. You can easily manage a wide range of apps' authorization, including Glip, RingCentral Phone, RingCentral Meetings, integration apps (such as Office 365, Google, Salesforce), and apps from the [RingCentral App Gallery](#). It provides better security management to reset authorization, if necessary.

Access the Authorized Apps manager:

1. Select My Extension.
2. From the **Tools** tab, select **Authorized Apps**.
A list and description of your available apps is displayed.
3. Remove the authorization from the selected apps.

The screenshot shows the RingCentral user interface. At the top right, a notification bubble with the number '1' points to the 'My Extension' dropdown menu. Below the navigation bar, a 'Tools' dropdown menu is open, with a notification bubble '2' pointing to the 'Authorized Apps' option. The 'Authorized Apps' page is shown below, with a notification bubble '3' pointing to the 'Delete' icon in the table header.

Recent Messages - no messages

From	Name
No Messages	

Recent Calls

Phone Number	Name	Time	Length
From: 5616	Rod Bau	1:16 PM	0:11:52
From: 5616	Rod Bau	1:15 PM	0:00:10

Shortcuts

- My Greeting & Call Screening
- My Call Handling Rules
- My Voicemail
- My Caller ID
- My After Hours Settings

Announcements

Professional Voice Recordings
Have your greetings, prompts, and music-on-hold professionally recorded.
[Click here to get started today!](#)

Refer RingCentral and get rewarded!
You can earn up to \$2500 for each business you refer to RingCentral.
[Register now](#)

Resources

- Community

Authorized Apps

Search Apps [+ Find More Apps](#)

Delete

App Name	Publisher	Created Time	Permissions
Ring App	RingCentral Inc.	10/13/2017 9:45	View application data, Create, view a...

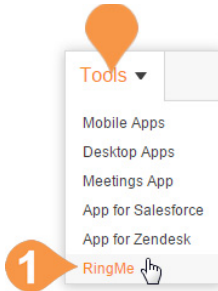
Total: 1

Show: 10 < 1 >

RingMe

RingMe is a click-to-call feature designed to help drive traffic from your website or email to your telephone sales team and thereby increase lead opportunities. Whether you are using a local or a toll-free number, you can provide your visitors a way to call you with a simple click of the mouse.

1. From the **Tools** tab, select **RingMe**.
2. Next to **Callers will be routed to**, select your preference from the drop-down menu.
3. Under **RingMe Style**, select whether you'd like a hyperlink or a button. If choosing a button, click > **Change Button Style** to see other color options.
4. Under **Security**, check the boxes if you'd like to **Use SSL mode** and **Require callers to enter security image confirmation code**.
5. Under **Generate Code**, choose the type of code you'd like from the drop-down menu.
6. Click **Copy Code** to copy your code to your computer's clipboard. Then paste the code wherever you'd like to add your RingMe button.



 A screenshot of the RingMe configuration page in the RingCentral interface. The page is titled 'RingMe' and contains several sections:

- RingMe Configuration:**
 - Caller will be routed to:** A dropdown menu with 'Auto-Receptionist' selected. Callout '2' points to this section.
 - RingMe Style:** A dropdown menu with 'Button' selected. A 'Change Button Style' button is below it. Callout '3' points to this section.
 - Security:** Two checkboxes are checked: 'Use SSL mode' and 'Require caller to enter security image confirmation code'. Callout '4' points to this section.
- Preview and Test:** A section with the text 'Click button/link to test RingMe.' and a 'RingMe' button. Callout '5' points to this section.
- Generate Code:** A section with the text 'The following code has been generated based on your above configuration.' and three radio buttons: 'With JavaScript' (selected), 'Without JavaScript', and 'URL (Hyperlink) only'. Callout '5' points to this section.
- Copy Code:** A 'Copy Code' button. Callout '6' points to this button.

 The generated code is shown in a text area at the bottom:


```
<div class="tools-ringme-ringmeLink" onclick="var wind = window; var winop = wind.open; winop('https://service-dev/irelab.roch.ringcentral.com/ringme?uc=087B583490B82D70CAC4BC2D747646AS2491129500005.0.1.0&s=no&v=2&s._=1210', 'Callback_RingMe', 'resizable=no,width=500,height=635'); return false;"></div>
```

Do Not Disturb

In the upper right of every page of your online account is a small colored icon next to your name. This icon displays your Do Not Disturb status.

Click the icon to toggle between statuses:

- **Do Not Disturb Off: Green** means that you are available to take incoming calls.
- **Do Not Disturb On: Orange** means "Do not accept call queue calls." These callers are sent to voicemail.
- **Do Not Disturb On: Red** means "Do not accept any calls." All callers are sent to voicemail.

The screenshot shows the RingCentral user interface. At the top right, the user's name 'Dave | (650) 555-0012 Ext. 101' is displayed with a green status icon. A dropdown menu is open, showing three options: 'Take all calls' (green), 'Do not accept call queue calls' (orange), and 'Do not accept any calls' (red). Below the status menu, the 'Recent Messages' table is visible, showing a list of messages with columns for From, Name, Date, Time, and Length. Below that is the 'Recent Calls' table, showing a list of calls with columns for Phone Number, Name, Date, Time, and Length. On the right side, there are sections for 'Settings Shortcuts' (Admin and User tabs) and 'Resources' (Forum, Blog, Feedback).

	From	Name	Date	Time	Length
<input type="checkbox"/>	(858) 555-2135	Lauren Smith	Yesterday	5:22 PM	0:25
<input type="checkbox"/>	(650) 555-1818	RingCentral	Tue 03/24/2015	2:30 PM	0:25
<input type="checkbox"/>	(650) 555-1818	RINGCENTRAL INC	Mon 03/23/2015	8:39 AM	0:09
<input type="checkbox"/>	(858) 555-2135	Lauren Smith	Mon 03/23/2015	2:02 AM	0:14
<input type="checkbox"/>	(650) 555-9204	LOS ALTOS CA	Mon 03/23/2015	1:48 AM	0:09
<input type="checkbox"/>	(858) 555-2135	Lauren Smith	Mon 03/23/2015	12:58 AM	0:25
<input type="checkbox"/>	(650) 555-1818	RingCentral	Mon 03/23/2015	12:58 AM	0:25
<input type="checkbox"/>	(650) 555-9204	LOS ALTOS CA	Mon 03/23/2015	12:52 AM	0:08

	Phone Number	Name	Date	Time	Length
<input type="checkbox"/>	From: (562) 555-0728	BESSEMER AL	Today	9:51 AM	0:00:02
<input type="checkbox"/>	To: (858) 555-2135	Lauren Smith	Today	9:48 AM	0:00:56
<input type="checkbox"/>	To: (408) 555-3766	Add Contact	Today	9:46 AM	0:00:35
<input type="checkbox"/>	To: (650) 555-1818	RINGCENTRAL INC	Today	9:33 AM	0:00:02
<input type="checkbox"/>	From: (858) 555-2135	Lauren Smith	Tue 03/24/2015	3:02 PM	0:00:20
<input type="checkbox"/>	From: (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	3:02 PM	0:00:36
<input type="checkbox"/>	To: (408) 555-3766	Add Contact	Tue 03/24/2015	2:59 PM	0:01:20
<input type="checkbox"/>	From: (858) 555-2135	Lauren Smith	Tue 03/24/2015	2:55 PM	0:00:16
<input type="checkbox"/>	From: (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	2:51 PM	0:00:29
<input type="checkbox"/>	To: (650) 555-1818	RINGCENTRAL INC	Tue 03/24/2015	2:48 PM	0:00:25

Audio Conference

RingCentral customers can set up, host, and join conference calls anytime, anywhere. Click the Conference icon in the upper right corner of your online account to invite participants. Each customer receives a unique conference bridge number, and each user on the phone system gets his or her own host and participant access code so that you and your team can hold independent conferences whenever you want.

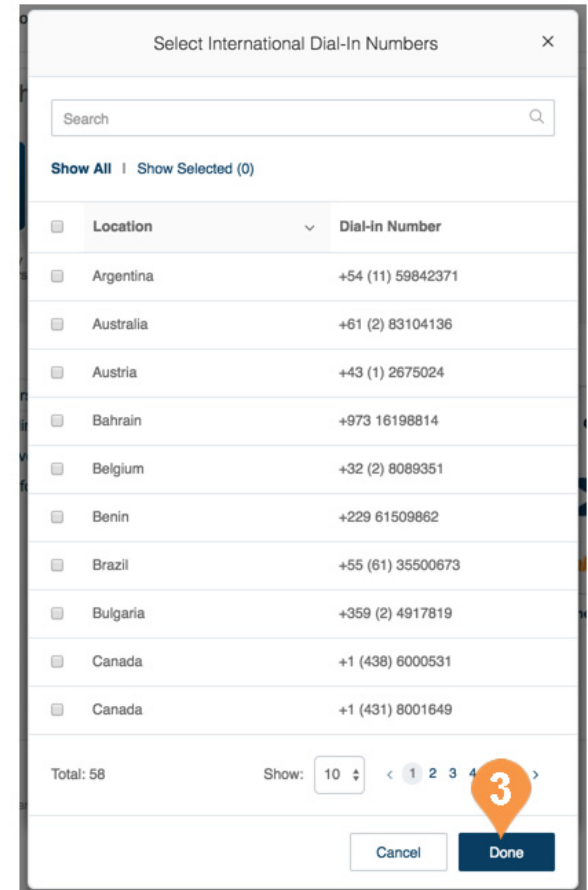
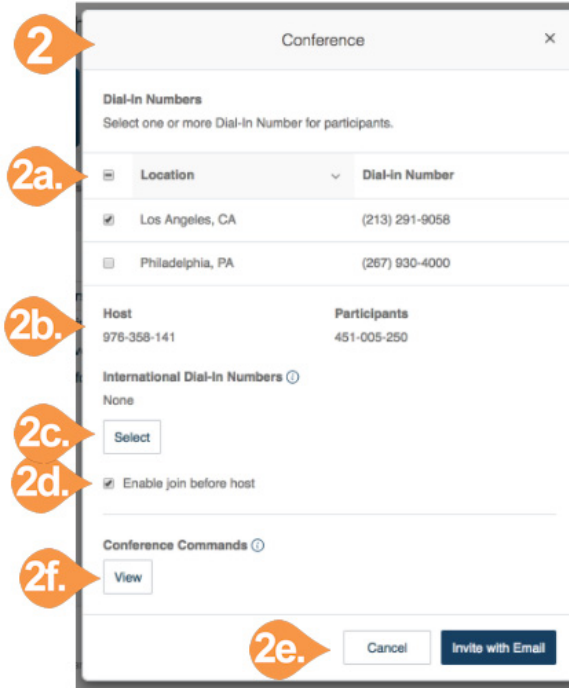
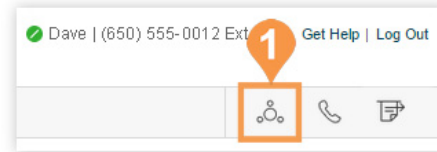
Each conference call can include up to 1,000 attendees, enabling you to hold large meetings and broadcasts.

You also have the option to add the international dial-in number in the invitation. Check the "I have international participants" option and select the needed countries in the list.

The host and participants have the same conference bridge number to dial, but their call control depends on the access codes they will use.

Launch the Conference Application

1. Click the **Conference** icon.
2. A pop-up will appear with conference numbers and settings.
 - a. View **Dial-in numbers**.
 - b. View **Host** and **Participant** codes.
 - c. If you have international participants, check the box next to **I have international participants**. Select international dial-in numbers at the bottom of the pop-up.
 - d. Check the box next to **Enable join before host** to allow participants to start a conference call without a host.
 - e. Click **Invite with Email** to open an email with prepopulated conference details—enter participant emails and send.
 - f. Click **Conference Commands** to view Conference Commands.*
3. Click **Close**.



Conference Commands

The Host has the full call control and can access all features through the conference commands in the table to the right.

Participants, on the other hand, have limited control of the conference commands, but can join the conference without a host.

The commands are displayed with the conferencing dial-in information.

Conference
✕

Dial-In Number: +1 (760) 569-7171

Host: 324-642-603

Participants: 162-321-301

I have international participants ⓘ

Enable join before host

Select International Dial-In Numbers

<input type="checkbox"/> Argentina	+54 3814085011
<input type="checkbox"/> Australia	+61 386720111
<input type="checkbox"/> Austria	+43 12650505
<input type="checkbox"/> Bahrain	+973 16568305
<input type="checkbox"/> Belgium	+1 (323) 294-1165
<input type="checkbox"/> Brazil	+55 2123914719
<input type="checkbox"/> Brazil	+55 2123911541
<input type="checkbox"/> Bulgaria	+359 (2) 437-2638
<input type="checkbox"/> Canada	+1 (647) 499-8281

[Invite with Email](#)

Conference Commands
>
ⓘ

Use this command...	To do this...
* # 2	Caller Count: Keep track of how many people are on the call
* # 3	Leave Conference: Lets the host hang up and end the call
* # 4	Menu: Listen to the list of touchtone commands
* # 5	Set Listening Modes <ul style="list-style-type: none"> Press 1x: Mute callers - Callers can unmute with * # 6 Press 2x: Mute callers - Listen only. No unmuting option Press 3x: Unmute callers - Opens the line again
* # 6	Mute Host Line <ul style="list-style-type: none"> Press once to MUTE Press again to UNMUTE
* # 7	Secure the Call <ul style="list-style-type: none"> Press once to BLOCK all callers Press again to OPEN the call
* # 8	Hear sound when people Enter or Exit call <ul style="list-style-type: none"> Press 1x: Turns OFF sound' Press 2x: Enter tone is ON Exit tone is OFF Press 3x: Enter tone is OFF Exit tone is ON Press 4x: Turns ON sound
* 9	Record your conference <ul style="list-style-type: none"> Press once to START recording Press again to STOP recording

[Close](#)

RingOut

RingOut enables one-touch calling from any phone or internet-enabled computer, allowing you to make calls using your business caller ID from any location, such as a hotel room. The RingOut icon is located in the upper right of every online account page.

1. Click the **RingOut** icon in the upper right corner.
2. A pop-up dialer will appear.
3. Dial a number or use your keyboard to type a number into the text field. You can also choose from among recent calls, or from your contact list.
4. Select the **From** number you'd like to show as your caller ID. You also have the option to choose Custom phone number from the drop-down menu and enter the desired number in the text field below the drop-down menu.
5. Once you have entered From and To numbers, the **Call** button will turn green.
6. Check the box next to **Prompt me to press 1 before connecting the call** if you'd like the system to confirm that you would like to make the call before you are connected. When the system calls you, you will hear "Please press 1 to connect." This protects you in case you mistyped your own number, or if your voicemail picks up too quickly.
7. Click the **Call** icon. The system first calls you. When you answer (and press 1 as instructed if you've selected this option), it then calls the other number and connects you.

The screenshots show the following steps:

1. The RingOut icon in the top right corner of the account page.
2. The RingOut pop-up dialer appearing.
3. The dialer with a number entered in the 'To' field.
4. The 'From' dropdown menu open, showing 'Custom Phone Number' selected.
5. The 'Call' button turning green.
6. The 'Prompt me to press 1 before connecting the call' checkbox checked.
7. The 'Call' button being clicked.

The 'Recent Calls' window shows the following data:

Type	Phone Number	Date/Time	Length
Outgoing	To:	Today 1:50 PM	00:00:00
Outgoing	To:	Today 1:49 PM	00:00:00

FaxOut

From any page on your RingCentral online account, click the FaxOut icon located in the upper right corner. Fill in the form with recipient's fax number and cover page information, and attach or scan a document, which will automatically be converted into a fax.

A wide variety of standard document types, including word processing and spreadsheet and PDF documents, are recognized by FaxOut.

Send files from Dropbox, Box, or Google Drive with just a few clicks.

1. Click the **FaxOut** icon in the upper right corner.
2. Enter up to 50 recipients and add a cover page message.
3. **Attach files** from Dropbox, Box, Google Drive, or your computer and authorize RingCentral to access your files (you have to do this only once).
4. Click **Send Now**.

The image shows two screenshots of the RingCentral FaxOut interface. The first screenshot, titled 'Send a Fax', shows a form with the following sections: 'To' (with a callout '2'), 'Cover Page' (with a callout '3' and an 'Enable' checkbox), 'Attach Files' (with a callout '4' and a 'Google Drive' dropdown), and 'Schedule' (with a callout '5' and an 'Enable' checkbox). The 'Send on' date is set to 10/17/2017 11:00 PM. A callout '6' points to the 'Schedule' button. The second screenshot, titled 'Select Contacts', shows a list of contacts with columns for 'First Name', 'Last Name', and 'Fax'. A callout '2a.' points to the 'Contacts' tab, and a callout '2b.' points to the 'Insert' button at the bottom right.

Placing Video Calls

Your admin can enable video on internal point-to-point calls in your RingCentral Office account. Supported devices include the Polycom 501/500 and VVX 601/600. Some devices support detachable cameras for video calling.

You can control video-enabled phones through a softkey. The softkey displays “Audio Mode” in the idle state when the video feature is enabled on your RingCentral Office service. You can use the softkey to toggle between ‘Audio Mode’ (to make an audio-only call) and ‘Video Mode’.



Hot Desking

Hot desking enables you to log in to a shared phone that adopts your phone settings. Hot desking allows employees who travel from different offices to share the same common phone and desk while keeping their own extension profiles and voicemail access.

Hot desking is only available for extensions with digital lines. Host phones will not support any inbound or outbound calling without a guest user logged in (except emergency calls).

Log in to a Hot Desk Phone

1. Press the **Login** soft key (or dial *90) on a hot desk phone.
2. At the prompt, enter the extension number and a pin (used at set up).
3. You are logged in to the hot desk phone.

Log out from a Hot Desk Phone

1. Press the **Logout** soft key on the phone (or dial *90) to log out.
2. You are logged out from the hot desk phone.



My Extension Settings

My Extension Settings

As a user, you may be able to change your contact info, voicemail greeting, call handling, user hours, password, and more, but not the extension number that was assigned to you by the system administrator.

Your administrator may use the Roles and Permissions feature to control which settings users can access or edit. A role is a set of permissions that is assigned to a user. If some settings described here are not available to you, your administrator may not have granted you a role with permissions that can access or edit those particular settings

Setting User Details

1. From the **Settings** tab, select your name and extension at the top of the list of settings on the left.
2. Under **User Details**, select and change the information you want to change on the **General** tab.
 - a. **First Name.**
 - b. **Last Name.**
 - c. **Record User Name:** Use RingCentral text-to-speech name to create a phonetic spelling of the user/extension name so the system can pronounce it correctly. Or click **Edit** to speak or import the correct pronunciation. See “Set a Custom Name Recording.” on page 59.
 - d. **Contact Phone.**
 - e. **Mobile Phone.**
 - f. **Email:** Use this address for RingCentral communications. If your RingCentral account is enabled for Google G Suite, enter a valid Google email address.
 - g. **Use email to log in:** Enables your admin to enable you to log into your RingCentral account

The screenshot shows the RingCentral user settings interface. At the top, there's a navigation bar with 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Settings' tab is active. Below the navigation bar, there's a user profile card for 'John Smith Ext. 150' with an 'Outbound Calls/Faxes' button. To the right, there's a 'User Details' section with two tabs: 'General' and 'Settings & Permissions'. The 'General' tab is selected. The form contains the following fields:

- First Name:** Text input field containing 'John'.
- Last Name:** Text input field containing 'Smith'.
- Department:** Text input field.
- Mobile Phone:** Text input field.
- Record User Name:** Text input field containing 'John Smith (Default)' with an 'Edit' button.
- Contact Phone:** Text input field containing '+1 (850) 555-1212'.
- Email:** Text input field containing 'john.smith@example.com'.
- Status:** A dropdown menu showing 'Enabled'.
- Password:** A 'Change Password' button.
- Use email to log in:** A checked checkbox.
- Yes, I would like to receive information on product education, training materials, etc:** A checked checkbox.

At the bottom right of the form, there are 'Cancel' and 'Save' buttons.

using your corporate email address and password.

- h. **Department:** Add your department title.
 - i. **Status:** Indicates if your account is enabled.
 - j. **Password:** Set and reset password, PIN, and Security Question.
3. Select and change the information you want to change on the **Settings & Permissions** tab.
- a. **Regional Setting:** Time zone, time format, country code.
 - b. **User Hours:** Set your working hours.
 - c. **Roles:** Lists the role assigned to you by your admin that controls what you can do within the system. A role is a collection of permissions that could be based on a job function.
 - d. **User Groups:** Specifies any user groups where you are a member. The user group manager can modify your settings and view your call log.
 - e. **Template:** Click to **Apply** an existing template (group configurations) for call handling.
 - f. **Schedule Meetings for Me:** Grant permission to other users in RingCentral Meetings to schedule a meeting on your behalf.

Schedule Meetings for Me

Schedule Meetings for Me simplifies the process of scheduling RingCentral meetings without the need to log into different accounts to host meetings for others. For example, a manager can assign his/her executive assistant to schedule meetings for them.

1. From the **Settings** tab, select your name and extension at the top of the list of settings on the left.
2. Click the **Settings & Permissions** tab.
3. Click **Schedule Meetings for Me**.
4. Select the boxes of the users you want to grant permission to schedule meetings for you.
5. Click **Save**.

When scheduling a meeting in RingCentral Meetings, the host can select your name from the **Schedule for** field in the **Schedule a Meeting** window. See the RingCentral Meetings Guide for information on scheduling meetings.

The screenshot shows the RingCentral user interface. At the top, the user is identified as John (866) 200-8330 Ext. 150. The navigation menu includes Overview, Messages, Call Log, Contacts, Settings, and Tools. The Settings page is active, showing 'User Details' for John Smith, Ext. 150. The 'Settings & Permissions' tab is selected. The 'Schedule Meetings for Me' section is highlighted with a blue box and a callout '3'. Below this, a list of users is shown with checkboxes for selection. A callout '4' points to the 'Schedule Meetings for Me' window, which is open and shows the 'Schedule for' dropdown menu with 'Aaron Jackson' selected. A callout '5' points to the 'Save' button in the bottom right corner of the window. The window also displays meeting details such as Topic, Start time, Duration, Time zone, and Video options.

Use Text-to-Speech Name

1. From the **Settings** tab, select your name and extension at the top of the list of settings on the left.
2. Select **User Details**.
3. Click **Edit** under **Record User Name**. A pop-up will appear with options for your recorded name.
4. Select **RingCentral text-to-speech** name from the menu.
5. Enter your name in the **Greeting Name** field.
6. Click **Save**.

The screenshot shows the RingCentral user settings interface. On the left, a list of users is shown with 'John Smith Ext. 150' selected, indicated by a blue highlight and a circled '1'. The 'Settings' tab is active, and 'User Details' is selected, indicated by a circled '2'. The 'Record User Name' section shows 'John Smith (Default)' with an 'Edit' button circled '3'. A pop-up dialog titled 'Record User Name' is open, showing a dropdown menu for 'Record by' with 'RingCentral text-to-speech' selected, circled '4'. The 'Greeting Name' field contains 'John Smith', circled '5'. The 'Save' button in the dialog is circled '6'. The main settings form includes fields for First Name (John), Last Name (Smith), Department, and Mobile Phone. The Status is 'Enabled' and there is a checkbox for receiving product education information.

Set a Custom Name Recording.

1. From the **Settings** tab, select your name and extension at the top of the list of settings on the left.
2. Select **User Details**.
3. Click **Edit** under **Record User Name**. A pop-up will appear with options for your recorded name.
4. Select **Record my name** from the menu.
5. Select how you'd like to set your custom recording:
 - a. **Record Over the Phone**
Next to **Call me at**, enter a phone number in the text field. Click the Call Now button, and RingCentral will call you to record your message.
 - b. **Record Using Computer Microphone**
Click **Allow** if RingCentral asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red Record button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
 - c. **Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**. Click the play button to listen to your greeting.
6. Click **Save**.

The screenshot shows the RingCentral interface with the 'Settings' tab selected. The 'User Details' section is open, showing the 'Record User Name' settings. The user's name is 'John Smith' and the extension is 'Ext. 150'. The 'Record User Name' section is set to 'John Smith (Default)'. There are three numbered callouts: 1 points to the user's name and extension in the left sidebar; 2 points to the 'User Details' section; 3 points to the 'Edit' button. Three pop-up windows are overlaid on the page: 4 points to the 'Record by' dropdown in the first pop-up; 5a points to the 'Phone' tab in the first pop-up; 5b points to the 'Computer Microphone' tab in the second pop-up; and 5c points to the 'Importing' tab in the third pop-up. The first pop-up shows the 'Record by' dropdown set to 'Record my name', the 'Phone' tab selected, and a 'Call me at' field with the number '650-555-1212'. The second pop-up shows the 'Record by' dropdown set to 'Record my name', the 'Computer Microphone' tab selected, and a 'Microphone Test and Record' section with a volume meter and a red record button. The third pop-up shows the 'Record by' dropdown set to 'Record my name', the 'Importing' tab selected, and an 'Upload .WAV or .MP3 file' section with a 'Browse' button.

Phones and Numbers

Phones and Numbers

In the Phones & Numbers section, you can view your phones and numbers, edit your presence and intercom settings as well as view your conference numbers and invite people to a conference call via email.

Setting Phone Details

1. From the **Settings** tab, select **Phones & Numbers**.
2. Click the **Phones** tab.
3. Click **Edit** to see the phone details of a phone. You can view your **Device**, **Serial Number**, **Assignee Type**, and **Status**, edit your phone **name**, your **Default area code**, your **Bandwidth Settings** and enable **HD Voice***, and edit your **Emergency Address**.
4. Click **Save**.

*Available for Office Premium and Ultimate users only.

John Smith
Ext. 150

Outbound Calls/Faxes

Overview Messages Call Log Contacts **Settings** Tools

John | (866) 200-8330 Ext. 150 My Extension Get Help Log Out

▼ User Details

^ Phones & Numbers

Numbers Phones

+ Add Phone Presence Intercom

Phone Nickname	Phone Type	Number	
Existing Phone	Existing Phone	(205) 538-0301	Edit
Polycom VVX-311 Gigabit Ethernet Phone	Polycom VVX311	(650) 682-0533	Edit

< Back Polycom VVX311

Device: Polycom VVX311
Serial Number: N/A
Assigned Type: User Phone
Status: Order in Progress

Name
Polycom VVX-311 Gigabit Ethernet Phone

Default Area Code
650

Bandwidth Settings

Data Usage
High

Use HD Voice if possible

Emergency Address

Emergency Address
20 DAVIS DR, Suite 456, BELMONT, CA, 94002, United States

Edit Address

Cancel Save

Set Your Presence

Presence-capable phones have status indicator lights that let you see who is available, busy, or on hold. You can turn on Presence and decide who gets monitored and how you want to handle the calls.

1. From the **Settings** tab, select **Phones & Numbers**.
2. Click the **Phones** tab.
3. Click **Presence**. A pop-up will appear with a list of users who are currently able to see your **Presence**.
4. On the **Appearance** tab, check the box next to **Ring my phone when any user I am monitoring rings** if you'd like to use this feature.
5. Check the box next to **Enable me to pick up a monitored line on hold** if you'd like to use this feature.
6. Click **Select a User**.
7. Select a user to add from the list to your Presence-capable phone.
8. Click **Done**.
9. Click **Save**.

NOTE: If you use RingCentral Phone, the list of users under Appearance will automatically sync with the head-up display (HUD) list, used for managing incoming calls on your desktop. Any changes you make to the HUD list on your desktop will also automatically sync with the Appearance list in your online account.

The screenshot shows the RingCentral Settings page for user John Smith. The 'Settings' tab is active, and the 'Phones & Numbers' section is expanded. The 'Phones' sub-tab is selected, and the 'Presence' button is highlighted. A 'Presence' configuration pop-up is open, showing the 'Appearance' tab. The 'Ring my phone when any user I am monitoring rings' and 'Enable me to pick up a monitored line on hold' options are checked. A table lists users to be monitored, and a 'Select a User' pop-up is shown with a list of users including Bob Miller, Charlie Lee, and Debbie Smith. The 'Done' button in the 'Select a User' pop-up and the 'Save' button in the 'Presence' pop-up are highlighted.

RingCentral John | (866) 200-8330 Ext. 150 My Extension | Get Help | Log Out

Overview Messages Call Log Contacts **Settings** Tools

John Smith Ext. 150
Outbound Calls/Faxes

1. User Details
2. Phones & Numbers
3. Numbers Phones
4. + Add Phone Presence Intercom

Presence

Appearance Permissions

4. Ring my phone when any user I am monitoring rings
5. Enable me to pick up a monitored line on hold

Select the users you would like to display on your desk phone and softphone.

Search Preview on my phones

Line	Name	Ext.	
1	John Smith	150	
2	John Smith	150	
3	Sandra Brown	102	Change User Delete
4	N/A	N/A	Select a User

6. Select a User

Select a User

Select a User

Select a User

Select a User

Select a User

Select a User

Select a User

Select a User

Select a User

7. Select a User

8. Done

9. Save

10. Click the **Permissions** tab.
11. Next to **Allow other users to see my presence**, select the radio button next to **On** or **Off**.
12. Select the users who you'd like to allow to see your **Presence**.
13. Click **Save**.

Presence

Appearance Permissions

11 Allow other users to see my Presence status: On Off

Select users permitted to answer my calls:

Search All Departments

Show All | Show Selected (0)

<input type="checkbox"/>	Name	Ext.	Department
<input type="checkbox"/>	Bob Miller	104	Quality Assurance
<input type="checkbox"/>	Charlie Lee	103	Customer Service
<input type="checkbox"/>	Debbie Smith	105	
<input type="checkbox"/>	Sandra Brown	102	

Total: 4 Show: 10 < 1 > Cancel Save

Enabling Intercom

Intercom allows hands-free peer-to-peer conversations between users on desk phones and the RingCentral Phone. With Intercom, you can call another extension in your company using the Intercom softkey on the phone. Press the Intercom softkey and dial an extension. The extension phone beeps to notify the user of an incoming intercom call, and the user's speakerphone is activated and answers the call in speakerphone mode. This feature is useful for announcing parked calls, notifying of visitors, and engaging in hands-free communications with colleagues.

Call routing and forwarding is supported, so if users are on intercom calls on their desk phones, incoming regular phone calls can forward automatically to another device. Just set your forwarding rules to send calls to your mobile phone or RingCentral Phone if your desk phone is busy.

The Polycom 6000 conference phone does not have softkeys; use the touch-tone command *85 to initiate an Intercom session. RingCentral Phone cannot make, but can receive, intercom calls. The RingCentral Phone app cannot make intercom calls; incoming intercom calls convert into regular inbound calls.

The screenshot shows the RingCentral user interface for John Smith (Ext. 150) in the Settings section. The 'Phones & Numbers' tab is active, and the 'Intercom' sub-tab is selected. Three numbered callouts indicate the configuration steps:

- 1**: Selecting a phone to accept intercom calls. The 'Intercom' dialog box shows 'Phone' selected, with a search bar and a table listing available phones. One phone, 'Polycom VVX-311 Gigabit Ethernet Phone', is selected.
- 2**: Selecting users permitted to make intercom calls to me. The 'Intercom' dialog box shows 'Users' selected, with a search bar and a dropdown menu for 'All Departments'. A table lists users with checkboxes for selection.
- 3**: Saving the configuration. The 'Intercom' dialog box has 'Save' buttons at the bottom right.

Select	Phone
<input checked="" type="checkbox"/>	Polycom VVX-311 Gigabit Ethernet Phone

Name	Ext.	Department
<input type="checkbox"/> Bob Miller	104	Quality Assurance
<input type="checkbox"/> Charlie Lee	103	Customer Service
<input type="checkbox"/> Debbie Smith	105	
<input type="checkbox"/> Sandra Brown	102	
<input type="checkbox"/> Shared Line 1	4	

Enable Intercom Calls

1. From the **Settings** tab, select **Phones & Numbers**.
2. Click the **Phones** tab.
3. Click **Intercom**.
4. On the **Phones** tab, enable intercom calling by choosing a phone to accept intercom calls. Click **Disabled** (if Intercom is currently disabled) or the current Intercom-enabled phone to change the settings.
5. Select the button next to the phone you'd like to accept intercom calls.
6. Click **Save**.
7. On the **Users** tab, select users who you'd like to be able to make intercom calls to you.
8. Click **Save**.

The screenshot shows the RingCentral Settings page for user John Smith (Ext. 150). The 'Settings' tab is active, and the 'Phones & Numbers' section is expanded to the 'Phones' sub-tab. A blue box highlights the 'Intercom' button, which is circled with a '3'. Two modal windows are open:

- Modal 1 (Left):** Titled 'Intercom', it has a 'Phone' tab selected. The 'Phone permitted to accept intercom calls' toggle is set to 'On'. A search bar is present. Below, a table lists available phones:

Select	Phone
<input checked="" type="checkbox"/>	Polycm VXX-311 Gigabit Ethernet Phone

 The 'Total' is 1. A 'Save' button is circled with a '6'.
- Modal 2 (Right):** Also titled 'Intercom', it has a 'Users' tab selected. The 'Phone permitted to accept intercom calls' toggle is set to 'On'. A search bar and a department dropdown (set to 'All Departments') are present. Below, a table lists users:

Name	Ext.	Department	
<input type="checkbox"/>	Bob Miller	104	Quality Assurance
<input type="checkbox"/>	Charlie Lee	103	Customer Service
<input type="checkbox"/>	Debbie Smith	105	
<input type="checkbox"/>	Sandra Brown	102	
<input type="checkbox"/>	Shared Line 1	4	

 The 'Total' is 5. A 'Save' button is circled with an '8'.

Screening, Greeting, and Hold Music

Set Screening, Greeting and Hold Music

In this section, you can set your preferences for your different greetings, hold music, and blocked calls.

Set a User Greeting

Your RingCentral system comes with a default personal greeting, such as "Thank you for calling (user name)." You can easily change this greeting to your own custom greeting. Follow the steps on this page to record a custom greeting over the phone or import a prerecorded greeting from your computer.

- Under the **Settings** tab, select **Screening, Greeting & Hold Music**.
- Click **Edit** under **User Greeting**. A pop-up will appear with the current greeting.
- Choose your preferred type of greeting.
 - Default:** Select **Default** from the menu
 - Custom:** Select **Custom** from the menu and select how you'd like to set your custom recording:
 - Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and RingCentral will call you to record your message.
 - Record Using Computer Microphone**
Click **Allow** if RingCentral asks to record through your computer. The **Microphone Test** and **Record** settings will appear. When ready, click the red **Record** button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
 - Import** Browse for a WAV or MP3 file you want to use. Click **Attach**. Click the play button to listen to your greeting.
- Click **Done**.
- Click **Save**.

The screenshot shows the RingCentral user interface. At the top, there's a navigation bar with 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Settings' tab is active. Below the navigation bar, there's a user profile section for 'John Smith Ext. 150' and 'Outbound Calls/Faxes'. The main content area is titled 'Screening, Greeting & Hold Music' and has sub-sections for 'User Hours', 'After Hours', and 'Blocked Calls'. The 'User Greeting' section is expanded, showing 'Enable' checked and 'Custom' selected. A play button and a volume slider are visible. A blue circle with the number '1' points to the 'Screening, Greeting & Hold Music' section. A blue circle with the number '2' points to the 'Edit' button. A blue circle with the number '3a' points to the 'Set Greeting' dropdown menu. A blue circle with the number '3b' points to the 'Call me at' text field. A blue circle with the number '4' points to the 'Done' button in the 'User Greeting' pop-up. A blue circle with the number '5' points to the 'Save' button at the bottom right of the page.

Set up Call Screening

Turn on this option when you want callers to announce their names before continuing to connect the call. This option lets you identify the caller so you can pick up the call immediately.

1. Under the **Settings** tab, click **Screening, Greeting & Hold Music**.
2. Under **Call Screening**, click **Enable**.
3. Click **Edit** to set call screening options. Under **Ask callers to say their names before connecting**, select the button next to your preferred condition.
4. Click **Done**.
5. Click **Save**.

The screenshot shows the RingCentral user interface for John Smith (Ext. 150). The 'Settings' tab is selected, and the 'Screening, Greeting & Hold Music' section is expanded. The 'Call Screening' section is highlighted with a red circle '2', and the 'Edit' button is highlighted with a red circle '3'. A modal window titled 'Set up Call Screening' is open, showing 'Connecting Options' with radio buttons for 'If Caller ID not present', 'If caller not in contact list', and 'Always'. The 'Done' button in the modal is highlighted with a red circle '4'. The 'Save' button at the bottom right of the settings page is highlighted with a red circle '5'.

Connecting Message

Set the recorded message you want callers to hear to let them know the call will now be transferred to your line.

- From the **Settings** tab, select **Screening, Greeting & Hold Music**.
- Under **Connecting Message**, click **Enable**.
- Click **Edit**. A pop-up appears with the current connecting message.

Choose your preferred type of message.

- Default:** Select the button next to **Default**.
- Custom:** Select the button next to **Custom** and select how you'd like to set your custom recording:

- **Record Over the Phone**

Next to Call me at, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and RingCentral will call you to record your message.

- **Record Using Computer Microphone**
Click **Allow** if RingCentral asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
- **Import** Browse for a WAV or MP3 file you want to use. Click **Attach**. Click the play button to listen to your greeting.

- Click **Done**.
- Click **Save**.

The screenshot shows the RingCentral Settings interface for user John Smith. The 'Screening, Greeting & Hold Music' section is expanded, showing 'User Greeting' and 'Connecting Message' options. Two pop-up windows, labeled 3a and 3b, show the 'Connecting Message' configuration. Pop-up 3a shows the 'Default' greeting with a play button and a 'Done' button. Pop-up 3b shows the 'Custom' greeting with options for recording method (Phone, Computer Microphone, Importing), a 'Call me at' field with the number 650-555-1212, and a 'Call Now' button. A 'Save' button is visible at the bottom right of the main settings panel.

Audio While Connecting

Set the music you'd like callers to hear while waiting to be connected. Please note that the "Audio while connecting" setting is applied on a rule basis, the "Hold music" setting is applied for all calls.

1. From the **Settings** tab, select **Screening, Greeting & Hold Music**.
2. Under **Audio While Connecting**, click **Enable**.
3. Click **Edit**. A pop-up appears with the current audio.
4. Select the radio button next to your preferred choice of audio:
 - a. **Ring Tones**.
 - b. **Music**: Select audio from the drop-down menu.
 - c. **Custom**: Upload a WAV or MP3 file.

Press the **Play** button to listen to your greeting, press **Record** to re-record your custom greeting or select a different type of audio.

5. Click **Done**.
6. Click **Save**.

The screenshot shows the RingCentral user interface for the 'Settings' tab of a user named John Smith (Ext. 150). The 'Screening, Greeting & Hold Music' section is expanded, and the 'Audio While Connecting' settings are visible. The settings are as follows:

- Enable:** Checked (indicated by callout 2).
- Music:** Acoustic (indicated by callout 2).
- Audio While Connecting:** A play button is visible (indicated by callout 3).
- Audio While Connecting (pop-up):** A pop-up window is open, showing 'Set Audio' as 'Custom' (indicated by callout 4c). It includes a play button (callout 4a) and a 'Done' button (callout 5).
- Audio While Connecting (pop-up):** Another pop-up window is open, showing 'Set Audio' as 'Ring Tones' (indicated by callout 4a) and a 'Done' button (callout 5).
- Audio While Connecting (pop-up):** A third pop-up window is open, showing 'Set Audio' as 'Music' and 'Select Music' as 'Acoustic' (indicated by callout 4b). It includes a play button (callout 5) and a 'Done' button (callout 5).
- Save:** A 'Save' button is visible at the bottom right of the settings panel (indicated by callout 6).

Set Hold Music

Set the music you'd like callers to hear while on hold. The hold music will be applied to all calls.

1. Under the **Settings** tab, select **Screening, Greeting & Hold Music**.
 2. Under **Hold Music**, click **Enable**.
 3. Click **Edit**. A pop-up appears with the current music.
 4. Select the radio button next to your preferred choice of music:
 - a. **Ring Tones**.
 - b. **Music**: Select your choice of music from the drop-down menu. You have standard music options as well as options that are optimized for mobile devices at the bottom of the list.
 - c. **Custom**: Upload a WAV or MP3 file.
- Press the **Play** button to listen to your greeting, press **Record** to re-record your custom greeting or select a different type of audio.
5. Click **Done**.
 6. Click **Save**.

The screenshot displays the RingCentral user settings for John Smith (Ext. 150). The 'Settings' tab is active, and the 'Screening, Greeting & Hold Music' section is expanded. The 'Hold Music' section is enabled, and the current music is set to 'Acoustic'. Three pop-up windows are shown, illustrating the steps to change the hold music:

- 4a:** The 'Set Audio' pop-up shows 'Ring Tones' selected in the dropdown menu.
- 4b:** The 'Set Audio' pop-up shows 'Music' selected in the dropdown menu, with 'Acoustic' chosen in the 'Select Music' dropdown.
- 4c:** The 'Set Audio' pop-up shows 'Custom' selected in the dropdown menu. Below the dropdown, there is a play button and a record button. The 'Done' button is highlighted with a red circle and labeled 5.

At the bottom right of the main settings panel, the 'Save' button is highlighted with a red circle and labeled 6.

Blocked Calls

Choose specific phone numbers and fax numbers that you'd like to block and prevent from calling or faxing your number. You can also choose what message they will hear when they attempt to call.

- Under the **Settings** tab, select **Screening, Greeting & Hold Music**.
- Click the **Blocked Calls** tab for call blocking options. If you are the administrator, you will see a message notifying you that calls blocked for this extension will apply to any calls to the company as well as your own extension.
- Under **Block Option** select whether you'd like to block specific calls and faxes or all calls.
- Only Block these numbers or area codes:**
 - Enter **phone numbers** (and names) of specific numbers you'd like to block.
 - Click **Block**.
 - Click **Callers will hear** to set the message you'd like them to hear.
- Under **Callers will hear** you can click **Edit** to set the message you'd like these callers to hear.
- Block calls with no caller ID:**
 - Select **Faxes, Call and Faxes**, or **None**.
 - Check the box next to **Enable block calls from pay phones** if you'd like this option.
- Block calls from pay phones:**
 - Select **Faxes, Call and Faxes**, or **None**.
 - Edit **Callers will hear** to set the message you'd like these callers to hear, then click **Save**.
- Click **Save**.

The screenshot shows the RingCentral Settings interface for user John Smith (Ext. 150). The 'Settings' tab is active, and the 'Screening, Greeting & Hold Music' section is expanded. The 'Blocked Calls' sub-tab is selected. The interface includes a sidebar with user details and a main content area with various settings. Eight numbered callouts (1-8) are overlaid on the interface to guide the user through the configuration steps.

1 User Details

2 Screening, Greeting & Hold Music

3 Block option

4 Only block these numbers or area codes

5 Callers will hear

6 Block calls with no caller ID

7 Block calls from pay phones

8 Save

Call Handling and Forwarding

Set Call Handling and Forwarding

This section explains how to set call handling and call forwarding options.

Call Forwarding

As a user, you can set up different call forwarding rules for your extension(s). Add up to 10 forwarding numbers for each extension assigned to you, and set calls to ring at these numbers sequentially or simultaneously.

An additional setting is available only to administrators to configure the rerouting of inbound calls when an Internet outage occurs. For more information, see the topic “Call Forwarding for an Unreachable Phone” in the [RingCentral Office Admin Guide](#).

- From the **Settings** tab, select **Call Handling & Forwarding**.
- Set **Incoming calls forward in this order** as follows:
 - Sequentially:** Use the up and down arrows next to each phone in the Move column to set the order in which your phones will ring.
 - Simultaneously:** All phones listed will ring at the same time.
- Create Ring Group:** Use this feature to group numbers and allow them to ring at the same time. Check the box beside the numbers you want to select and click **Create Ring Group**. Click **Ungroup** to ungroup the numbers.
- Add Call Forwarding Phone:** click this button to add another phone number up to 10 forwarding numbers for each phone extension.
- Forward to Other's Phones:** Click the kebab button beside **Add Call Forwarding Phone** to open this option and select from a list of other user's numbers.
- Click **Save**.

John Smith
Ext. 150

Outbound Calls/Faxes

Overview Messages Call Log Contacts **Settings** Tools

John | (866) 200-8330 Ext. 150 My Extension Get Help Log Out

User Details
 Phones & Numbers
 Screening, Greeting & Hold Music
Call Handling & Forwarding

User Hours After Hours Advanced Settings

Incoming Calls Forward in this Order

Sequentially + Add Call Forwarding Phone

Create Ring Group Ungroup

Order	Active	Ring For	Name	Number
1	<input type="checkbox"/>	0 Rings / 0 Secs	Desktop App & Smart Phone	N/A
2	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Mobile	+63 (947) 5195122
3	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Bob Miller VVX-311	(205) 555-0122
4	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Polycom VVX-311 Gigabit Ethernet Phone	(650) 555-0122
5	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Sam Smith Cisco SPA-122 ATA	(650) 682-0122
6	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Home	+63 (555) 5190122

Cancel Save

Incoming Call Handling

You can choose settings in Incoming Call Information so when you receive a call, either at your office or forwarded to another of your phones, you will hear a recorded prompt that announces the name of the extension the caller dialed. For example, it may say, "John, you have a call." Or "Sales, you have a call."

This feature helps users who are members of more than one department, or who use phones that are both business and personal, answer the call appropriately.

1. From the **Settings** tab, click **Call Handling & Forwarding**.
2. Click the **Settings** tab.
3. Click **Edit** under **Incoming Call Information**.
4. On **Display Number**, you can select Incoming Caller ID or Called Number under **Incoming Number Displayed to Me**. This setting is useful if you are using a non-RingCentral phone as a forwarding number, so you would know how to identify a RingCentral call.
 - a. **Incoming Caller ID**: displays the phone number of the person calling.
 - b. **Called Number**: displays the phone number the person dialed. If you use your business phone for personal use as well, it allows you to identify business calls and answer them appropriately.

The screenshot shows the RingCentral user interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'Settings' tab is active. On the left, a user profile for 'John Smith Ext. 150' is shown. The main content area is divided into sections: 'User Details', 'Phones & Numbers', 'Screening, Greeting & Hold Music', and 'Call Handling & Forwarding'. The 'Call Handling & Forwarding' section is expanded, showing sub-sections for 'User Hours', 'After Hours', 'Advanced', and 'Settings'. The 'Settings' sub-section is selected, displaying 'Incoming Call Information' with a 'Displayed Incoming Caller ID' and an 'Edit' button. A modal window titled 'Incoming Call Information' is open, showing the 'Display Number' tab. The 'Incoming Number Displayed to Me' dropdown is set to 'Incoming Caller ID'. The 'Add Special Number' section is checked 'Enable' and set to 'Add Number to the end' with the value '999'. The 'Display This Call Information on' section is set to 'All phones'.

Instructions continue on next page.

5. Click **Play Announcement**, to configure how you want the announcement to play before connecting.
6. **Direct Calls**: this setting allows you to hear an announcement when your extension or phone is called directly. This is helpful for identifying how you should answer the phone, especially if you use the phone for both business and personal use. You can select the following options under this setting:
 - a. **For non-RingCentral phones only**: Plays the announcement when forwarding a call to your home or mobile phone (to help you distinguish between personal and business calls) but not when forwarding to your RingCentral phone.
 - b. **Always**: All calls will be announced before being forwarded to any of your phones.
 - a. **Never**: All calls will be connected without an announcement (unless they are from blocked numbers)
7. **Call Queue Calls**: This setting applies if you are a member of a call queue. This is helpful for identifying how you should answer the phone, especially if you are a member of multiple call queues.
 - a. **For non-RingCentral phones only**: Plays the announcement when forwarding a call to your home or mobile phone (to help you distinguish between personal and business calls) but not when forwarding to your RingCentral phone. You will still be prompted to press 1 to accept department (Call Queue) calls on you non-RingCentral phones.
 - b. **Always**: All calls will be announced before being forwarded to any of your phones.

The screenshot shows the RingCentral user settings page for John Smith (Ext. 150). The 'Settings' tab is selected, and the 'Call Handling & Forwarding' section is expanded. A modal window titled 'Incoming Call Information' is open, showing the 'Play Announcement' tab. The modal contains the following settings:

- Display Number**: Play Announcement
- Play announcement before connecting**
- Direct Calls**: For non-RingCentral phones only
- Call Queue Calls**: For non-RingCentral phones only
- Include mailbox name in announcement**
- Require my pin to answer**

Buttons for 'Cancel' and 'Save' are visible at the bottom of the modal.

8. Check **Include mailbox name in announcement** if you'd like the mailbox name to be included in the announcement. If this option is unchecked and you get a department (Call Queue) call, the prompt will say "Queue Call, to accept this call, press 1". If you are supposed to accept calls from the Sales and Technical Departments for example, checking this option will let you know if the call you are getting is for Sales or Technical Department.
9. Check **Require my pin to answer**: this option requires the RingCentral PIN be entered before accepting a call. This is a helpful security feature if you do not want other people to accept your calls, such as when you are at home or at another location.
10. Click **Save**.

Call Flip

RingCentral Call Flip lets you transfer conversations from one device to another quickly and easily. Flip a call to your mobile phone on your way out of the office. Or flip a mobile call to your home phone once you've finished your commute.

Manage Your Call Flip Numbers

1. From the **Settings** tab, select the **Call Handling & Forwarding**.
2. Click the **Settings** tab.
3. Under **Call Flip** click **Edit**. A pop-up will appear with a list of numbers/ devices assigned to that user with a Flip number beside each.
4. Hold your mouse on the row, drag and drop the row to change the Flip Number assigned to the phone number. You may skip or leave any number unassigned.
5. Click **Save**.

Using Call Flip

When you are on a phone call, press the asterisk key (*) and a number corresponding to the device to which it is assigned. The call is transferred immediately to that device. For example, if you have the number 2 assigned to your home phone, clicking *2 while you are on a call will instantly transfer the call to your home phone.

The screenshot shows the RingCentral user interface for John Smith (Ext. 150). The 'Settings' tab is selected, and the 'Call Handling & Forwarding' section is expanded. The 'Settings' sub-tab is active, and the 'Call Flip' section is highlighted. The 'Edit' button is visible. A pop-up window titled 'Call Flip' is open, showing a table of flip numbers and phone numbers. The 'Save' button in the pop-up is highlighted.

Flip Number	Phone Name	Number	
press +1	Polycom VVX-311 Gigabit Ethernet Phone	(650) 682-0533	Unlink
press +2	Existing Phone	(205) 538-0301	Unlink
press +3	Home	+63 (947) 5195319	Unlink
press +4	Mobile	+63 (947) 5195320	Unlink
press +5	Work	+63 (947) 5195311	Unlink
press +6	Mobile	+63 (947) 5195314	Unlink
press +7	Bob Miller VVX-311	(205) 538-0122	Unlink
press +8	Sam Smith Cisco SPA-122 ATA	(650) 682-1372	Unlink

Messages and Notifications

Messages and Notifications

This section explains how to set your options for messages and notifications.

Setting Messages

In the messages section, decide whether or not you'd like to take messages, set your voicemail greeting, and choose how you'd like to be notified for different interactions.

Set a Voicemail Greeting

- From the **Settings** tab, select **Messages & Notifications**.
- Under **Take Messages**, click the button next to **Yes**.
- Under **Voicemail Greeting** click **Edit**.
- Choose your preferred type of greeting.
 - Default:** Select the button next to Default.
 - Custom:** Select the button next to Custom and select how you'd like to set your custom recording:
 - Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and RingCentral will call you to record your message.
 - Record Using Computer Microphone**
Click **Allow** if RingCentral asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red Record button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
 - Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**. Click the play button to listen to your greeting.
- Click **Save**.

The screenshot displays the RingCentral user interface for John Smith (Ext. 150) in the Settings section. The navigation menu includes Overview, Messages, Call Log, Contacts, Settings (active), and Tools. The left sidebar shows the user's name and 'Outbound Calls/Faxes'. The main content area is divided into sections: User Details, Phones & Numbers, Screening, Greeting & Hold Music, Call Handling & Forwarding, and Messages & Notifications. The Messages & Notifications section is expanded, showing 'User Hours', 'After Hours', and 'Settings' tabs. Under 'Take Messages', the 'Enable' checkbox is checked. The 'Voicemail Greeting' section shows a 'Default' greeting with a playback button and a '00:00 / 00:00' duration. An 'Edit' button is visible. Two modal windows are overlaid on the page. The first modal, titled 'Voicemail Greeting', shows 'Set Greeting' as 'Custom' and 'Call me at' as '(650) 555-1212', with a 'Call Now' button. The second modal, also titled 'Voicemail Greeting', shows 'Set Greeting' as 'Default' and 'View In' as 'English (U.S.)', with a playback button and a '00:00 / 00:00' duration. The page also features a 'Cancel' and 'Save' button in the bottom right corner.

Set Another Extension to Receive Your Voicemail Messages

By default, you receive your own voicemail messages. To configure another user/extension to receive your voicemail messages (for example, when you are out of the office),

1. From the **Settings** tab, select **Messages & Notifications**.
2. Under **Message Recipient** click **Select Extension**.
3. Select the user who should receive the voicemail messages.
4. Click **Done**.
5. Click **Save**.

The screenshot shows the RingCentral Settings interface for a user named John Smith (Ext. 150). The 'Messages & Notifications' section is expanded, and the 'Message Recipient' is currently set to 'Ext. 103, Charlie Lee'. A 'Select Extension' button is visible next to it. A modal window titled 'Select Message Recipient' is open, displaying a list of available extensions. The list includes Bob Miller (104), Charlie Lee (103), Debbie Smith (105), Fax Mailbox (3), Sandra Brown (102), Shared Line 1 (4), and This extension. Charlie Lee is selected in the list. The modal also features a search bar, a 'Total: 7' indicator, a 'Show: 10' dropdown, and 'Cancel' and 'Done' buttons.

1 From the **Settings** tab, select **Messages & Notifications**.

2 Under **Message Recipient** click **Select Extension**.

3 Select the user who should receive the voicemail messages.

4 Click **Done**.

5 Click **Save**.

Notifications

Set your settings for email alerts or text messages when you receive a voicemail message, fax, missed call or for the status of their fax transmission results.

1. From the **Settings** tab, select **Messages & Notifications**.
2. Click the **Settings** tab.
3. Click **Notifications**. A pop-up will appear with options for email or text-message notifications to a recipient of your choice when voicemail messages* or faxes are received, or calls missed.
4. Set your notification settings by checking the boxes and filling in email and phone numbers.
 - a. Click **Advanced Notification Options** to see more detailed notification settings.
 - b. Set your **Advanced Notification Options**.
 - c. Click **Back to Basic Notification Settings**.
5. Click **Save**.

The screenshot shows the RingCentral user settings page for John Smith (Ext. 150). The 'Settings' tab is active, and the 'Messages & Notifications' section is expanded. A pop-up window titled 'Notifications' is open, showing notification preferences for various message types. The pop-up window has a close button (X) in the top right corner. The 'Notifications' window contains a table with columns for 'By Email' and 'By SMS', and a 'Customize Notifications' link for each row. The 'Save' button is highlighted with a red circle and the number 5.

	By Email	By SMS	
Voicemail Messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Customize Notifications
Received Faxes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Customize Notifications
Missed Calls	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Customize Notifications
Fax Transmission Results	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Customize Notifications
Received Text Messages	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Customize Notifications

Voicemail to Text*

Voicemail to text provides a text version of your voicemail that allows you to get the gist of the message. This feature may take a few minutes to deliver the text version of your voicemail to your RingCentral mobile or desktop application or via email.

1. From the **Settings** tab, select **Messages & Notifications**.
2. Click the **Settings** tab.
3. Under **Voicemail to Text** select **On** or **Off**.

NOTE: The result of text transcription varies depending on the clarity of the caller's voice and background noise.

*Voicemail to Text is available for Ultimate users only.

The screenshot shows the RingCentral user interface for John Smith, Ext. 150. The top navigation bar includes the RingCentral logo, a user profile indicator (John | (866) 200-8330 Ext. 150), and a 'My Extension' dropdown menu. Below the navigation bar are tabs for Overview, Messages, Call Log, Contacts, Settings (highlighted), and Tools. A sidebar on the left shows the user's name and extension, and a section for 'Outbound Calls/Faxes'. The main content area is divided into several sections: User Details, Phones & Numbers, Screening, Greeting & Hold Music, Call Handling & Forwarding, and Messages & Notifications. The Messages & Notifications section is expanded, showing sub-tabs for User Hours, After Hours, and Settings. The Settings sub-tab is active, displaying a 'Voicemail to Text' toggle switch currently set to 'Off'. Three numbered callouts (1, 2, 3) highlight the 'Messages & Notifications' section, the 'Settings' sub-tab, and the 'Voicemail to Text' toggle respectively.

Outbound Caller ID

Setting an Outbound Caller ID

This option allows a user to display or block the caller ID of their phone numbers during outbound calls. As a default, your outbound caller ID is not blocked. Follow the steps below to change it.

- From the **Settings** tab, select **Outbound Calls/Faxes** at the top of the list of settings on the left.
- Select the **Caller ID** tab.
- You have the option to choose different numbers to display:
 - By Phone:** Choose a number to display for your softphone, mobile phone, or desk phone.
 - By Feature:** Choose a number to display for RingOut from Web, RingMe, Call Flip, Fax Number, and Additional Softphone.
- Click **Edit** next to a phone number to select a phone number you want to display as your called ID number for that phone or feature type. Click **Done**.
- Check the box next to **Display my extension number for internal calls** if you want to display your extension as your Caller ID when making internal calls. All RingCentral and IP phones will see the extension. Calls forwarded to external phones, like a mobile phone, will still show your complete direct phone number.
- Click **Save**.

Note: The default outbound caller ID name is the company name. For RingCentral Canada accounts, you may optionally configure the Use user's name in Outbound Caller ID instead of the default of company name. This feature can also be bulk enabled through the Template feature. This parameter is not supported for RingCentral US accounts.

The screenshot shows the RingCentral user interface. At the top, the user is identified as John Smith, Ext. 150. The navigation menu includes Overview, Messages, Call Log, Contacts, Settings (highlighted), and Tools. The left sidebar shows 'Outbound Calls/Faxes' selected, with 'Caller ID' as a sub-tab. The main content area is titled 'Caller ID' and contains the following sections:

- By Phone:** Includes 'Existing Phone' (Blocked) and 'Polycom VVX-311 Gigabit Ethernet Phone' (850) 882-0533 - Phone Line. Both have 'Edit' buttons.
- By Feature:** Includes 'RingOut from Web' (Blocked), 'RingMe (Outgoing to Caller)' (866) 200-8330 - Main Number, 'Call Flip' (866) 200-8330 - Main Number, 'Fax Number' (866) 200-8330 - Main Number, 'Additional Desktop App' (866) 200-8330 - Main Number, and 'Common Phone' (866) 200-8330 - Main Number. Each has an 'Edit' button.
- Alternate Caller ID:** Not-specified, with an 'Edit' button.
- Internal calls:** A checkbox labeled 'Display my extension number for internal calls.' is checked.

At the bottom right, there are 'Cancel' and 'Save' buttons. Numbered callouts (1-6) are overlaid on the image to indicate the steps: 1 points to the 'Outbound Calls/Faxes' menu item, 2 to the 'Caller ID' sub-tab, 3 to the 'By Phone' section, 4 to an 'Edit' button, 5 to the 'Internal calls' checkbox, and 6 to the 'Save' button.

Outbound Fax Settings

Outbound Fax Settings

Set your outbound fax settings using these instructions.

Changing the Fax Cover Sheet

1. From the **Settings** tab, select **Outbound Calls/Faxes** at the top of the list of settings on the left.
2. Select the **Fax Settings** tab.
3. Edit your **Cover page info**. Enter your **Company name, Address, City, State/Province, Zip/Postal Code, and Country**.
4. Under **Cover Page** click **Select**.
5. Select and preview the **Default Cover Page**. A default cover sheet is attached to each fax you send through RingCentral. The variable information on the cover page will be filled in during the fax-sending process.
6. Click **Done**.
7. Click **Save**.

The screenshot shows the RingCentral interface for Outbound Fax Settings. The left sidebar has a menu with 'Outbound Calls/Faxes' highlighted (1). The main content area has 'Fax Settings' selected (2). Under 'Cover Page Info', there are fields for 'Company' (RingCentral / DINS), 'Country' (United States), 'Apartment / Suite #' (e.g. App. 25), and 'State/Province' (Select State/Province). The 'Cover Page' section has a 'Select' button (4). A modal window titled 'Cover Page' is open, showing a 'Default Cover Page' dropdown set to 'Contempo' (5) and a 'Preview' section with a 'FAX' form and a 'Done' button (6). At the bottom right of the main settings page, there is a 'Save' button (7).

Adding Emails That Can Send Faxes

When a user sends a fax via RingCentral, the system checks the email address of the sender, and sends the fax if it is on the approved list. Emails might include alternate company accounts or personal accounts. You can have up to five approved email addresses.

1. From the **Settings** tab, select **Outbound Calls/Faxes** at the top of the list of settings on the left.
2. Select the **Fax Settings** tab.
3. Under **Omit cover page when email subject line is blank**, select the button next to **On** or **Off** depending on your preference. If this option is selected, when you send a fax via email with a subject line, the cover page will be used. If you send it without a subject line, a cover page will not be used.
4. Enter the email address you wish to add.
5. Click **Add** (repeat for up to 25 additional addresses).
6. Click **Save**.

The screenshot shows the RingCentral user interface for the 'Settings' page. The left sidebar contains a menu with 'Outbound Calls/Faxes' highlighted. The main content area is titled 'Fax Settings' and includes the following sections:

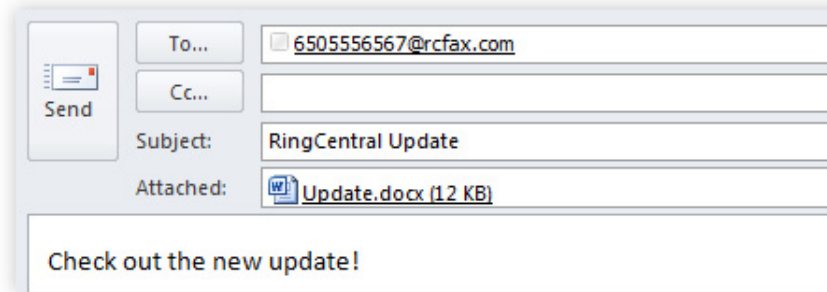
- Cover Page Info:** This section contains fields for 'Company' (RingCentral / DINS), 'Country' (United States), 'Street Address' (e.g. 120 1st St SW), 'Apartment / Suite #' (e.g. App. 25), 'City' (e.g. Alabaster), 'State/Province' (Select State/Province), and 'Zip Code' (e.g. 35007). There is also a 'Fax Number' field with the value '(866) 200-8330 - Main Number' and an 'Edit' button.
- Faxes Sent via Email:** This section includes a toggle for 'Omit cover page when email subject is blank' which is currently set to 'Off'. Below this is an 'Email Addresses' section with the text 'Email addresses permitted to send faxes' and a text input field containing 'user@mycompany.com' and an 'Add' button.



At the bottom right of the page, there are 'Cancel' and 'Save' buttons.

Faxing via Email

Send faxes by emailing them as attachments from any email address you have added to the "Faxes Sent via Email" menu described previously..

1. Enter the recipient's 10-digit fax number@rcfax.com in the To: field. For example, to send a document to the fax number 1-650-555-6567, you would use this email address: 6505556567@rcfax.com.
2. Enter a subject in your email to use as your fax subject. Depending on your settings for Faxes Sent via Email, adding a subject may determine whether or not a cover page is sent with your fax. See instructions for Adding Emails that Can Send Faxes for more information.
3. Attach the document you wish to fax.
4. Type your message in the body of the email.
5. Click **Send**.



	To...	6505556567@rcfax.com
	Cc...	
	Subject:	RingCentral Update
	Attached:	 Update.docx (12 KB)

Check out the new update!