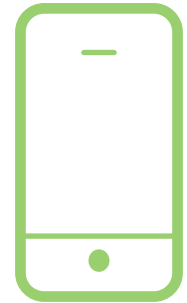
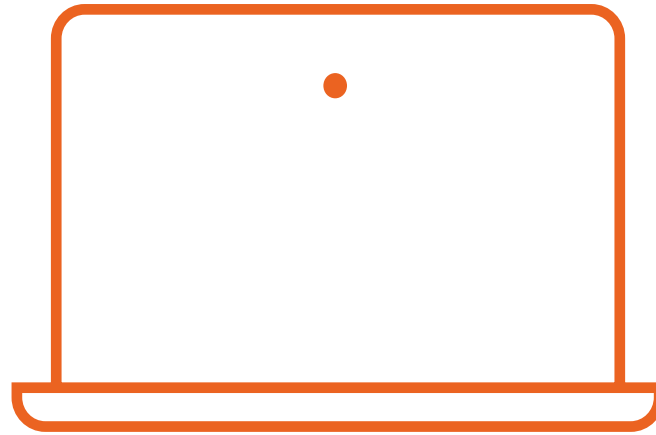
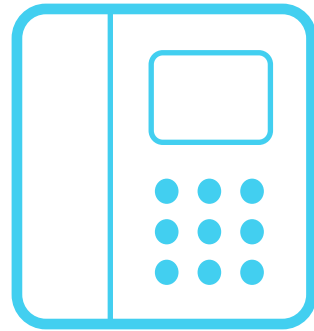
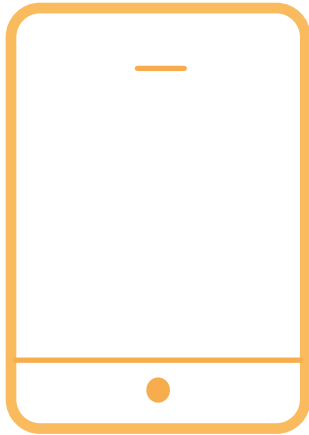


Quick Start Guide for RingCentral Users





Learn how to use:


- Desk phones
- RingCentral for iOS/Android™
- RingCentral Meetings®
- RingCentral for Desktop

How to use your RingCentral desk phone


Legend:
Softkeys for most Polycom and Cisco models


 Polycom softkeys

 Cisco softkeys

 Number keys

***Transfer/Trans/Trnsfer**




Navigation arrow button 

Dial



Lift handset and dial number
(Do not dial **1** before the area code.)


Flip

 > assigned Call Flip number

Hold



While on a call:


Polycom hardkeys/softkey
 or 




Cisco hardkeys


Voicemail

Lift handset:


Polycom hardkeys
 or  >
after prompt, enter PIN


Cisco hardkeys
 > after prompt, enter PIN






Number keys
   > after prompt, enter PIN

Transfer

While on a call:



Polycom softkeys
 > dial second number or extension & wait for response



Cisco softkeys
 > dial second number or extension & wait for response

Number keys
  > dial ext.
   > dial number

Conference

While on a call


Polycom softkeys
 > dial second number > 

Cisco softkeys
 > dial second number > wait till other person picks up 

Page*


Polycom softkeys
 > follow prompt
or
 >  >
follow prompt






Cisco softkeys
 >  >
follow prompt




Number keys
   > follow prompt

Intercom*

Lift handset:


Polycom softkeys
 > dial extension



Cisco softkeys
 > follow prompt
or  >  >
> follow prompt
or  >  >
> follow prompt

Number keys
   > follow prompt



Park

While on a call:





Polycom softkeys


or
 > 

& note park location (* 8 - -)

Cisco softkeys
 > 





& note park location (* 8 - -)

Number keys
   

& note park location (* 8 - -)

Record**

While on a call:

Number keys
  to start
  to end

Recordings available online:
Login > Messages > Recordings


* Paging and Intercom features are only available if your administrator has enabled them.


** When activated

For more information visit:
<http://success.ringcentral.co.uk>



How to use RingCentral for iOS/Android™


Get the app



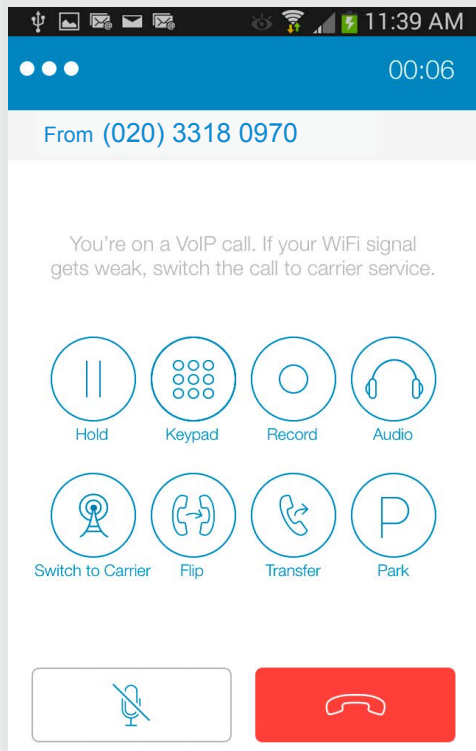
Tap  to launch

Make a call

Tap , dial phone number,
Tap 

Turn VoIP On/Off Tap  or "swipe" left-to-right across screen. Tapebutton next to "VoIP Calling".

Mobile app control

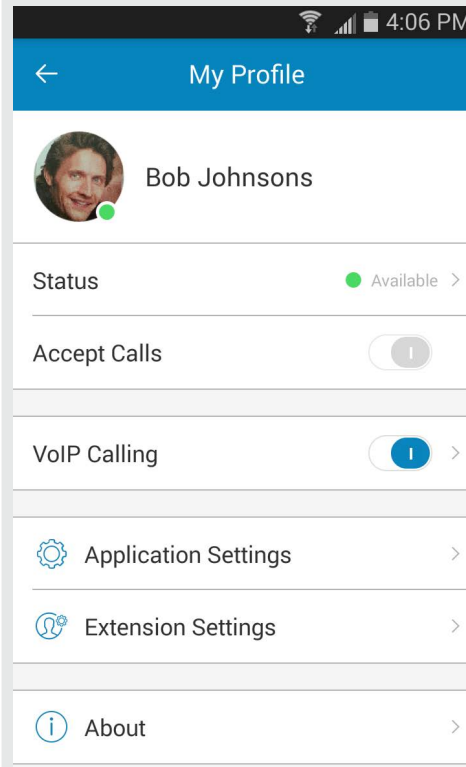


For RingCentral calls forwarded to your mobile app with VoIP Calling ON.

For RingCentral calls forwarded to your Mobile App with VoIP **Off**, use these key shortcuts:

Call Recording	*9 (toggle on/off)
Call Flip	* + assigned Call Flip number
Call Transfer	## + extension or ##* + phone number
Call Park	##*3
Paging	*84 + follow prompt
Intercom	**85 + follow prompt

Menu options

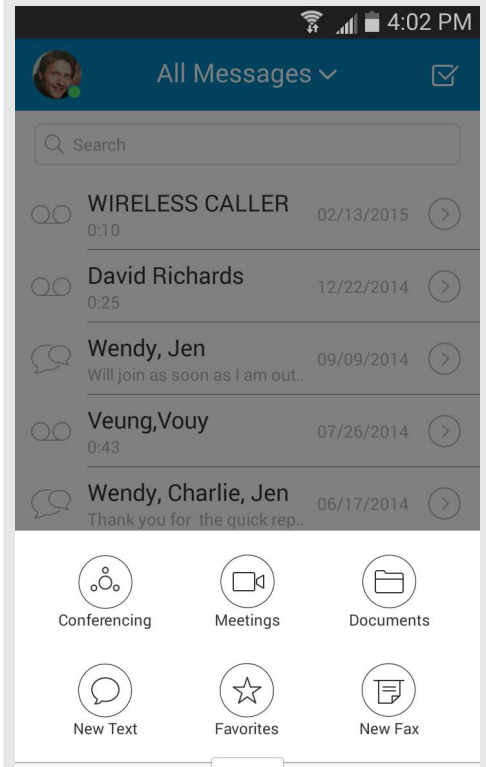















RingCentral® Version 7.2.1

Tab on the photo to access the settings of your profile and phone configuration.

- Status of phone availability
- Voip Calling over Internet
- Application Settings: RingCentral mobile app configuration
- Extension Settings: User phone configuration

Messages overview



-  Dial pad tap the chevron to open more options.
-  RingCentral Messaging
-  Call Log
-  Meetings
-  Conference
-  Documents
-  Fax
-  Favourites
-  Messages
-  Call Log
-  Contacts
-  Documents
-  Favourites

How to use RingCentral Meetings™


Get the app

Download on the **App Store**

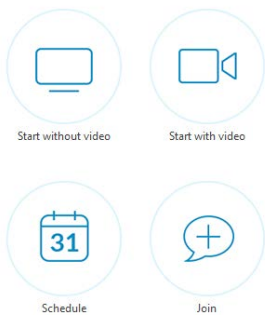
GET IT ON **Google play**

Desktop – Download from service.RingCentral.co.uk > Tools > Meetings App

Sign in

Tap icon , and login with your RingCentral number and password.

Start a meeting



In a meeting: (desktop only)

1. Mute microphone
2. Turn on/off camera
3. Start sharing/stop sharing


When sharing a screen

4. End/leave meeting
5. Markup features
6. Host meetings controls

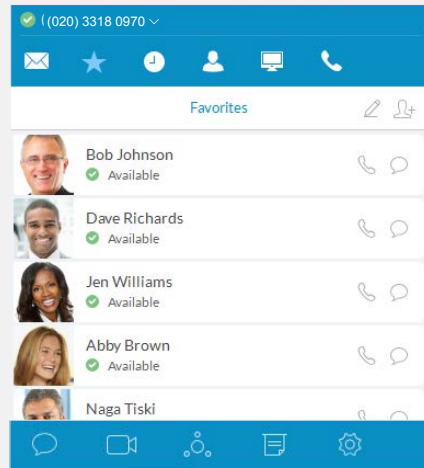
Learn more at:
<http://www.ringcentral.co.uk/office/features/video-conference/overview.html>

How to use RingCentral for Desktop

Get the app

- Log in to your RingCentral account.
- Click **Tools > Desktop Apps**.
- Choose either **Download for Mac** or **Download for PC**.
- Run through the install wizard.
- On your desktop, click  to open it and log in with your same account credentials.

Mainscreen



Bottom navigation:

RingCentral Messaging

Send messages to one person or a group within an account.

Online meeting

Launch RingCentral Meetings to collaborate and screenshare with remote colleagues or clients.

Audio conference

Hold instant conference calls and easily invite participants.

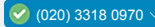
Fax

Send faxes, schedule faxes, and select cover pages from this screen.

Settings

Set your app preferences.

Top navigation:

 (020) 3318 0970

Your account presence

Set your availability status.

Messages

View all your messages in one place. Messages are always current and sync'd from your other devices.

Favorites

Add colleagues you contact often. See their Presence status and contact them directly from this screen.

Call Log

Review all call activity on your account.

Contacts

Separate Personal and Company directories make it easy to quickly find the right person.

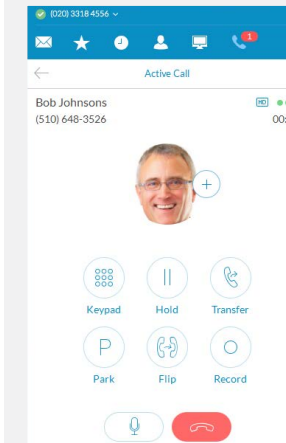
Dialpad

Dial a phone number to make calls from this screen.

HUD

Ideal for receptionists and executive assistants, manage multiple incoming calls with the ability to transfer, park, pick up and join calls with ease.

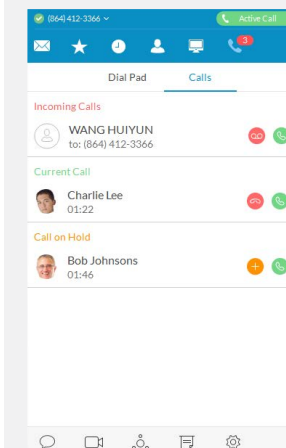
Active call control



When you're on an active call:

- Mute call.
- Park the call.
- Flip the call to another phone.
- Transfer the call.
- Record the call.
- Add person to the call.

Incoming call



Single screen to view multiple calls -- current call, incoming calls, and calls on hold -- with options to answer call, send to voicemail, or add a caller to the current call.

When you can't take a call right away, provide a courtesy response.