

RingCentral Office@Hand from AT&T

Reference Guide for Admins and Users



Contents

3	Introduction	36	Call Queues	62	Call Forwarding –Admins
4	Part 1 – Getting Started	36	Add a Call Queue Group	64	Call Forwarding –Users
5	Express Setup	38	Call Queue Greetings	65	Incoming Call Handling –Admins
6	How to access your account	41	Call Queue Handling	67	Incoming Call Handling –Users
7	The Overview Page	42	Call Queue Voicemail	69	Call Flip
8	Messages	44	Shared Lines	71	Notifications
9	Call Log	44	Add a Shared Lines Group	72	Outbound Caller ID
10	Contacts	45	Shared Lines Settings	73	Presence
11	Settings	49	Paging	75	Faxing
12	Billing	49	Add a Paging Only Group	76	Changing Fax Cover Sheet
13	Tools	49	Paging Applications	77	Adding Emails that Can Send Faxes
14	Do Not Disturb (DND)	50	Paging Settings	78	Faxing via Email
15	Quick Links	52	Part 3 – Settings for Admins and Users	79	FaxOut from Mobile App
16	FaxOut	53	Add User Extensions and Phones –Admins	80	RingCentral CloudFax SM
17	RingOut	54	Add User Extensions Only –Admins	82	Part 4 – Phones and Apps
18	Conferencing	55	Edit User Information –Admins	83	Desktop Phones
21	Office@Hand Meetings	56	Edit User Information –Users	84	Conference Phones and Paging Devices
22	Part 2 – Admin Functions: Company Settings	57	Set up User Greetings –Admins	85	Softphone
23	Adding Company Numbers	59	Set up Your Greetings –Users	87	Smartphone Apps
25	Directory Listings	60	Call Screening –Admins	88	Business SMS*
26	Auto-Receptionist Settings	61	Call Screening –Users	89	Salesforce Integration*
27	Company Business Hours			90	Intercom*
28	Company Call Handling			91	Appendix: Express Setup for Administrators
29	Company Greeting and Menu				
32	On-demand Call Recording				
33	Automatic Call Recording				
34	Groups and Call Queues				
35	Groups				

*Available only with selected plans, locations and devices.

Introduction

RingCentral Office@Hand from AT&T is an award-winning VoIP business phone system that delivers quality voice and fax communications without the need for on-premise PBX hardware. Cloud-based RingCentral Office@Hand from AT&T is a feature-rich, low-cost communication solution for small to mid-size enterprises.

This guide will help the system administrator and end-users set up and access the following RingCentral Office@Hand from AT&T features:

- Auto-Receptionist
- Company directory
- Presence (in-office, away, do not disturb)
- Message alerts
- Call queues
- Call handling and forwarding
- Call parking in the cloud
- Call recording on demand and automatic
- Intercom
- Softphone on desktop and mobile devices
- Business SMS
- Faxing via email
- Audio conferencing
- Paging
- Shared lines
- Meetings (HD video and desktop sharing)
- Integration with Salesforce, Outlook, and cloud storage services

Part 1 – Getting Started

Part 2 – Admin Functions and Company Settings.

Part 3 – User Settings for both admins and end-users.

Part 4 – Desk phones and the Office@Hand Softphone application.

Appendix: Express Setup for Administrators



Part 1 – Getting Started



Express Setup

After you activate your account, Office@Hand starts **Express Setup**, which quickly guides you through the process of setting up your new phone system.

Select the dropdown entry that matches your industry and answer the question about how you heard about RingCentral Office@Hand. Then click "**Sounds easy. Let's do it!**"

If you skip the **Express Setup**, you will be offered the opportunity again the next time you log in. It is highly recommended that you take advantage of **Express Setup** to be able to get the most from your Office@Hand phone system.

Schedule an Implementation Appointment

If you prefer, you can set up an appointment with a Office@Hand Implementation Specialist, who will call you at the scheduled time and help set up your system. To do this, click the **Schedule Now** button, and choose an **Appointment Date**, and an appointment time from among the **Available Slots**. You can also enter **Notes** for the specialist. Click **Schedule**. Then back at the previous screen, click **I will do it later**.

Thank you, your account is now activated.

We will now go through a quick and basic setup of your phone system.

- 1 Verify your address
- 2 Tell us about your users and departments
- 3 Configure your company greeting and operator extension
- 4 Decide how calls will be forwarded to your departments and users

You can also get help by scheduling an implementation appointment.

[Schedule Now](#)

What's your primary industry?

-- Please Select --

How did you hear about RingCentral?

-- Please Select --

[Sounds easy. Let's do it! >](#)

[> I will do it later](#)



How to access your account

There are two ways to access your account:

1. Log in to your online account at <https://service-Office@atHand.ATT.com> using your main Office@Hand phone number and password.
2. Download our mobile app for your smartphone (see Phones and Apps – [Smartphone Apps](#)).

RingCentral Office@Hand from AT&T Don't have an account? [Sign Up Here!](#)

Log in to Office@Hand

Phone Number: Extension (optional):


Password:

[> Forgot your password?](#)

Remember me on this computer

[Log In >](#)

[> Protect your account from identity theft and phishing](#)

RingCentral 



The Overview Page

The **Overview** page is your account home page. It shows your recent voicemail and faxes, recent inbound and outbound calls, your account status and announcements. 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.

Overview | Messages | Call Log | Contacts | Settings | Billing | Tools

Conference | RingOut | FaxOut

Recent Messages - 1 new message

	From	Name	Date	Time	Length
<input type="checkbox"/>	(866) 557-0092	RingCentral	Mon 11/18/2013	6:29 AM	0:25

[Delete](#) [Block](#)

Recent Calls

Phone Number	Name	Date	Time	Length
No Calls				

Settings Shortcuts

Admin Shortcuts | User Shortcuts

- Manage Users
- Company Call Handling & Greetings
- Manage Phones & Devices
- Manage Groups

Announcements

[How to Send a Fax](#)
See 4 easy ways to send a fax.

Resources

- Forum
- Blog
- Feedback



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 callers

The screenshot displays the RingCentral Messages interface. At the top, a dark blue navigation bar contains the following tabs: Overview, Messages (highlighted with an orange location pin), Call Log, Contacts, Settings (with a dropdown arrow), Billing, and Tools (with a dropdown arrow). Below the navigation bar, there are icons for Conference, RingOut, and FaxOut, followed by a Quick Links dropdown menu. The main content area is titled 'Messages' and is divided into two sections. On the left is a sidebar with five categories: Inbox (with a download icon), Outbox (with an upload icon), Sent Items (with an envelope icon), Deleted Items (with a trash can icon), and Recordings (with a play button icon). On the right is the 'Inbox (1 new)' section, which includes a toolbar with 'Delete', 'Mark read', 'Mark unread', and 'Block' buttons. Below the toolbar is a table with the following columns: Open, From, Name, Received, Save, and Forward. The table contains one message entry:

Open	From	Name	Received	Save	Forward
<input type="checkbox"/>	0:25 (866) 557-0092	RingCentral	Mon 11/18/2013 6:29 AM		



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.

The screenshot shows the RingCentral Call Log interface. At the top, there is a navigation bar with tabs for Overview, Messages, Call Log (highlighted with an orange location pin), Contacts, Settings, Billing, and Tools. Below the navigation bar, the 'Call Log' section is active. It features a 'View: Simple | Detailed' toggle, a search bar, and a date range selector set to 'Last 7 days' from '03/26/2014' to '03/27/2014'. There are also buttons for 'Show', 'Open Advanced Features', 'Phone number', 'Contacts', 'Block', 'Delete', 'Download', and 'Purge'. Below these controls is a table with the following columns: Type, Phone Number, Name, Date / Time, Recording, Action, Result, and Length. The table currently displays 'No Calls'.



Contacts

Contacts include **Company** contacts which are all of the users of your Office@Hand 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. To learn how, click [here](#).

The screenshot displays the RingCentral web interface for managing contacts. At the top, a dark blue navigation bar contains the following menu items: Overview, Messages, Call Log, Contacts (highlighted with an orange location pin), Settings, Billing, and Tools. Below the navigation bar, the 'Contacts' page is shown. On the left, there is a sidebar with two tabs: 'Company' (selected) and 'Personal'. The main content area is titled 'Company' and features a search bar, a 'Sort by: First Name' dropdown, and an alphabetical index from A to Z. The contact list is currently filtered to show contacts starting with 'C' through 'W'. The visible contacts are: Customer Support, Dave Richards, Jennifer Do, John Smith, Julia Anderson, Sales, SM Store, SM Store, Warehouse, and William Garcia. At the top right of the contact list, there are icons for 'Conference', 'RingOut', and 'FaxOut', along with a 'Quick Links' dropdown menu.

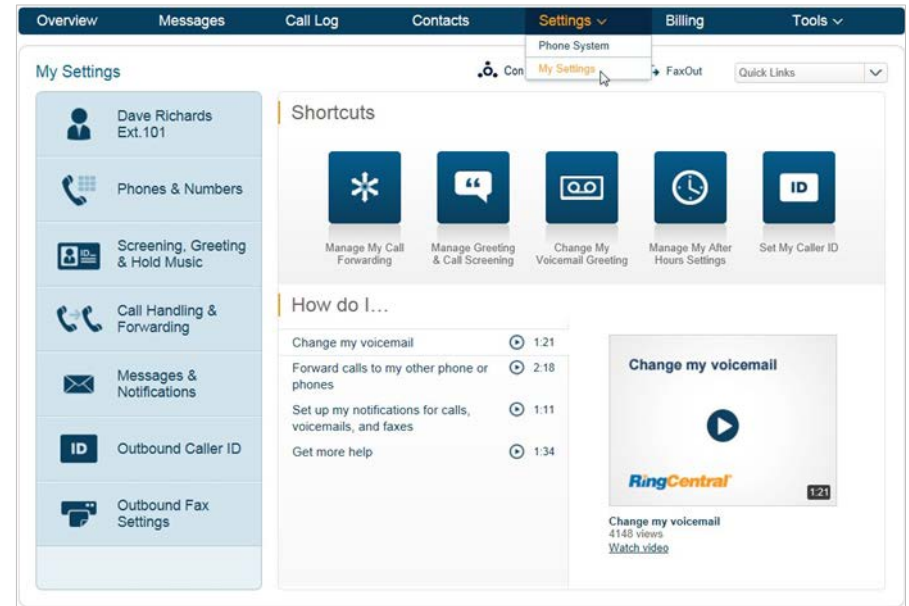
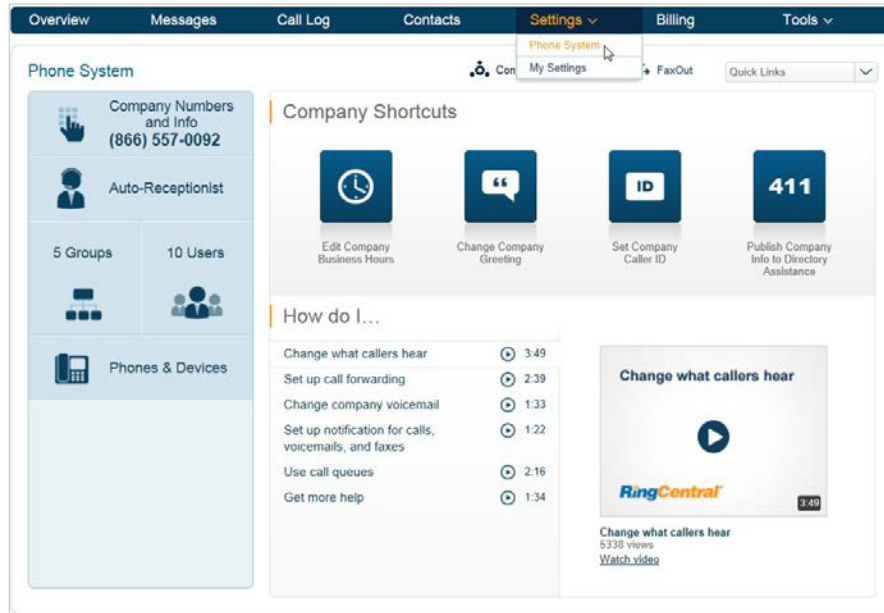
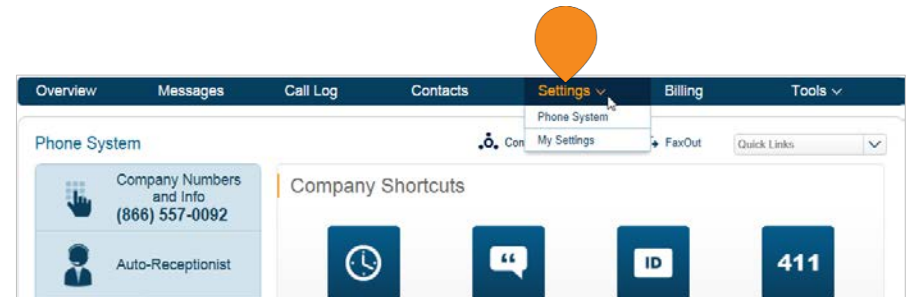


Settings

Settings has two groupings:

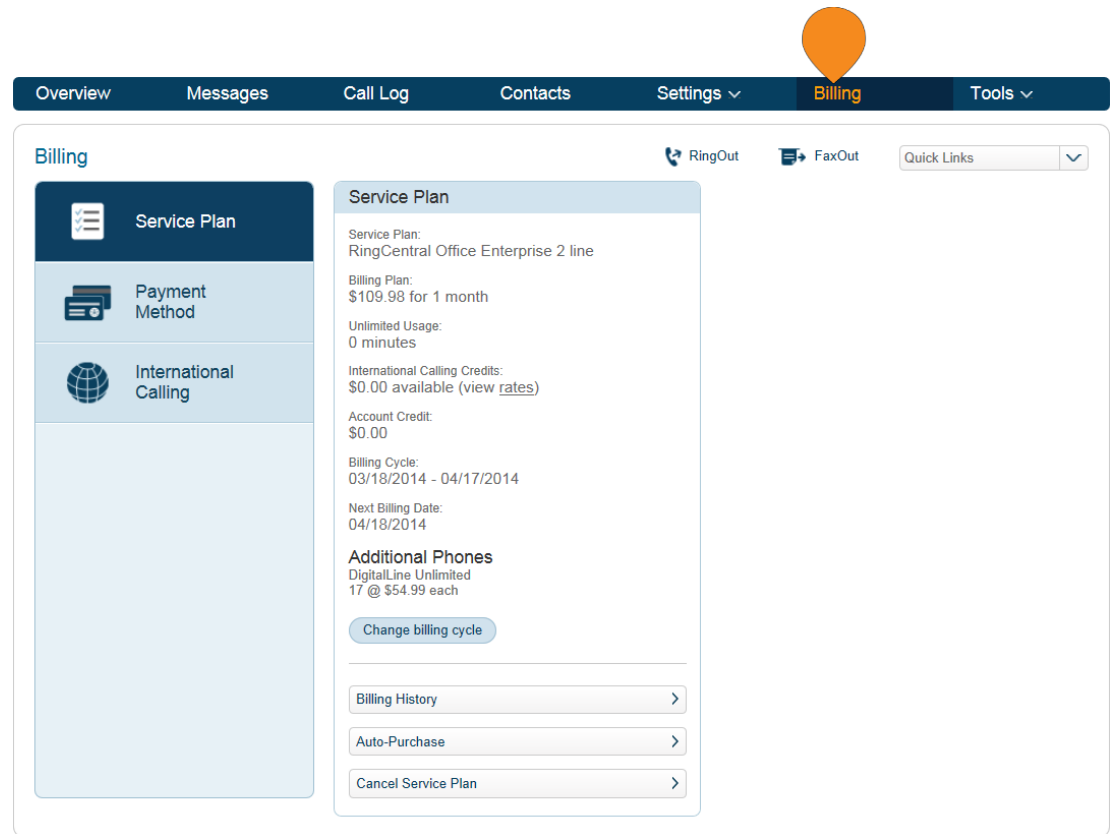
Phone System, where you can control all settings for the company (Admin function only).

My Settings, where you can change your personal settings.



Billing

The **Billing** tab leads to menus for managing your Service Plan, choosing a **Payment Method** and permissions for **International Calling**. (Billing is an Admin function only.)



The screenshot displays the RingCentral Billing interface. At the top, a navigation bar includes tabs for Overview, Messages, Call Log, Contacts, Settings, Billing (highlighted with an orange circle), and Tools. Below the navigation bar, the Billing page is divided into a left sidebar and a main content area. The sidebar contains three menu items: Service Plan (selected), Payment Method, and International Calling. The main content area displays the following details:

- Service Plan:** RingCentral Office Enterprise 2 line
- Billing Plan:** \$109.98 for 1 month
- Unlimited Usage:** 0 minutes
- International Calling Credits:** \$0.00 available ([view rates](#))
- Account Credit:** \$0.00
- Billing Cycle:** 03/18/2014 - 04/17/2014
- Next Billing Date:** 04/18/2014
- Additional Phones:** DigitalLine Unlimited, 17 @ \$54.99 each

Below the details, there is a "Change billing cycle" button and three expandable sections: "Billing History", "Auto-Purchase", and "Cancel Service Plan".



Tools

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

Mobile Apps

Download the iPhone, Android, or iPad app to take your Office@Hand service on the go.

Softphone

Use the Softphone application to control your calls from your PC or Mac. 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. Fax from any MS Office 2013 application; sync Outlook 2013 contacts. Supports Alphanumeric passwords.

Meetings App

Office@Hand Meetings™ is a cloud-based app for video conferencing and web sharing of desktops and application displays. Participants are invited to join a meeting by email or SMS on mobile. They do not have to be Office@Hand customers, but they do need to download the free Meetings app for their desktop or mobile device. (Meetings is available free to Enterprise Edition customers.)

Directory Assistance

Directory Listing enables business details to be published in the **National Local Directory Assistance**. Once your company details are published, potential customers can readily locate your business. This is a free Admin function available for all Office@Hand customers.

App for Salesforce

The app for Salesforce.com enhances your **Customer Relationship Management (CRM)** experience with integrated business communications. The **Salesforce Customer Relationship Management** app is available only for Office@Hand **Premium** and **Enterprise** customers.

RingMe

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

Appearance

Customize your Office@Hand Service site with your company logo. (Admin function only.)

Account Validation

Identity validation is recommended as a security measure to protect your account. Set for you and all your users, it prevents unauthorized individuals from accessing account information by emailing a login code to you when you attempt to log in from a new computer. While it can be turned off, that is not recommended. (Admin function only.)

The screenshot shows the RingCentral Admin console interface. At the top, there is a navigation bar with tabs for Overview, Messages, Call Log, Contacts, Settings, Billing, and Tools. The Tools menu is open, showing options like Mobile Apps, Softphone, Meetings App, Directory Assistance, App for Salesforce, Tell a Friend, RingMe, Appearance, and Account Validation. The main content area displays the 'Mobile Apps' section, which includes a heading 'Apps for your smartphone' and a list of apps for iPhone and Android. A list of benefits for downloading the RingCentral app is also visible, such as 'Access your business communications and maintain a professional image from anywhere' and 'Make calls with your company's Caller ID, rather than your personal mobile phone number.'



Do Not Disturb (DND)

On the upper right of every page of your online account is a small button labeled “DND,” or Do Not Disturb. Click “DND” to toggle to other settings:

DND Off — **green** means that you will take all incoming calls.

DND On — **orange** means “Do not accept call queue calls.” These callers are sent to voicemail.

DND On — **red** means “Do not accept any calls”, and all callers are sent to voicemail.



Quick Links

The **Quick Links** option on your Office@Hand online account will allow you to quickly navigate to different settings or options within your account.

The **Overview** tab will show you the **Shortcuts** pane, which includes all the options inside the **Quick Links** drop-down menu.

Admins will see both **Admin Shortcuts** and **User Shortcuts**, while Users will see only the **Shortcuts** available to users.

NOTE: The **Quick Links** option is available in all tabs on your Office@Hand account except **Overview**.

The screenshot shows the 'Softphone' tab selected in the top navigation bar. The 'Quick Links' dropdown menu is open, showing a list of options categorized under 'Administrator' and 'User'. The 'Administrator' options include 'Manage Users', 'Company Call Handling & Greetings', 'Manage Phones & Devices', and 'Manage Groups'. The 'User' options include 'My Greeting & Call Screening', 'My Call Handling Rules', 'My Voicemail', 'My Caller ID', and 'My After Hours Settings'. The main content area shows 'Download RingCentral Softphone' instructions and features.

The screenshot shows the 'Overview' tab selected in the top navigation bar. The 'Settings Shortcuts' pane is open, showing 'Admin Shortcuts' and 'User Shortcuts'. Under 'Admin Shortcuts', there are links for 'Manage Users', 'Company Call Handling & Greetings', 'Manage Phones & Devices', and 'Manage Groups'. Below this, there is an 'Announcements' section with a link for 'How to Send a Fax' and a 'Resources' section with links for 'Forum', 'Blog', and 'Feedback'. The main content area displays 'Recent Messages' and 'Recent Calls'.

From	Name	Date	Time	Length
(866) 557-0092	RingCentral	Mon 11/18/2013	6:29 AM	0:25



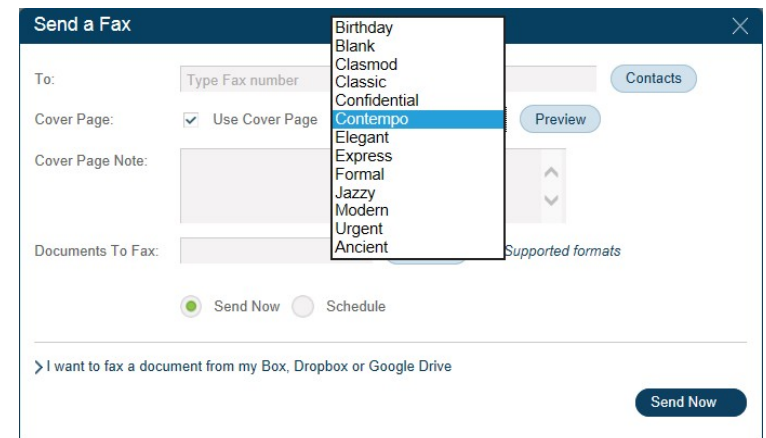
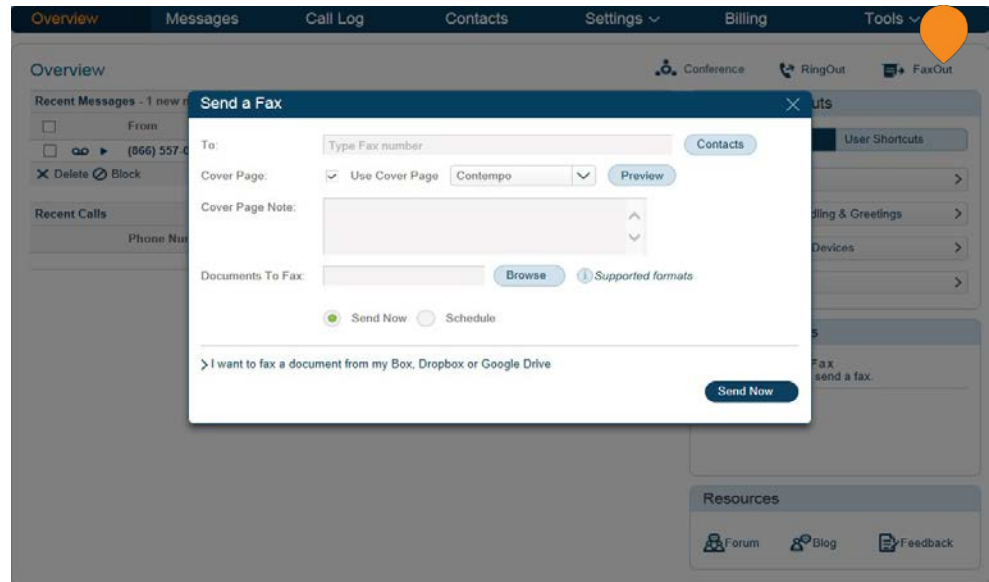
FaxOut

From any page on your Office@Hand 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**.

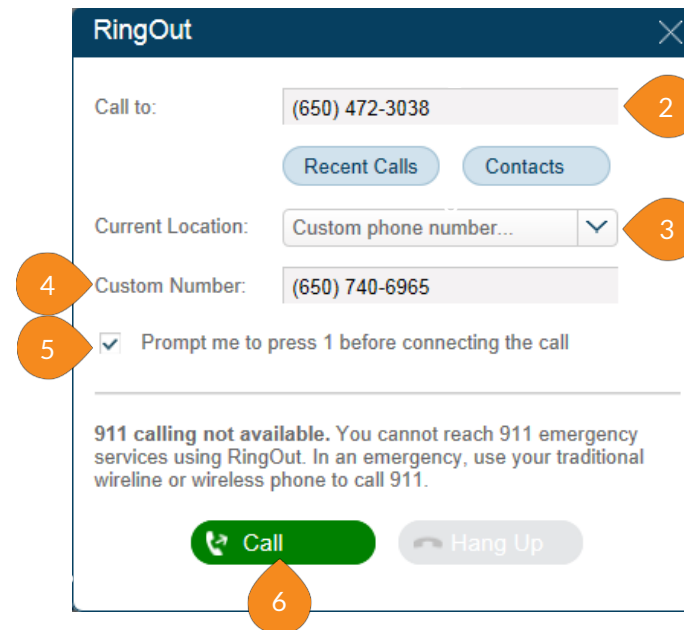
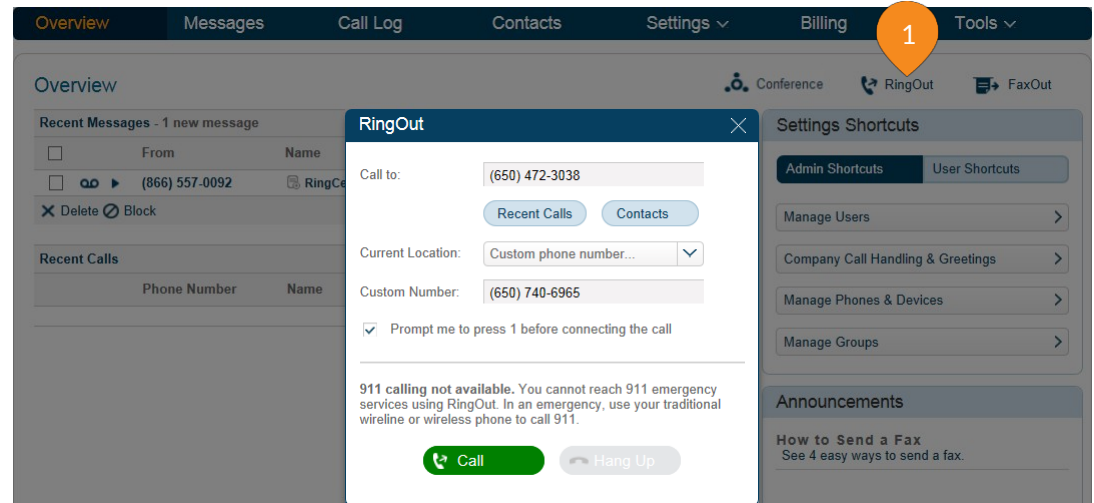
See "[Faxing](#)" for more details.



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 appears near the top of every online account page.

1. Click on the **RingOut** icon on any account page to open this menu pop-up.
2. In the **Call to** box, enter or select the number you wish to call. You can also choose from among recent calls, or from your contact list.
3. **Current Location** should list your Office@Hand number. Or you can choose **Custom phone number** from the drop-down menu and enter the desired number in the **Custom Number** field below.
4. Enter the **Custom Number to call** here. The custom number is the Caller ID you want to show.
5. **Prompt me to press 1 before connecting the call is pre-checked:** 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.
6. Now click **Call**. The system first calls you. When you answer (and press 1 as instructed), it then calls the other number and connects you.



Conferencing¹

RingCentral Office@Hand from AT&T customers can set up and join conference calls anytime, anywhere. Each customer receives a unique conference bridge number, and each user on the Office@Hand 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 1000 attendees, enabling you to hold large meetings and broadcasts.

You now have the option to add the international dial-in number in the invitation.

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

The Host has the full call control and can access all features through touch-tone commands.²

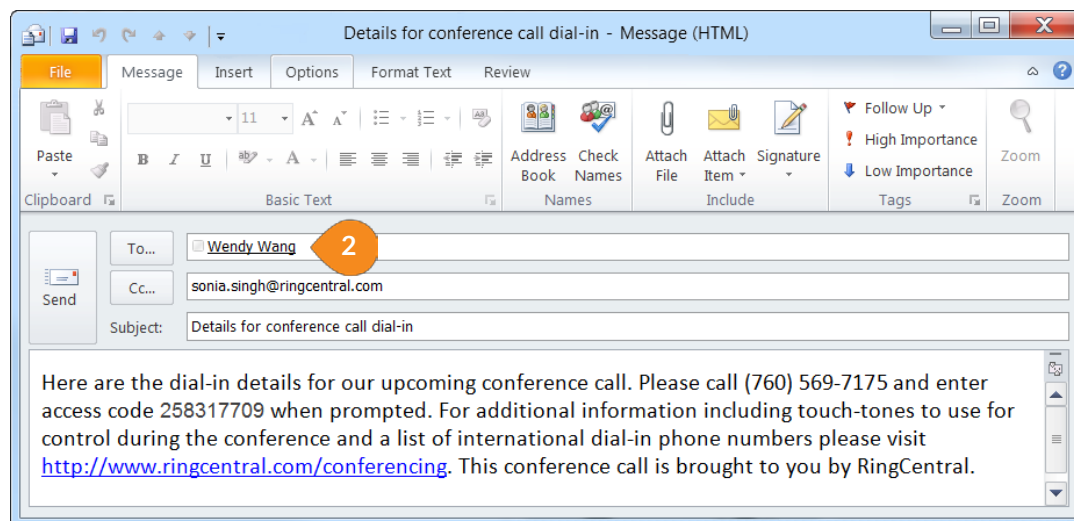
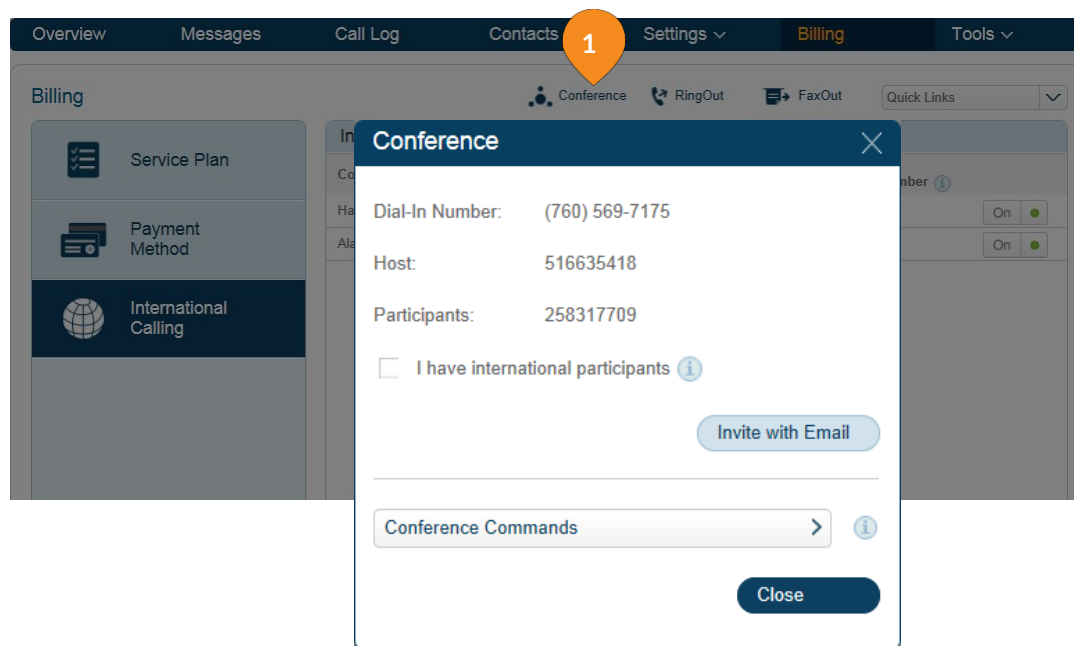
Participants, on the other hand, have limited control of the touch-tone commands.

To launch the Conferencing application:

1. Click the **Conference** icon to see the conference dial-in number, Host ID number, and Participants access number.
2. Invite with Email feature opens up email with pre-populated conference details – simply enter participant emails and send.

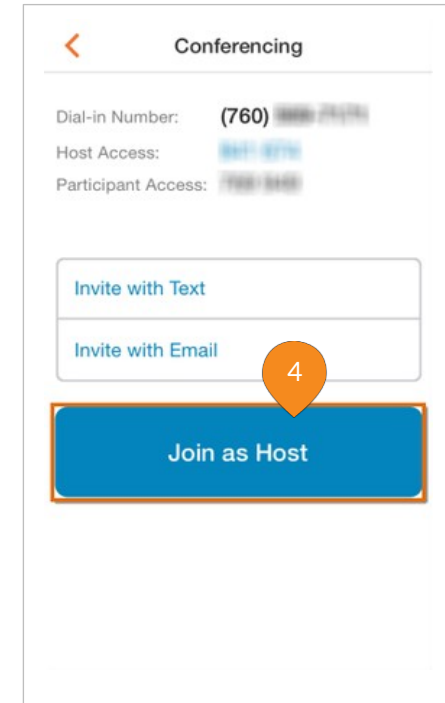
¹ Available only with selected plans in the US and the UK.

² See: [Touch Tone Commands](#)



Conferencing with Mobile Apps

1. from your iOS or Android device, download the **RingCentral Office@Hand Mobile App** from the iTunes App Store or Google Play.
2. Launch the Office@Hand mobile app.
3. Tap the **Conferencing** icon.
4. On the **Conference** pop-up, Join as Host, Invite participants with Email or with Text Messaging.



Touch Tone Commands

For the **Conferencing** feature, the host and participants have the same conference bridge number to dial into, but their call control depends on the access codes that they will use.

The **Host** has the full call control and can access the touch tone commands in the table to the right.

Participants, on the other hand, have limited control of the touch tone commands.

Participant Feature Keys			
*	#	3	Exit - exit the call
*	#	4	Instructions - conference instructions
*	#	6	Mute/Unmute - caller controlled muting

The commands are displayed with the conferencing dial-in information

Host Touch Tone Command	Feature keys	Explanation
Caller Count	*#2	Allows host to get a count of how many callers are on the call.
Exit Conference	*#3	Allows the host to exit the conference.
Menu Instructions	*#4	Plays a menu of touch tone commands.
Listening Modes	*#5	There are 3 different listening modes for the participants. Default mode is Open Conversation mode. Press *#5 once to mute all the participants. The audience can unmute themselves by pressing *#6 for questions, or to allow guest speakers the option to speak. Press *#5 for the second time to put all the participants on mute without the capability of unmuting themselves. Press *#5 for the third to return to Open Conversation mode.
Mute	*#6	Places your line on mute. Press *#6 again to unmute your line.
Security	*#7	Allows the host to secure the conference and block all other callers attempting to enter the conference. Press *#7 again to reopen the conference to all callers.
Tone Control	*#8	The default setting is Entry and Exit tones ON. Press *#8 once to set Entry and Exit tones OFF. Press *#8 for the second time to set the Entry tone OFF, Exit tone ON. Press *#8 for the third time to set the Entry tone ON, Exit tone OFF. Press *#8 for the fourth time to set the conference back in default mode, with both Entry and Exit tones ON.



Office@Hand Meetings™

Office@Hand Meetings* is a cloud-based app for video conferencing and web sharing** of the desktops and application displays of conference participants.

Participants are invited to join a meeting by email or SMS on mobile; they don't have to be Office@Hand customers but can download and run the Office@Hand Meetings app for free and join your meetings without needing to create an account.

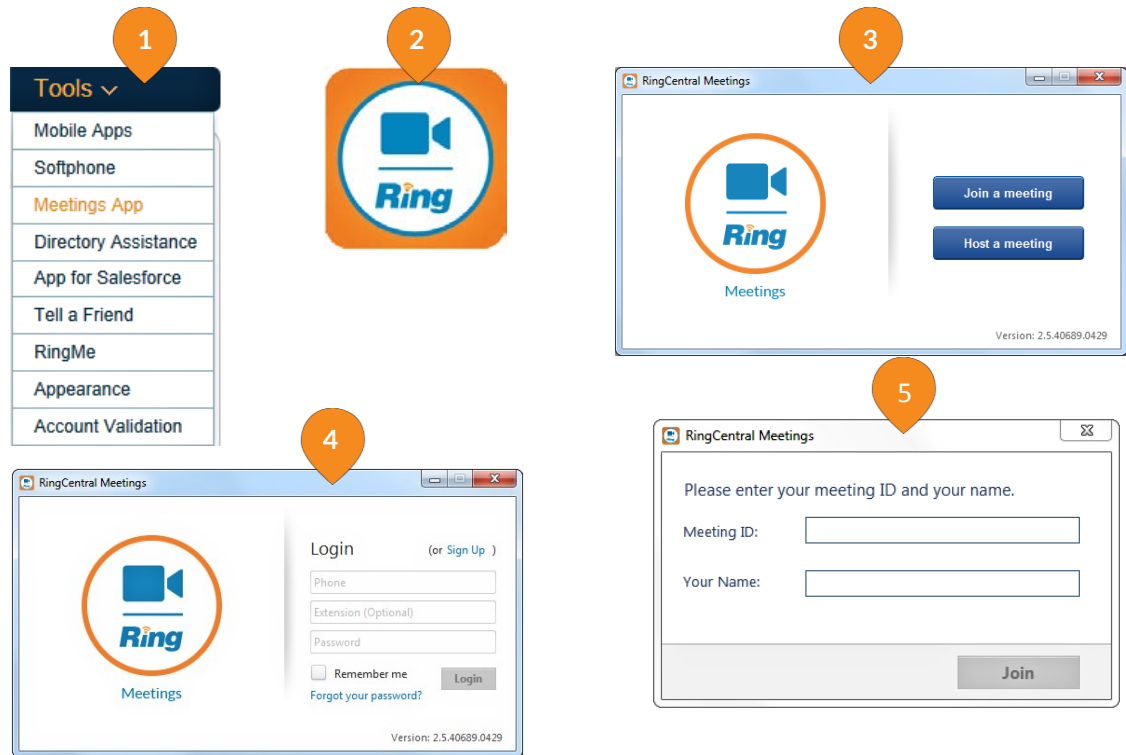
The Office@Hand Meetings application can be installed on Mac OS, Microsoft XP, Vista, Windows 7 and 8 desktops, and on these mobile devices: iPhone, iPad, and Android smartphones and tablets.

1. Download the desktop app by clicking **Tools > Meetings App**. For mobile devices, download Office@Hand Meetings from the iTunes App Store or from Google Play.
2. Click the **Office@Hand Meetings** icon on your desktop or mobile device to launch **Meetings**.
3. Click to **Join** or **Host** a meeting.
4. Login as **Host** of a meeting.
5. Sign in with **Meeting ID** to participate in a meeting.

When you host or join a meeting, you will see the Meetings screen, which, depending on the settings, will show images of the other attendees as they join. It can also show the desktop or specific windows or applications displayed on the desktop of the host or one of the participants

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

* Available with selected plans in the US. ** On iOS.



Part 2 – Admin Functions: Company Settings



Adding Company Numbers

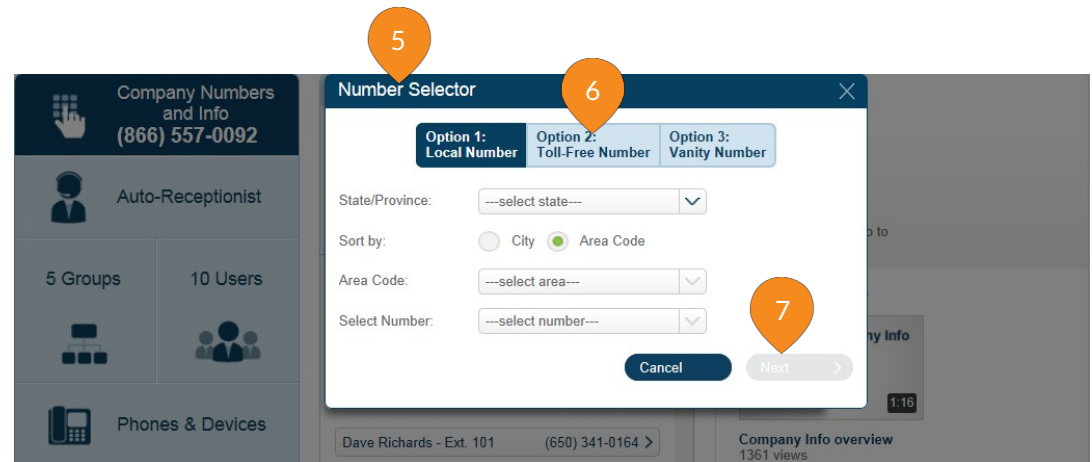
Adding additional company numbers to your Office@Hand account is simple. Select from a list of local numbers by city and area code, choose an available toll-free number or create your own vanity (personalized) number. Note that each Office@Hand number functions as a voice and fax line for incoming calls. This means that one number can be used for both calls and faxing. This flexibility allows you to maximize the use of your service.

1. Under the **Settings** tab select **Phone System**.
2. Click **Company Numbers and Info**.
3. (Optional) **Search** for Company Numbers and Info.
4. Click **Add Fax Number** or **Add Number** at the bottom of the middle panel.

The screenshot displays the RingCentral Office@Hand interface. The top navigation bar includes tabs for Overview, Messages, Call Log, Contacts, Settings (highlighted with a red circle '1'), Billing, and Tools. The Phone System section is active, showing a sidebar with options: Company Numbers and Info (866) 557-0092 (highlighted with a red circle '2'), Auto-Receptionist, 5 Groups, 10 Users, and Phones & Devices. The main panel for Company Numbers and Info includes a search bar (highlighted with a red circle '3'), Company Caller ID (MY COMPANY >), Company Address (>), and a list of Company Numbers. The list includes: Main Number (866) 557-0092 >, Direct Extension Numbers: Dave Richards - Ext. 101 (650) 341-0164 >, Dave Richards - Ext. 101 (650) 642-0180 >, and Jennifer Do - Ext. 104 (650) 376-0158 >. At the bottom of the panel are buttons for Add Company Fax Number, Add Number (highlighted with a red circle '4'), and Use My Existing Number. The right sidebar contains Shortcuts (411), Video Tutorials (Overview: Company Info), and Additional Help.



5. Using the **Number Selector**, click the corresponding tab to add a local, toll-free or vanity number.
6. Select the tab for type of number you'd like: **Option 1: Local Number**. Just provide **City** or **Area Code**, and choose from among the available numbers.
Option 2: Toll Free Number. Choose which toll-free prefix you wish.
Option 3: Vanity Number. Choose a vanity number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if this combination is available. You can use the wildcard character * to help with your search.
7. Once you choose a number, click **Next**, then select whether to have this number connect to your Auto-Receptionist, or to a specific extension you choose on the next screen. Click **Confirm**.
8. You will have the option to add more numbers or continue with this order, click **No** or **Yes**. Review the order confirmation and click **Next**, then **Done**.



Directory Listings*

Directory Listings is a free and convenient way to publish your business name, address, main number, and main fax number to increase your company's visibility in local directory assistance listings.

To publish your information

1. Click **Tools**.
2. Click **Directory Assistance**.
3. Review or edit your listing information and click **Next**.
4. Check the box next to "I agree to the terms of service".
5. Click **Publish**.
6. Once your information has been published, a confirmation window will pop up. Click **OK**.

Please allow 2-3 business days for your listing to appear.

Edit or delete your listing anytime by following these same steps.

The screenshot shows the 'Review Listing Details' page in the RingCentral interface. The top navigation bar includes 'Overview', 'Messages', 'Activity Log', 'Contacts', 'Settings', 'Billing', and 'Tools'. The 'Tools' dropdown menu is open, showing options like 'Mobile Apps', 'Softphone', 'Directory Assistance', 'App for Salesforce', 'Tell a Friend', 'RingMe', 'Appearance', and 'Account Validation'. The 'Directory Assistance' option is highlighted with a red circle labeled '2'. The main content area is titled 'Review Listing Details' and contains the following information:

- The following information will be submitted to Directory Assistance:**
 - Main Number: (650) 555-5566
 - Fax(optional): (650) 276-0718
 - I don't want my fax number listed
 - Business Name: RingCentral
 - Business Address: 1400 Fashion Island Blvd, 7th Floor
 - City: San Mateo
 - State: California
 - Zip Code: 94404
 - Email: admin@ringcentral.com
- Note:** if you change the details on this screen, the information will also be updated in the Company Address.
- Status:** Published on 9/06/2013

At the bottom of the form, there are 'Cancel' and 'Next' buttons. The 'Next' button is highlighted with a red circle labeled '3'.

The screenshot shows the 'Review Listing Details' page in the RingCentral interface, similar to the previous one. The 'Tools' dropdown menu is no longer open. The main content area is titled 'Review Listing Details' and contains the following information:

- The following information will be submitted to Directory Assistance:**
 - Main Number: (650) 555-5566
 - Business Name: RingCentral
 - Business Address: 1400 Fashion Island Blvd Fl 7
 - City: San Mateo
 - State: California
 - Zip Code: 94404
 - Email: patrick.sullivan@ringcentral.com
- The terms of service for Directory Assistance can be found in the RingCentral End User License Agreement and Terms of Service, available at: <http://www.ringcentral.com/legal/eulas.html>**
- Please confirm that you agree to these terms by checking the box:**
 - I agree to the terms of service.

At the bottom of the form, there are 'Back' and 'Publish' buttons. The 'Publish' button is highlighted with a red circle labeled '5'. The 'I agree to the terms of service' checkbox is highlighted with a red circle labeled '4'.



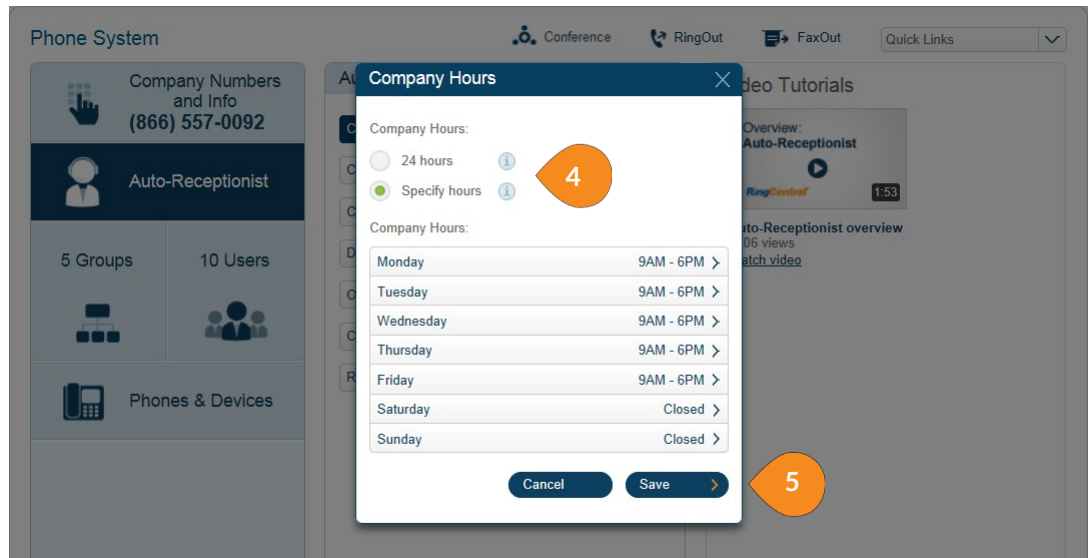
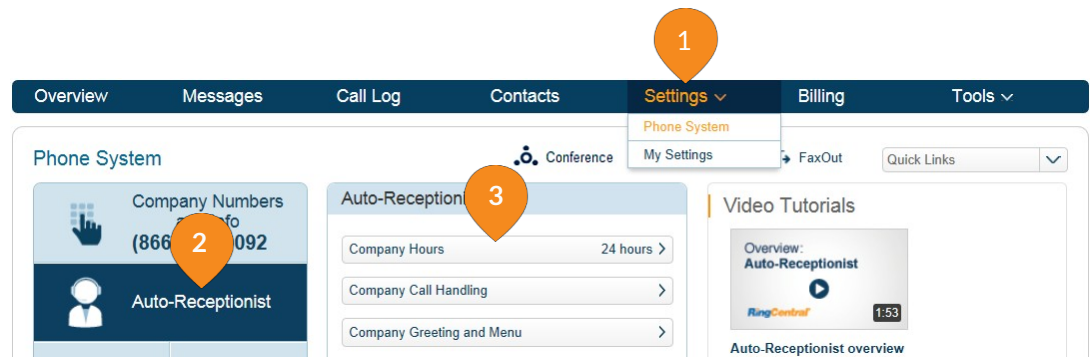
Auto-Receptionist Settings



Company Business Hours

Customize your company's business hours of operation by day. This establishes the settings for the **Business Hours** and **After Hours** tabs in other settings areas (such as call queue settings and user settings).

1. Under the **Settings** tab select **Phone System**.
2. Click **Auto-Receptionist**.
3. Select **Company Hours**.
4.
 - Set your Company Hours to **24 hours** to have incoming calls handled the same way all the time.
 - Set your **business hours** to **Specify Hours** and specify business hours for each day of the week. This lets you set separate call-handling rules and greetings for Business Hours and After Hours.
5. Click **Save** once done.



Company Call Handling

The **Auto-Receptionist** greets callers with a recorded message when they call your company. Your auto-receptionist is initially set to play a default greeting with your company name using text-to-speech technology.

Alternatively, the **Auto-Receptionist** can connect calls directly to an extension of your choice.

Set up your Company Greeting Rules in the Auto-Receptionist

1. Under the **Settings** tab select **Phone System**.
2. Click **Auto-Receptionist**.
3. Select **Company Call Handling**.
4. Select the **Company Hours** or **After Hours** tab.
5. Select **Connect directly to extension** if desired, and select an extension to receive all calls.
6. Select **Advanced Call Handling** to set up multi-condition call handling rules.
7. Click **Save** when finished with your selections.

The screenshot illustrates the configuration process for Company Call Handling in the RingCentral Admin console. The interface is divided into several sections:

- Navigation:** A top bar contains 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (highlighted with a '1' callout), 'Billing', and 'Tools'.
- Phone System Sidebar:** Contains 'Company Numbers and Info' (with a '2' callout), 'Auto-Receptionist', '5 Groups', '10 Users', and 'Phones & Devices'.
- Auto-Receptionist Section:** Features 'Company Hours' (with a '3' callout), 'Company Call Handling' (with a '4' callout), 'Company Greeting and Menu', 'Dial-by-Name Directory', 'Operator Extension', 'Call Recording', and 'Regional Settings'.
- Company Call Handling Modal:**
 - Has tabs for 'Company Hours' and 'After Hours' (with a '6a' callout).
 - Includes a 'Save' button (with a '6b' callout).
 - Shows options for 'How to handle incoming calls during business hours':
 - Play company greeting
 - Connect directly to extension (with a '5' callout)
 - Contains a search bar and a list of extensions:
 - Ext. 106 - Customer Support
 - Ext. 101 - Dave Richards
 - Ext. 104 - Jennifer Do
 - Ext. 102 - John Smith
 - Ext. 103 - Julia Anderson
 - Ext. 1003 - Sales
 - Ext. 1001 - SM Store
 - Ext. 1004 - SM Store
 - Ext. 105 - William Garcia
 - Includes 'Cancel' and 'Save' buttons at the bottom.
- Advanced Call Handling Modal:**
 - Has a title 'Advanced Call Handling' (with a '6b' callout) and a close button.
 - Contains a link 'Learn more about advanced call handling'.
 - Provides a detailed explanation of multi-condition advanced call handling rules.
 - Includes an 'Add Rule' button and a 'Done' button.





Record your Company Greeting Using your Computer Microphone

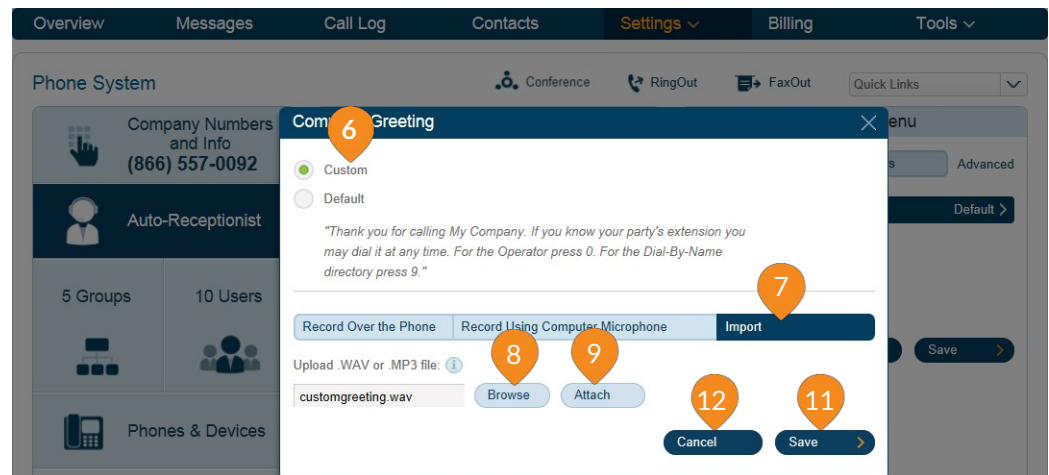
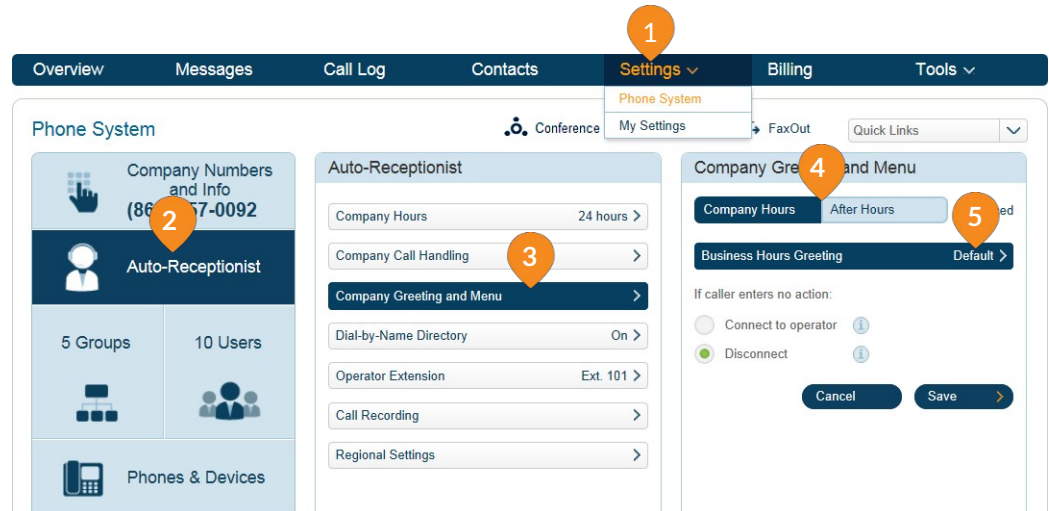
1. Under the **Settings** tab select **Phone System**.
2. Click **Auto-Receptionist**.
3. Select **Company Greeting and Menu**.
4. Select the **Company Hours** or **After Hours** tab.
5. Click **Default**.
6. Select the **Custom** radio button.
7. Click **Record Using Computer Microphone**.
8. Click **Allow** on the Adobe Flash Player Settings pop-up.
9. Click **Allow** if Office@Hand asks to record through your computer.
10. Plug a USB headset into your computer and adjust the recording level.
11. When ready, click the red **Record** button to record your custom greeting through your computer microphone.
12. Stop the recording and listen to the playback.
13. Click: Press  to listen and  to re-record your custom greeting.
14. Click **Save** when you are satisfied with your recorded greeting.
15. Or click **Cancel** to return to the previous menu options.

The image consists of two screenshots from the RingCentral Admin console, illustrating the process of recording a company greeting using a computer microphone. The top screenshot shows the 'Company Greeting' dialog box with the 'Custom' radio button selected and the 'Record Using Computer Microphone' option chosen. A pop-up window for 'Adobe Flash Player Settings' is visible, asking for camera and microphone access. The bottom screenshot shows the 'Microphone Test and Record' dialog box, which includes a volume slider and a red 'Record' button. Both screenshots have numbered callouts (1-15) indicating the steps described in the text.



Upload a Company Greeting from Your Computer

1. Under the **Settings** tab select **Phone System**.
2. Click **Auto-Receptionist**.
3. Select **Company Greeting and Menu**.
4. Select the **Company Hours** or **After Hours** tab.
5. Click **Default**.
6. Select **Custom**.
7. Click **Import**.
8. Click **Browse** and select the file you want to use.
9. Click **Attach**.
10. Click: Press  to listen and  to re-record your custom greeting.
11. Click **Save** when you are satisfied with your recorded greeting.
12. Or click **Cancel** to return to the previous menu options.



On-demand Call Recording

On-Demand Call Recording makes it easy for Office@Hand users to record calls they make or receive. (**Note:** state and federal laws require that your callers hear a call-recording notification before and after their call is recorded.) As an administrator, you need to make sure your company’s call recording procedures comply with federal and state laws; neither RingCentral nor AT&T are responsible for your company’s compliance. Once set up, your users can activate recording while taking a call on a RingCentral phone number.

1. From the **Settings** tab, select **Phone System**.
2. Select **Auto-Receptionist**, then **Call Recording**.
3. Click **Enabled** under **On-demand Call Recording**.
4. Click **Announcement on Start** of the recording and then **Announcement on Stop**. Select a **Default** or **Custom** announcement to play when recording is started and when it is stopped.
5. If you choose **Custom**, you may **Record Over the Phone**, **Record Using Computer Microphone**, or **Import** a pre-recorded greeting (maximum duration 5 minutes) from your computer.
6. When finished, click **Save**.
7. Click **Done**. Now that the call recording rules are set up, users can start and end call recording from any RingCentral phone by pressing the *9 (star key and nine). They can later find the recordings of their calls by clicking **Messages** in the menu bar, then **Recordings**.

The screenshot displays the RingCentral Admin Console interface. At the top, a navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', 'Billing', and 'Tools'. The 'Settings' dropdown menu is open, showing 'Phone System' (highlighted with callout 1) and 'My Settings'. The 'Phone System' page is active, with a left sidebar containing 'Company Numbers and Info (866) 557-2a', 'Auto-Receptionist', '5 Groups', '10 Users', and 'Phones & Devices'. The 'Auto-Receptionist' settings are visible, with 'Call Recording' selected in the left sidebar (callout 2b). The 'Call Recording Settings' dialog box is open, showing 'On-demand Call Recording' with the 'Enabled' radio button selected (callout 3). Below this, 'Announcement on Start' and 'Announcement on Stop' are both set to 'Default' (callout 4). A legal disclaimer is present, and at the bottom, 'Cancel' and 'Save' buttons are visible (callout 6). The 'Automatic Call Recording' status is shown at the bottom of the dialog.



Automatic Call Recording*

Automatic Call Recording is a new feature which enables you to record incoming and outgoing calls automatically. You can also play back the recordings or download the recorded call logs for sales and support training, compliance, etc.

1. From the **Settings** tab, select **Phone System**.
2. Select **Auto-Receptionist, Call Recording**, and then **Automatic Call Recording**.

Customize your Call Recording Announcement

3. To record a new voicemail greeting over the phone, click **Default**, then **Custom**, and choose **Record Over the Phone**. Select a phone number, then **Call Now**.
4. Or select **Record Using Computer Microphone** and follow the prompts.
5. To upload a prerecorded voicemail greeting from your computer, select **Import**, then upload a .WAV or MP3 file.

*Available only with selected plans.

Set up users with Automatic Call Recording

6. Click **Users & Groups to Record**.
7. Tick the check box for the user extension to be recorded, and check **Inbound** calls and/or **Outbound** calls.
8. **Save** the changes. Users get an email that their calls will be automatically recorded, and how to access the recordings.

Call Recording Settings

On-demand Call Recording

Automatic Call Recording

Automatically record calls: Enabled Disabled

Users & Groups to Record

Call Recording Announcement: Default

Certain state and federal call recording laws apply to your use of this call recording feature. By using the RingCentral call recording feature, you are required and agree to maintain compliance with all applicable state and federal laws and regulations. You understand and agree that you are solely responsible and liable for compliance with such laws and regulations, and under no circumstances shall RingCentral be responsible or held liable for such compliance. You agree to indemnify RingCentral in accordance with Section 25 of the RingCentral End User License Agreement and Terms of Service (available at <http://www.ringcentral.com/legal/eulatos.html>) for any violations of such laws and regulations.

In some states, you are required to obtain consent from all parties to record a phone call. As a result, you may need to inform your employees and third-parties whom you call through the service that their calls are being recorded. Third parties will receive an automated announcement indicating that the call is being recorded only when they call you. You are responsible for obtaining any and all legally-required consents when you make a call with call recording enabled.

You should consult with an attorney prior to recording any call. The information above does not constitute legal advice.

Cancel Save

Call Recording Announcement

Custom Default

"This call is being recorded. If you do not wish to be recorded, please disconnect at this time."

Record Over the Phone Record Using Computer Microphone Import

Users & Groups to Record

Select users & groups to record:

Users	Ext.	Incoming	Outgoing
Dave Richards	Ext. 101	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jennifer Do	Ext. 104	<input checked="" type="checkbox"/>	<input type="checkbox"/>
John Smith	Ext. 102	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Julia Anderson	Ext. 103	<input checked="" type="checkbox"/>	<input type="checkbox"/>
William Garcia	Ext. 105	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Call Queues	Ext.	Incoming	Outgoing
Customer Support	Ext. 1004	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sales	Ext. 1003	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Shared Lines	Ext.	Incoming	Outgoing
SM Store	Ext. 1001	<input type="checkbox"/>	<input type="checkbox"/>
Paging Only	Ext.	Incoming	Outgoing
Warehouse	Ext. 1002	<input type="checkbox"/>	<input type="checkbox"/>

Cancel Save



Groups and Call Queues



Groups

Groups enable you to designate a group of employees with similar activities or services beyond department functions.

Groups support these calling features:

- Call Queues
- Shared Lines
- Paging Only
- Message-Only Extension
- Announcements-Only Extension

A Call Queue is different from an extension. Call queues increase the efficiency of your company by directing the calls to the right employees. A Group can support up to 25 calls waiting in a call queue. Learn more about Call Queues [here](#).

The Shared Lines feature allows calls made to one phone number to be answered by multiple phone devices. Answered calls can easily be handed off to other phones sharing the same phone number. This feature is a commonly required function in many industries, such as retail, restaurant, warehouse, etc. Learn more [here](#).

The Paging feature enables business's real-time one-way broadcasting through multiple desk phones and overhead paging devices. Learn more [here](#).

A Message-Only Extension allows you to create a dedicated extension specifically for receiving voice messages. All calls routed to this extension will be automatically directed to the extension's voicemail box. Learn more [here](#).

An Announcements-Only Extension allows you to create a dedicated extension specifically for playing an announcement. All callers routed to this extension will only hear a recorded announcement/greeting. Learn more [here](#).

The screenshot displays the RingCentral Phone System dashboard. The top navigation bar includes Overview, Messages, Call Log, Contacts, Settings, Billing, and Tools. The main content area is titled 'Phone System' and features several sections:

- Company Numbers and Info:** (866) 557-0092
- Auto-Receptionist**
- 5 Groups** and **10 Users**
- Phones & Devices**

The central 'Groups' section lists various features:

- Call Queues:**
 - Customer Sup...: 3 Available, 0 Unavailable, Ext. 106, Msg.: 1/1
 - Sales: 3 Available, 0 Unavailable, Ext. 1003, Msg.: 0/0
- Paging Only:** Warehouse, Ext. 1002
- Shared Lines:**
 - SM Store (650) 329-0164, (650) 329-0167, (650) 329-0178, (650) 331-0155, Ext. 1001, Msg.: 0/0
 - SM Store (650) 342-0169, (650) 342-0171, (650) 342-0173, (650) 344-0195, Ext. 1004, Msg.: 0/0
- Messages-Only Extension:** When this extension is dialed callers will be transferred directly to voicemail
- Announcements-Only Extension:**

On the right side, there are 'Video Tutorials' for Call Queues, Paging Only, and Shared Lines, each with a 'Watch video' link and view count.



Call Queues

Create a call queue when you want a specific group of users (such as Sales, Support, or Billing) to share incoming calls.

Each call queue can have an extension or direct (local or toll-free) number of its own. You can define specific business hours for each call queue and set up email or text message notifications of any missed calls or voicemails.

Add a Call Queue Group

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **Add Group** at the bottom of the **Groups** panel.
4. Give the new call queue an extension number; enter the name of the call queue in the **Extension Name** field; and add the email of the designated manager of that department; then click **Save**.
5. Select **Call Queue Members**.
6. Click **Save**. Continue adding Call Queue Groups as needed.

The screenshot shows the RingCentral 'Phone System' settings page. The 'Settings' tab is active, and the 'Groups' panel is expanded. The 'Add Group' dialog box is open, with 'Call Queue' selected. Below it, the 'Add Call Queue' dialog box is open, showing the following details:

- Extension Number: 106
- Extension Name: Customer Support
- Manager Email: mike.jones@mycompany.com

Buttons for 'Cancel' and 'Save' are visible at the bottom of the 'Add Call Queue' dialog.

The 'Call Queue Members' dialog box is shown. It features a search bar at the top. Below it, there are two columns of member information:

Available Members (2)		Selected Members (3)	
Name	Extension	Name	Extension
Dave Richards	Ext. 101	John Smith	Ext. 102
Jennifer Do	Ext. 104	Julia Anderson	Ext. 103
		William Garcia	Ext. 105

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



7. Back at the **Phone Systems-Groups** window, click the new **Group** name.
8. In the window that appears, click **Call Queue Info**.
9. Add the **Company Name**, if different, a **Contact Phone**, set **Business Hours** for this call queue, and add more call queue members. The person whose email is entered in Manager Email will receive inbound call queue faxes and notifications, and can make changes to the Call Queue Info screen.
10. Click **Direct Numbers** to designate a dedicated local or toll-free number for the department.
11. Click **Save**.

The screenshot displays the RingCentral Phone System interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', 'Billing', and 'Tools'. The 'Settings' dropdown is open, showing 'Phone System' and 'My Settings'. The main content area is titled 'Phone System' and features a 'Groups' section. On the left, there are summary cards for 'Company Numbers and Info (866) 557-0092', 'Auto-Receptionist', '5 Groups / 10 Users', and 'Phones & Devices'. The 'Groups' section lists several call queues with their status (Available/Unavailable) and message counts. A modal window titled 'Customer Support, Ext. 106' is open, showing the 'Call Queue Info' configuration. The modal includes fields for 'Extension Number' (106), 'Group Name' (Customer Support), 'Record Call Queue Name', 'Company Name' (My Company), 'Contact Phone' (+1 (650) 555-5566), and 'Manager Email' (mike.jones@mycompany.com). It also has 'Address', 'Call Queue Hours' (24 hours), 'Call Queue Members' (3), 'Call Queue Password', and 'Regional Settings' sections. At the bottom of the modal, there are 'Cancel' and 'Save' buttons, and a 'Direct Numbers' section with 'Greeting', 'Call Handling', and 'Messages & Notifications' options. Orange callout numbers 7, 8, 9, 10, and 5 are placed over the interface to indicate the steps described in the text.



Call Queue Greetings

The **Auto-Receptionist** greets callers with a personal introductory message when they call a Group within your company. Your phone system is initially set to play a default greeting in which the **Auto-Receptionist** automatically reads the name of the Group using text-to-speech technology. Follow the instructions on this page to create a custom Group greeting that you either record from your phone or upload from your computer.

Recording your Call Queue Custom Greeting over the Phone

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Select a Call Queue name under the list of Groups.
4. Select **Greeting**.
5. Select the **Call Queue Hours** tab (if displayed).
6. Set the Call Queue greeting during business hours button to **On**.
7. To check the default greeting or create a custom greeting, click the **Set Greeting** bar.
8. Play and, if you wish, accept the Default greeting.
9. Or select **Custom**, then **Record**.
10. On the Record Over the Phone screen, select or enter your phone number in “**Call me at**” and press **Call Now**.

11. Office@Hand will call you and prompt you to record your greeting.
12. Click **Save**. You will have the opportunity to listen to the greeting and accept it, or to re-record it by clicking the red button.
13. Repeat this process, selecting the **After Hours** tab (if displayed), to set up a Call Queue greeting for after business hours. Click **Save**.

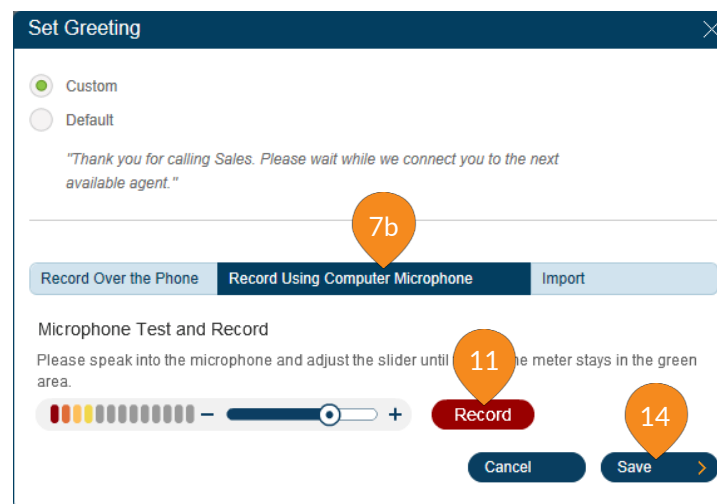
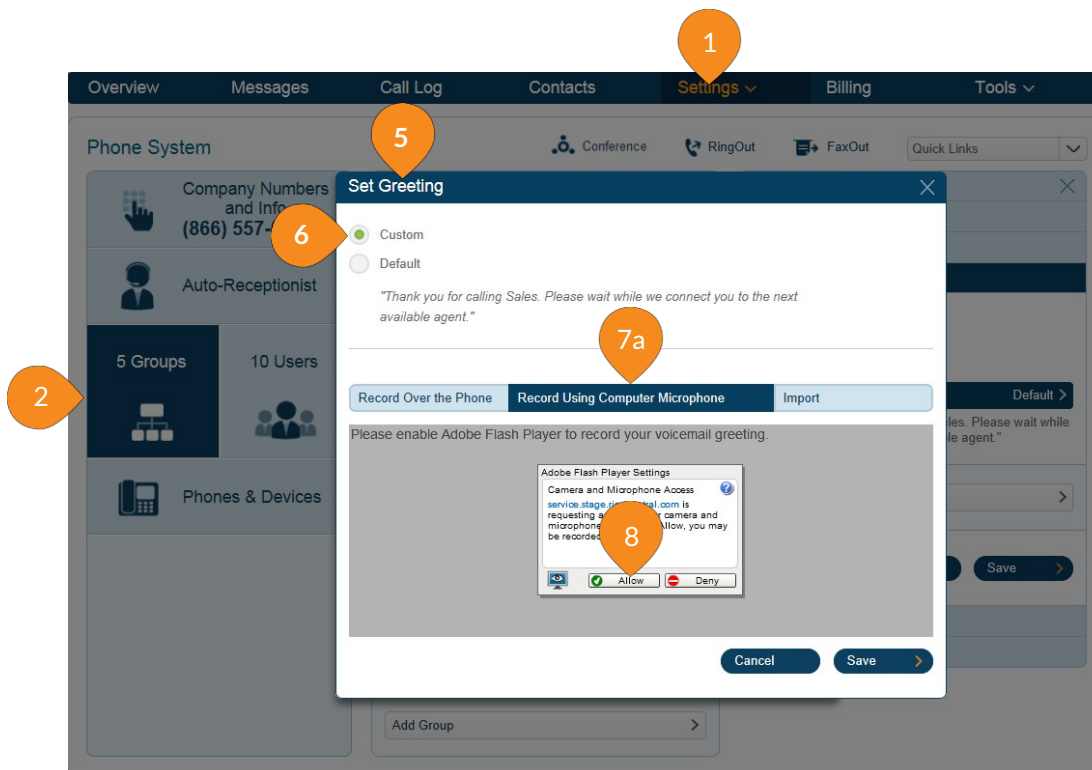
The screenshot shows the RingCentral Phone System settings interface. The top navigation bar includes Overview, Messages, Call Log, Contacts, Settings (selected), Billing, and Tools. The Settings dropdown menu is open, showing Phone System and My Settings. The main content area is titled 'Phone System' and includes a 'Groups' section with a 'Call Queues' table. The 'Sales' group is selected, showing 3 available and 0 unavailable agents. The 'Greeting' section is expanded, showing the 'Call Queue greeting' set to 'On'. The 'Set Greeting' bar is visible, along with a 'Blocked Numbers' field and 'Cancel' and 'Save' buttons. Numbered callouts (1-12) indicate the steps for setting a custom greeting: 1. Settings tab; 2. Groups; 3. Sales group; 4. Greeting; 5. Call Queue Hours tab; 6. On button; 7. Set Greeting bar; 8. Default greeting; 9. Custom/Record; 10. Record Over the Phone screen; 11. Office@Hand call; 12. Save button.

Group Name	Available	Unavailable	Ext.	Msg.
Customer Sup...	3	0	106	1/1
Sales	3	0	1003	0/0



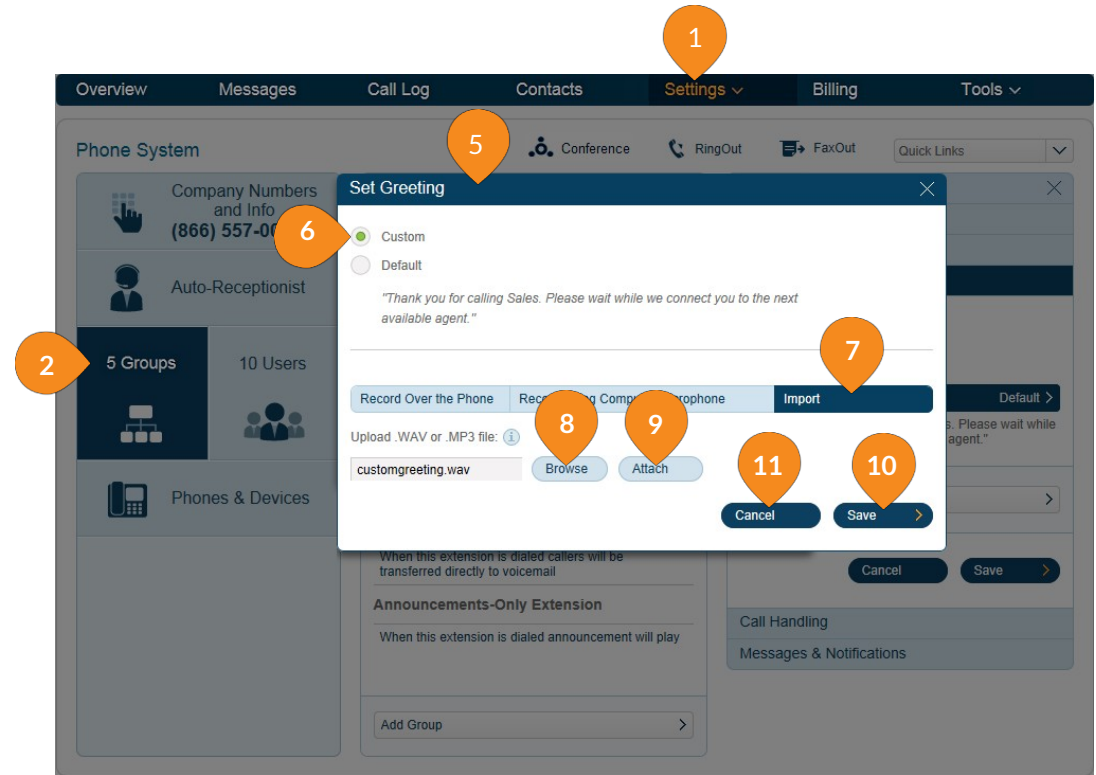
Recording your Company Greeting using your Computer Microphone

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Select a Call Queue name under the Groups list.
4. Select **Greeting**.
5. Click **Default**.
6. Select the **Custom** radio button.
7. Click **Record Using Computer Microphone**.
8. Click **Allow** on the Adobe Flash Player Settings pop-up.
9. Click **Allow** if Office@Hand asks to record through your computer.
10. Plug a USB headset into your computer and adjust the recording level.
11. When ready, click the red **Record** button to record your custom greeting through your computer microphone.
12. **Stop** the recording and listen to the playback.
13. Click:
 - Press ▶ to listen and ● to re-record your custom greeting.
14. Click **Save** when you are satisfied with your recorded greeting.
15. Or click **Cancel** to return to the previous menu options.



Uploading a Call Queue Greeting from your Computer

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Select a Call Queue name under the Groups list.
4. Select **Greeting**.
5. Click the **Set Greeting** bar.
6. Select **Custom**.
7. Click **Import**.
8. Browse for a .WAV or .MP3 file you want to use.
9. Click **Attach**.
10. Listen to the playback of your uploaded greeting and click **Save**.
11. Or click **Cancel** to return to the previous menu options.



Call Queue Handling

Use these settings to select call handling, on-hold music, and more.

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Select a Call Queue name under the Groups list.
4. Click **Call Handling**.
5. Select the **Call Queue Hours** tab, if displayed.
6. Select the order in which calls will be transferred to department members: **Rotating** (in order by extension number); **Simultaneous** on all department extensions; or **In fixed order** to choose another order.
7. Select the audio callers will hear during business hours while waiting for a connection.
8. Choose how often the audio will be interrupted by a prompt. If you choose an interrupt time, you can then choose a standard Interrupt Prompt, such as "Thank you for holding. Please continue to stay on the line," or record or upload your own custom prompt.
9. You can also choose various handlings of callers who are waiting on hold in the **Member availability and hold times** menu.
10. Select the **After Hours** tab, if present, and repeat this process to set how department calls will be handled after working hours.

The screenshot shows the RingCentral Phone System interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (selected), 'Billing', and 'Tools'. The 'Phone System' sidebar on the left has 'Groups' selected. The main area shows a 'Groups' list with 'Customer Sup...' selected. The 'Customer Support, Ext. 106' settings panel is open, showing 'Call Handling' options. The 'Call Queue Hours' tab is selected, and the 'Rotating' option is chosen for the order in which calls will be transferred to call queue members. The 'Set Audio' dropdown is set to 'Acoustic', and the 'Interrupt Audio' dropdown is set to 'Never'. The 'Member availability and hold times' dropdown is visible at the bottom of the panel. Numbered callouts (1-9) indicate the steps for configuring call handling.



Call Queue Voicemail

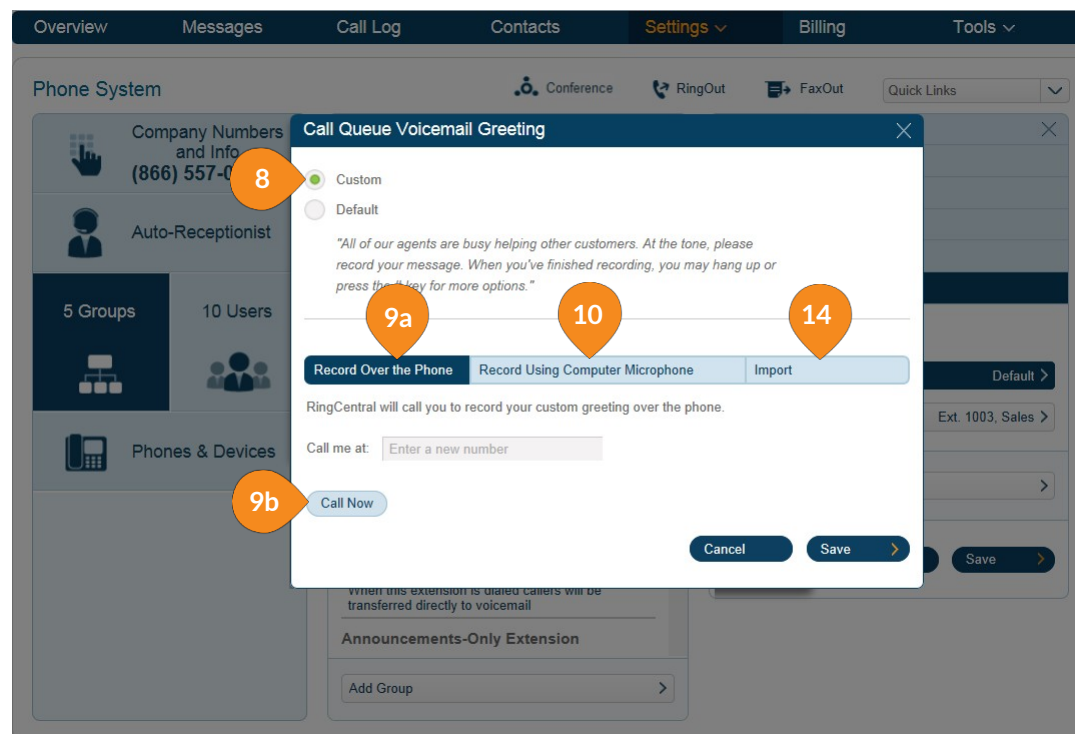
Office@Hand allows each Call Queue to have separate voicemails to greet unanswered calls, as well as allows you to set a recipient for these voicemails.

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Select a Call Queue name under the Groups list.
4. Click **Messages and Notifications**.
5. Click the **Department Hours** tab (if displayed).
6. Click **Voicemail Greeting**.
7. Click **Default** to play an automatic voicemail greeting using text-to-speech technology. You can review this default greeting by clicking the **Play** button.

The screenshot illustrates the configuration process for a voicemail greeting. The top navigation bar shows 'Settings' selected, with a dropdown menu containing 'Phone System' and 'My Settings'. The 'Phone System' sidebar is visible on the left. The main content area shows the 'Groups' section with a list of call queues: 'Customer Sup...' (3 Available, 0 Unavailable, Ext. 106, Msg. 1/1) and 'Sales' (3 Available, 0 Unavailable, Ext. 1003, Msg. 0/0). The 'Sales' queue is selected. The 'Messages & Notifications' panel for 'Sales, Ext. 1003' is open, showing the 'Voicemail Greeting' section with a 'Default' button. A modal window titled 'Call Queue Voicemail Greeting' is open, showing the 'Default' option selected and a play button to preview the message. The modal also contains a text area with the default greeting: "All of our agents are busy helping other customers. At the tone, please record your message. When you've finished recording, you may hang up or press the # key for more options."



8. To record a new custom voicemail greeting, select **Custom** then choose an input method.
9. If by phone, select a phone number, then **Call Now**.
10. If you select **Record Using Computer Microphone**, click **Allow** on the Adobe Flash Player Settings pop-up. Then click **Allow** if Office@Hand asks to record through your computer.
11. Plug a USB headset into your computer and adjust the recording level.
12. When ready, click the red **Record** button to record your custom greeting through your computer microphone.
13. **Stop** the recording and listen to the playback. Click **Save** when you are satisfied with your recorded greeting, or click **Cancel** to return to the previous menu options.
14. To upload a prerecorded voicemail greeting from your computer, select **Import**, then upload a .WAV or .MP3 file.
15. Repeat with the **After Hours** tab (if displayed) to create a department voicemail message to be played to those who call after business hours.
16. Click the **Message Recipient** bar to specify a particular Call Queue member to receive messages left for this Call Queue.
17. Click the **Notifications** bar to have the system send an email or text-message notification to a recipient of your choice when voicemail messages or faxes are received, or calls missed.

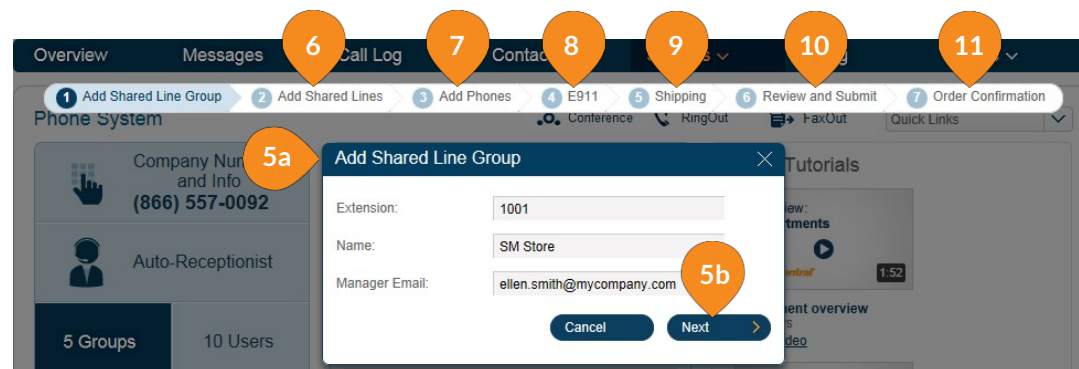
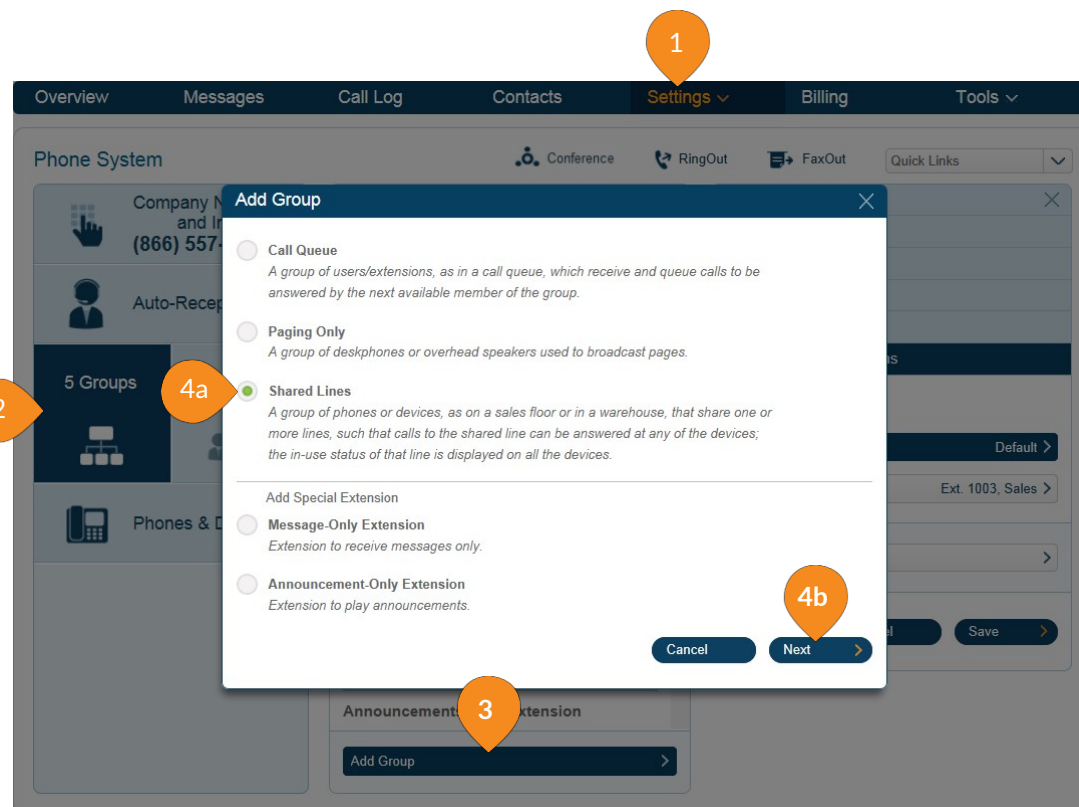


Shared Lines

The **Shared Lines** feature allows calls made to one phone number to be answered by up to 16 phones in a designated group. Multiple groups of shared lines can be set up. Answered calls can easily be handed off to other phones sharing the same phone number.

Add a Shared Lines Group

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click **Add Group**.
4. Select the **Shared Lines** radio button, and click **Next**.
5. Enter the **Add Shared Line Group** info and click **Next**.
6. **Add Shared Lines** – follow the steps and click **Next**.
7. **Add Phones** – follow the steps and click **Next**.
8. **E911** info – follow the steps and click **Next**.
9. **Shipping** – follow the steps and click **Next**.
10. **Review and Submit** – follow the steps and click **Next**.
11. **Order Confirmation** – follow the steps and click **Done**.



Shared Lines Settings

The first step is to review and/or change the settings for your shared lines.

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Shared Lines** group (SM Store example).
4. Click **Info**.
5. Click **Record Group Name**. Type in a Group Name in the *optional* field, or click the upper radio button to enter a custom recording of the group name.
6. Click **Business Hours** to change the default 24 hrs. to Specify hours of operation.
7. Click **Group Password** to set up a new password for this call group.
8. Click **Regional Settings** to adjust the group Time Zone, Time Format, and Home Country Code.

The screenshot displays the 'SM Store Ext. 1001' settings page. The main interface includes fields for Extension Number (1001), Group Name (SM Store), Manager Email (ellen.smith@my...), Business Hours (24 hours), Group Password, Regional Settings, and Status (Enabled). Three inset windows provide detailed views of specific settings:

- Record Group Name:** Shows radio buttons for 'Record group name' and 'RingCentral text-to-speech name', with an 'optional' text input field.
- Business Hours:** Shows radio buttons for '24 hours' (selected) and 'Specify hours'.
- Regional Settings:** Shows a dropdown for Time Zone (GMT-08:00 Pacific Time (US & Canada)), radio buttons for Time Format (12 h (AM/PM) selected, 24 h), and a dropdown for Home Country Code (United States (1)).



Shared Lines Settings (cont.)

The next step is to configure the group settings for Phones and Lines.

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Shared Lines** group (SM Store example).
4. Click **Phones & Lines**.
5. Click **Line Configuration**.
6. On the **Configure Group** panel, click the up-down arrows to order the phone line appearance.
7. Click **Preview on Phones** to view the phone line appearance on the shared line phone devices.
8. Click the drop-down menu to view the shared line appearance on additional phones (if any).

Company Numbers and Info
(866) 557-0092

Groups

Call Queues

- Sales: 3 Available, 0 Unavailable, Ext. 1003, Msg.: 0/0

Paging Only

- Warehouse: Ext. 1002

Shared Lines

- SM Store: (650) 329-0164, (650) 329-0167, (650) 329-0178, (650) 331-0155, Ext. 1001, Msg.: 0/0

Messages-Only Extension

When this extension is dialed callers will be transferred directly to voicemail

Announcements-Only Extension

When this extension is dialed announcement will play

SM Store, Ext.1001

Info

Phones & Lines

Phones

A shared line group can have up to 16 Phones.

- SM Store - Polycom IP 550 HD Manager IP ...
- SM Store - Polycom IP 550 HD Manager IP ...
- SM Store - Polycom IP 550 HD Manager IP ...

Add Phones

Phone Lines

The Phones you are using can share up to 8 lines.

- (650) 329-0167
- (650) 329-0178
- (650) 329-0164
- (650) 331-0155

Add Lines Line Configuration

Preview Shared Lines on Device

Preview line appearance on: Polycom IP 550 HD Manager IP phone

Store Line 1
Store Line 2
Store Line 3
Store Line 4

Configure Group

Line	Phone	Label
1	(650) 329-0167	Store Line 1
2	(650) 329-0178	Store Line 2
3	(650) 329-0164	Store Line 3
4	(650) 331-0155	Store Line 4

Preview on Phones

Cancel Save



Shared Lines Settings (cont.)

Continue reviewing and/or changing the settings for your shared lines.

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Shared Lines** group (SM Store example).
4. Click **Direct Numbers**. Add preferred local, toll-free or vanity numbers by following the steps in the **Number Selector**.
5. Click **Greeting & Blocked Numbers**.
6. Click **Set Greeting** and keep the default, or record a custom greeting for the group.
7. Click **Blocked Numbers** to block specific calls or all calls for this call group. Then set up the message blocked callers will hear.

The image shows a sequence of screenshots from the RingCentral interface. The main screenshot is titled "SM Store, Ext. 1001" and has a sidebar menu with items: Info, Phones & Lines (callout 4a), Direct Numbers, Greeting & Blocked Numbers (callout 5), Call Handling, Outbound Caller ID, and Messages & Notifications. The "Direct Numbers" section is active, showing an "Add Direct Number" button and a "Done" button. A "Number Selector" modal is open over it, with callout 4b pointing to its top bar. The modal has three tabs: "Option 1: Local Number", "Option 2: Toll-Free Number", and "Option 3: Vanity Number". It contains dropdowns for "State/Province", "Area Code", and "Select Number", along with "Sort by" options for "City" and "Area Code". "Cancel" and "Next" buttons are at the bottom. Below this, another screenshot shows the "Greeting & Blocked Numbers" section. Callout 6 points to the "Set Greeting" button, and callout 7 points to the "Blocked Numbers" link. "Cancel" and "Save" buttons are at the bottom of this section.



Shared Lines Settings (cont.)

Continue reviewing and/or changing the settings for your shared lines.

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Shared Lines Group** (SM Store example).
4. Click **Call Handling**. Review or change each option for handling incoming calls for both **Business Hours** and **After Hours**.
5. Click **Outbound Caller ID**. Set up an outbound caller ID for the group, or use individual numbers as caller IDs for each line.
6. Click **Messages & Notifications**. Set up a group voicemail and notification options.

SM Store, Ext. 1001

Info

Phones & Lines

Direct Numbers

Greeting & Blocked Numbers

Call Handling

Business Hours | After Hours | Advanced

Audio while connecting: ⓘ

On Off

Set Audio Acoustic >

When all lines are busy, forward calls to: ⓘ

Select Destination Group Voicemail >

Cancel Save >

Outbound Caller ID

Messages & Notifications

SM Store, Ext. 1001

Info

Phones & Lines

Direct Numbers

Greeting & Blocked Numbers

Call Handling

Outbound Caller ID

Group Individual Lines

(866) 557-0092 - Main Number

Cancel Save >

Messages & Notifications

SM Store, Ext. 1001

Info

Phones & Lines

Direct Numbers

Greeting & Blocked Numbers

Call Handling

Outbound Caller ID

Messages & Notifications

Take messages:

Yes No

Voicemail Greeting Default >

Message Recipient Ext. 1001, SM Store >

Notifications >

Cancel Save >



Paging

The Paging feature enables real-time one-way broadcasting through multiple desk phones and overhead paging devices.

Add a Paging Only Group

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click **Add Group**.
4. Select the **Paging Only** radio button, and click **Next**.
5. Enter the **Add Paging Group** info, and click **Save**.

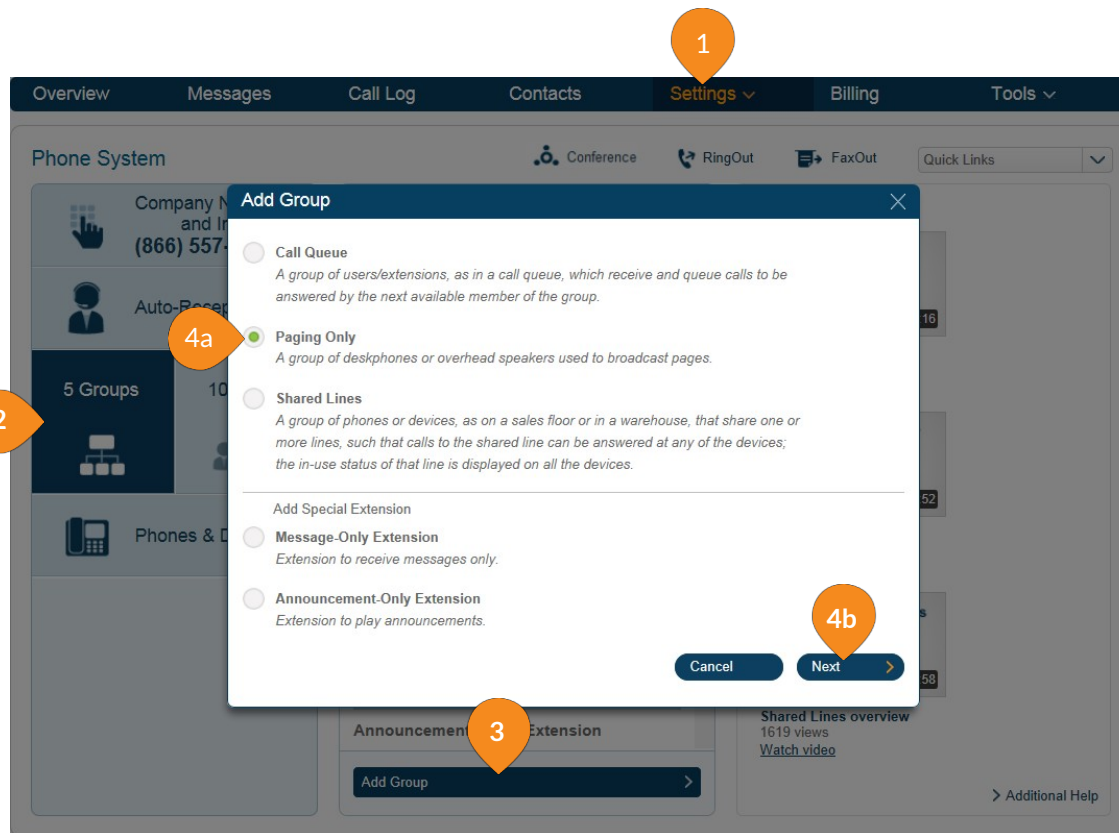
Paging Applications

How to Page

Paging is a commonly required function in many locations such as warehouse/shipping centers, retail stores, schools and hospitals, among others.

Office@Hand Paging supports broadcasting through multiple desk phones (groups) and through overhead paging devices.

You can page using a special phone with a paging soft-key, or by dialing *84 from your digital desk phone or from your VoIP calling enabled mobile phone. In each case you need to set up the Group number prior to the page.



Paging Settings

After the paging group is set up, select the devices to receive pages from the list of paging devices and user phones capable of doing so.

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click **Warehouse** (example).
4. Click **Paging** and click **Devices to receive page**.
5. Select the **Paging Devices** and click **Save**.
6. Select the **User Phones** and click **Save**.

The screenshots illustrate the following steps:

- Step 2:** The 'Groups' menu is open, showing '5 Groups' and '10 Users'.
- Step 3:** The 'Warehouse' group is selected under 'Call Queues'.
- Step 4:** The 'Paging' tab is selected, and the 'Devices to receive page' button is clicked.
- Step 5a:** The 'Paging Devices' tab is active, showing a list of available devices and three selected devices: DR SPA508 (106), DR WX 310 (102), and Paging Device (-).
- Step 5b:** The 'User Phones' tab is active, showing a list of available devices and two selected devices: DR SPA508 (106) and DR WX 310 (102).
- Step 6a:** The 'User Phones' tab is active, showing one selected device: TANJ 5033 Polycom WX310 (5033).
- Step 6b:** The 'Save' button is clicked to save the selected devices.



Paging Settings

Next, select the users allowed to page this group.

1. From the **Settings** tab, select **Phone System**.
2. Click **Groups**.
3. Click **Warehouse** (example).
4. Click **Paging** and click **Users allowed to page this group**.
5. From the available users, select those who are allowed to page this group and click **Save**.

The screenshot displays the RingCentral interface for configuring paging settings. The sidebar on the left contains navigation options: 'Company Numbers and Info (866) 557-0092', 'Auto-Receptionist', '5 Groups' (highlighted with callout 2), '10 Users', and 'Phones & Devices'. The main content area shows the 'Groups' section with 'Call Queues' (Sales: 3 Available, 0 Unavailable, Ext. 1003, Msg.: 0/0) and 'Paging Only' (Warehouse: Ext. 1002, highlighted with callout 3). Below this is the 'Shared Lines' section (SM Store: (650) 329-0164, (650) 329-0167, (650) 329-0178, (650) 331-0155, Ext. 1001, Msg.: 0/0) and the 'Messages-Only Extension' section. A 'Warehouse, Ext. 1002' dialog box is open, showing the 'Paging' tab (callout 4a) with 'Devices to receive page' (callout 4b) and 'Users allowed to page this group' (callout 4b) options. A 'Done' button is at the bottom of this dialog. A larger 'Users allowed to page this group' dialog box (callout 5a) is also open, showing 'Available users (4)' and 'Allowed Users (2)'. The 'Available users' table lists Jennifer Do (104), John Smith (102), Julia Anderson (103), and SM Store (1001). The 'Allowed Users' table lists Dave Richards (101) and William Garcia (105). Navigation arrows and a 'Select All' button are present. At the bottom right of this dialog are 'Cancel' and 'Save' buttons (callout 5b).



Part 3 – Settings for Admins and Users

Note: Administrators are also primary Users and therefore can perform all User functions for themselves. This section illustrates settings that only Admins can perform, followed on the next page by the same function performed by Users, when applicable.

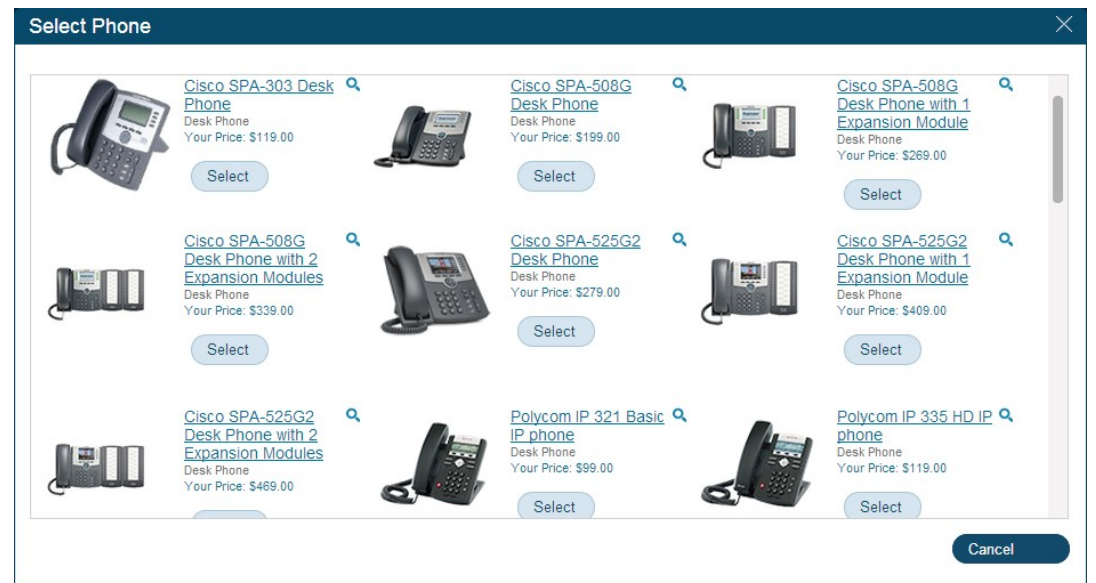
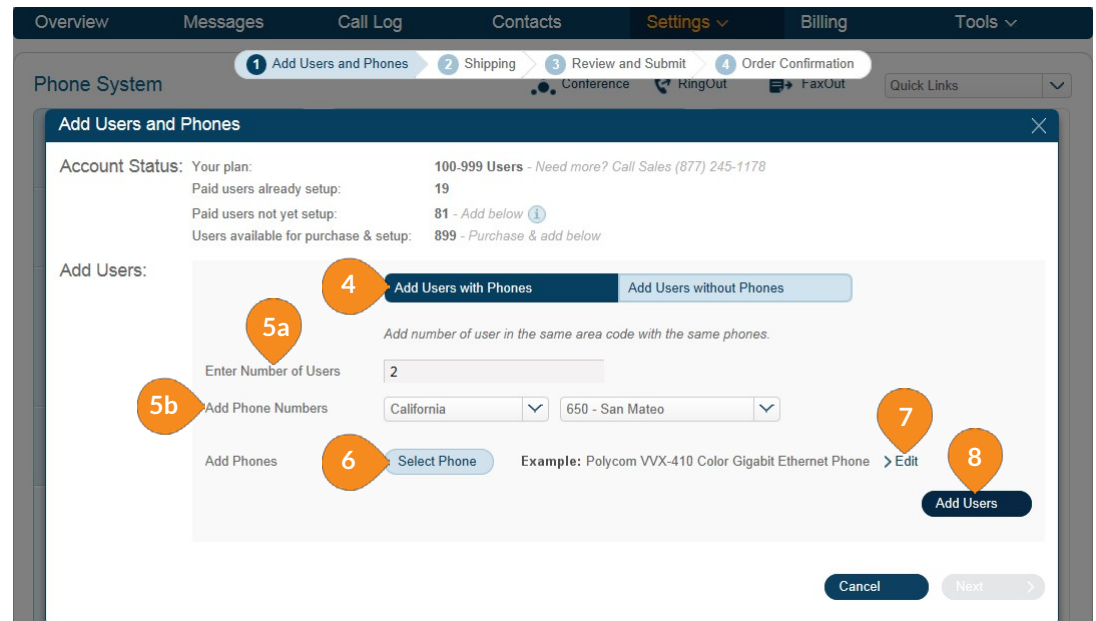
In the examples, the Administrator is *Dave Richards* and the User is *William Garcia*.



Add User Extensions and Phones – Admins

You'll want to add new users to your Office@Hand account as your business grows. As an administrator, you may also need to edit existing user phone settings, assign extensions, and set up new users.

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Click **Add Users**.
4. Select **Add Users with Phones**.
5. Enter the number of users you plan to add, then select the phone numbers from the drop-down menus.
6. Click **Select Phone** button and choose a phone.
7. Review your phone selection. Click > **Edit** to change or click **Next** to accept the new phone and new user charges.
8. Click **Add Users**.
9. Complete the Shipping page and click **Next**.
10. Review your order and place a checkmark at the bottom of the page to accept the new charges, or click the **Back** button to modify your order.
11. Click **Next** to continue adding the new user and new phone.
12. Click **Done** when you see the **Order Confirmation** screen.



Add User Extensions Only – Admins

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Click **Add Users**.
4. Click **Add Users without Phones**.
5. Enter the number of new users and select phone numbers.
6. Click **Add Users**.
7. Review your selection. Click **> Edit** to change or click **Next** to accept the new user charges.
8. Review your order and place a checkmark at the bottom of the page to accept the new charges, or click the **Back** button to modify your order.
9. Click **Next** to continue adding the new user and new extension.
10. Click **Done** when you see the **Order Confirmation** screen.

The screenshot displays the 'Add Users and Phones' workflow in the RingCentral Admin console. The interface is divided into several sections:

- Navigation:** Overview, Messages, Call Log, Contacts, Settings (selected), Billing, Tools.
- Progress:** 1 Add Users and Phones (active), 2 Shipping, 3 Review and Submit, 4 Order Confirmation.
- Add Users and Phones Form:**
 - Buttons: Add Users with Phones, Add Users without Phones (selected).
 - Text: Add number of user in the same area code.
 - Input: Enter Number of Users (3).
 - Optional: Add Phone Numbers (Optional) with dropdowns for Location (California) and Area Code (650 - San Mateo). Note: Phone numbers are \$4.99/number.
 - Button: Add Users (6).
- Your Selection:**

Number of Users	Location Area Code	Phone	Phone Charges
3	(650) - California	No Phone Selected	

 - Buttons: Edit (7), Delete (trash icon).
 - Note: *Total charges do not include taxes, fees and prorates.
- Summary:**
 - Recurring Charges: Users without Phones(with numbers) 3 x \$4.99
 - Sub-total* \$14.97
 - Today's Estimated Total*: \$14.97 (7)
 - Buttons: Cancel, Next (8).
- Order Confirmation Dialog:**

Your order is being processed. An order confirmation will be sent to you by Email. It may take a few minutes.

Button: Done (10)



Edit User Information – Admins

Administrators can edit user info, including name, password, phone number and contact email. They can set up separate Business Hours and After Hours forwarding rules for each user, and add or change direct numbers assigned to users.

(Users can change their contact info, user hours and password, but not their extension number – see next page for User edits.)

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Select the user you want to edit.
4. Click **User Info**.
5. Admins can make changes to the following information:
 - a. **Extension number**
 - b. **First Name**
 - c. **Last Name**
 - d. **Record User Name: RingCentral Office@Hand from AT&T text-to-speech name** – Create a phonetic spelling of the user/ extension name so the system can pronounce it correctly—the RingCentral text-to-speech utility will use this, and you can refine the phonetic spelling until you are satisfied with the translation. Or you can record the correct pronunciation by clicking **Record my name** – you can then have the system call you on your phone so you can speak the correct pronunciation, or you can upload an MP3 file with the correct pronunciation.

- e. **Email**, the address to be used for Office@Hand communications and notifications.
- f. **User Hours** can be set for each user/extension.
- g. **Resend Welcome Email** appears for users who have not yet activated their accounts. Click to resend the Welcome Email to remind them to activate.
- h. **Status**: Shows whether the user clicked their activation email.

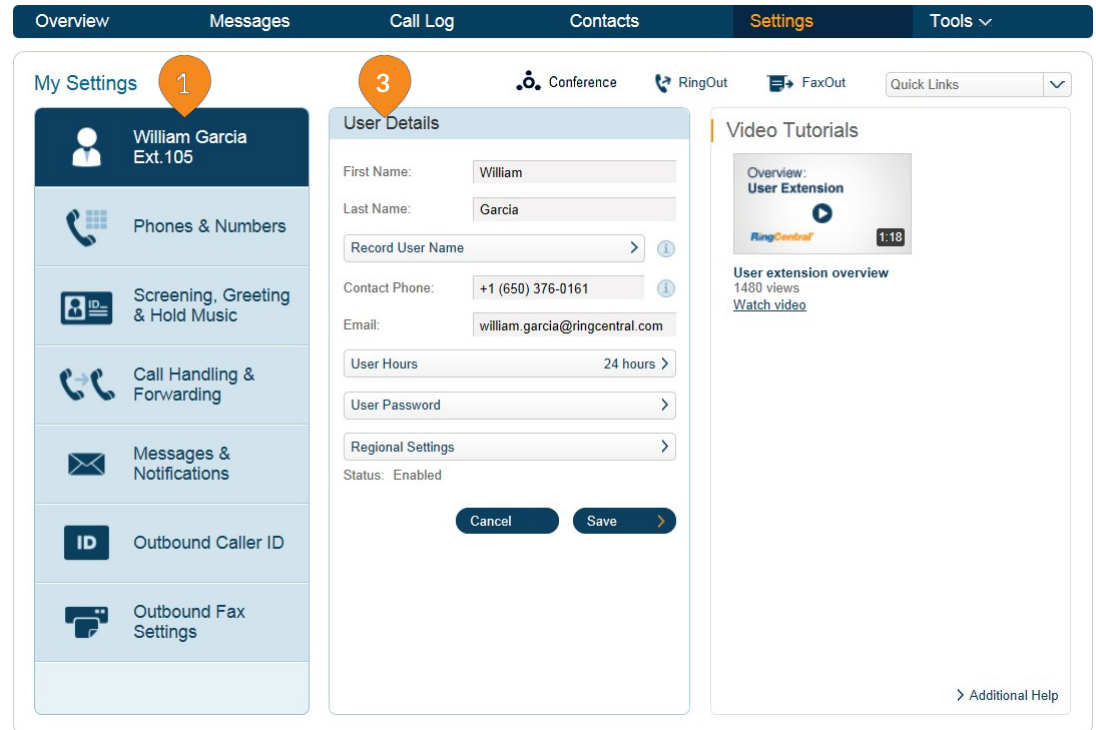
The screenshot shows the RingCentral Admin console interface. At the top, there is a navigation bar with tabs: Overview, Messages, Call Log, Contacts, Settings (highlighted with a '1'), Billing, and Tools. Below the navigation bar, the 'Phone System' settings page is displayed. On the left, there are several sections: 'Company Numbers and Info (866) 557-0092', 'Auto-Receptionist', '5 Groups' and '10 Users' (highlighted with a '2'), and 'Phones & Devices'. The main area shows a 'Users' section with a search bar and a list of users. The list includes Jennifer Do (Ext. 104), John Smith (Ext. 102), Julia Anderson (Ext. 103), and several 'Unassigned' users. The user 'William Garcia' (Ext. 105) is highlighted with a '3'. To the right, the 'User Info' modal for William Garcia is open, showing fields for Extension Number (105), First Name (William), Last Name (Garcia), Record User Name, Contact Phone (+1 (650) 376-0161), Email (william.garcia@ringcentral.com), User Hours (24 hours), User Password, Regional Settings, and Status (Enabled). The modal is highlighted with a '4'. At the bottom of the modal, there are 'Cancel' and 'Save' buttons.



Edit User Information – Users

As a User, you can 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.

1. Under **Settings > My Settings** click your user name.
2. Within the **My Settings** column, click on a panel to view and change the information displayed. Click **Save** when you are done.
3. Under **User Details**, select and modify the info you want to change. Click **Save** when you are done.



Set up User Greetings – Admins

Your Office@Hand system comes with a default personal greeting for each user, such as, “Thank you for calling (user name).” These greetings can be changed for each user in your company. Follow the steps on this page to record a custom greeting over the phone or import a prerecorded greeting from your customer.

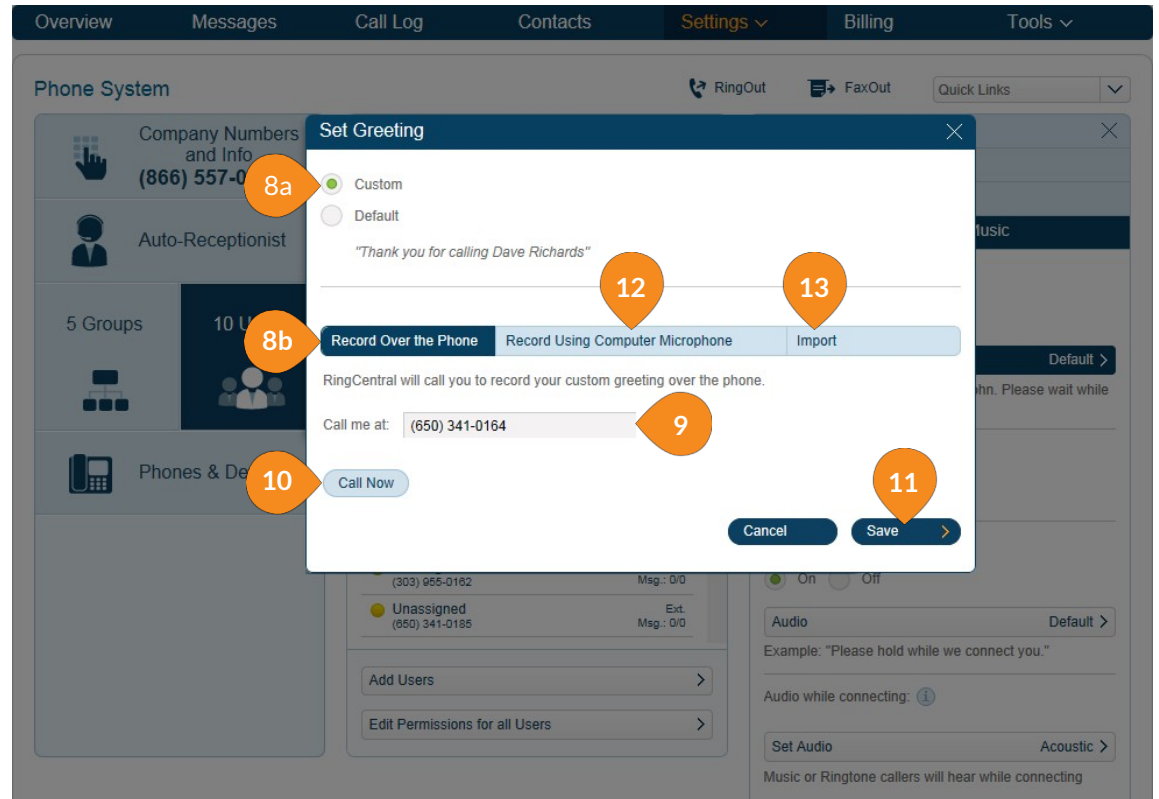
Recording a Custom User Greeting over the Phone

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Select a **User** from the list.
4. Click **Screening, Greeting & Hold Music**.
5. To set up a personal greeting for this extension, check **On** under **User greeting**.
6. Click the **Set Greeting** bar.
7. To hear the automated (default) introductory greeting, click **Default** then **Play** to review. Click **Cancel** to retain this greeting.

The screenshot displays the RingCentral Admin interface. At the top, the 'Settings' tab is selected. The 'Phone System' sidebar is visible on the left. The main content area shows the 'Users' list with 9 users, including Dave Richards (Ext. 101). The settings panel for Dave Richards is open, showing the 'Screening, Greeting & Hold Music' section. The 'User greeting' is set to 'On'. The 'Set Greeting' bar is highlighted. The 'Set Greeting' dialog box is shown at the bottom, with the 'Default' option selected and a play button to review the greeting: "Thank you for calling Dave Richards".



8. To record a new introductory greeting over the phone, select **Custom**, then **Record Over the Phone**.
9. Select a phone number at which Office@Hand can call you.
10. Click **Call Now**.
11. Record a greeting as prompted, then click **Save**.
12. To record a greeting through your computer microphone, click **Record Using Computer Microphone** and follow the prompts.
13. To upload a prerecorded voicemail greeting from your computer, select **Import** then upload .WAV or .MP3 file.



Set up Your Greeting – Users

Your Office@Hand system comes with a default personal greeting such as: “Thank you for calling (user name).” This default greeting can be changed easily. Follow the steps on this page to record a custom greeting over the phone or import a prerecorded greeting from your computer.

1. Under **Settings > My Settings** click **Screening, Greeting & Hold Music**.
2. To set up a personal greeting for this extension, check **On** under **User greeting**.
3. Click the **Set Greeting** bar.
4. To hear the automated (default) introductory greeting, click **Default** then **Play** to review. Click **Cancel** to retain this greeting.
5. To record a new introductory greeting over the phone, select **Custom**, then **Record Over the Phone**.
6. Select a phone number at which Office@Hand can call you.
7. Click **Call Now**.
10. Record your greeting as prompted, then click **Save**.
11. To record your greeting through your computer microphone, click **Record Using Computer Microphone** and follow the prompts.
12. To upload a prerecorded voicemail greeting from your computer, select **Import** then upload .WAV or .MP3 file.

The screenshot displays the RingCentral user settings interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The 'My Settings' sidebar on the left lists various settings, with 'Screening, Greeting & Hold Music' selected. The main content area shows the 'Screening, Greeting & Hold Music' settings, including 'User greeting' (On/Off), 'Set Greeting' (Default), 'Call screening' (On/Off), and 'Set connect prompt' (On/Off). A 'Set Greeting' modal is open, showing 'Custom' selected and 'Record Over the Phone' as the chosen method. The modal includes a text input field with the example 'Thank you for calling William Garcia', a 'Record Over the Phone' button, a 'Record Using Computer Microphone' button, and an 'Import' button. Below these are fields for 'Call me at' with a dropdown menu and a text input field containing '(650) 376-0161'. A 'Call Now' button is visible, and a 'Save' button is at the bottom right.



Call Screening – Admins

Screen calls for each of your users by prompting callers to announce their name. Then you can screen out callers who are not on a user’s list of contacts and/or those calls that come in without caller ID.

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Select a **User** from the list.
4. Click **Screening, Greeting & Hold Music**.
5. Select the **On** button for **User greeting**
6. Select the **On** button for **Call screening**.
7. Select a condition for “Ask callers to say their name before connecting.”
8. Click **Save** and continue setting Call Screening for other users, if desired.

The screenshot shows the RingCentral admin interface. At the top, the 'Settings' tab is selected. The 'Phone System' sidebar is visible on the left. The 'Users' section shows a list of users, with 'Dave Richards' selected. The settings panel for 'Dave Richards, Ext. 101' is open, showing the 'Screening, Greeting & Hold Music' section. The 'User greeting' and 'Call screening' options are both set to 'On'. The 'Call screening' section is expanded, showing the 'Always' option selected for 'Ask callers to say their name before connecting'.



Call Screening – Users

Screen your calls by prompting callers to announce their name. You can screen out callers who are not on a your list of contacts and/or those calls that come in without caller ID.

1. Under **Settings > My Settings** click **Screening, Greeting & Hold Music**.
2. Select the **On** button for **User greeting**
3. Select the **On** button for **Call screening**.
4. Select a condition for “Ask callers to say their name before connecting.”
5. Click **Save**.

The screenshot shows the 'My Settings' page for user William Garcia (Ext. 105). The 'Screening, Greeting & Hold Music' section is active and highlighted. It contains the following settings:

- User greeting:** On Off. A callout '3' points to the 'On' radio button.
- Set Greeting:** Default > (with an example: "Thank you for calling John. Please wait while we connect you.")
- Call screening:** On Off. A callout '4' points to the 'On' radio button.
- Ask callers to say their name before connecting:**
 - If Caller ID not present
 - If caller not in contact list
 - Always
- Set connect prompt:** On Off.
- Audio:** Default > (with an example: "Please hold while we connect you.")
- Audio while connecting:** ⓘ

On the right side, there is a 'Video Tutorials' section with a video titled 'Overview: Screening, Greeting & Hold Music' (1:59 duration) and a 'Watch video' link. An 'Additional Help' link is also present at the bottom right.



Call Forwarding – Admins

Set up different call forwarding rules for each user/extension. Add up to 10 forwarding numbers for each extension, and set calls to ring at these numbers sequentially or simultaneously.

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Select a **User** from the list.
4. From the **User Info** screen, click **Call Handling & Forwarding**.
5. Click **Forward to other users phones** to select others in your Office@Hand phone system to receive forwarded calls. These are then added to your call list, where they can also be reordered and turned on or off.
6. Click **Add Phone** button to add up to 10 forwarding numbers to each phone extension.
7. You can also **Create Ring Groups** and select the numbers that will ring at the same time your call comes in.
8. You can refine these selections by choosing to have numbers ring **Sequentially** or ring **Simultaneously**.
9. You can set call handling for **User Hours** and separately for **After Hours**.

The screenshot displays the RingCentral Admin interface for configuring call forwarding. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', 'Billing', and 'Tools'. The 'Settings' tab is active, showing the 'Phone System' section with options for 'Company Numbers and Info', 'Auto-Receive', 'Users', and 'Phones & Devices'. The 'Users' section shows a list of users, with 'Dave Richards' selected. The 'Call Handling & Forwarding' configuration panel is open, showing options for 'User Hours' and 'After Hours'. The 'Forward to other user's phones' section is expanded, showing a list of forwarding numbers and the 'Add Phone' button. The 'Create Ring Groups' dialog is also visible, showing a list of phones to be added to a group.



10. If you set the phones to ring **Sequentially**, then after saving you can return to this screen to change the order in which they ring by clicking the up and down arrows that appear in the “**Move**” column.
11. When a call comes in to phones set to forward calls, you can have the system display the call on your Softphone before it forwards the call. (Download your Softphone from **Tools > Softphone > Download**)
12. Click **Softphones & Smartphones**.
13. Turn your **Notify my Softphone and Smartphone** setting **On**. (Softphones & Smartphones insert.)
14. Set the number of SoftPhone rings.
15. Click **Save**.

The screenshot displays the RingCentral Admin Console interface for configuring a user's phone system. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', 'Billing', and 'Tools'. The main content area is titled 'Phone System' and contains several sections: 'Company Numbers and Info (866) 557-0092', 'Auto-Receptionist', '5 Groups', '10 Users', and 'Phones & Devices'. A 'Users' table lists users with their names, phone numbers, and extensions. A 'SoftPhones & Smartphones' modal window is open, showing settings for 'Notify my SoftPhone and Smartphone' (set to 'On') and 'Wait 1 rings before forwarding begins'. A 'Softphones & Smartphones' panel on the right shows settings for 'Dave Richards, Ext. 101', including 'User Info', 'Phones & Numbers', and 'Call Handling & Forwarding'. The 'Call Handling & Forwarding' section includes 'User Hours', 'After Hours', and 'Advanced' options. The 'Softphones & Smartphones' panel shows 'SoftPhones & Smartphones' set to 'On' and 'Then forward calls to:' with a table of phone settings. The table has columns for 'Phone', 'Active', 'Ring For', and 'Move'. The 'Softphones & Smartphones' modal window has a 'Cancel' button and a 'Save' button.



Call Forwarding – Users

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.

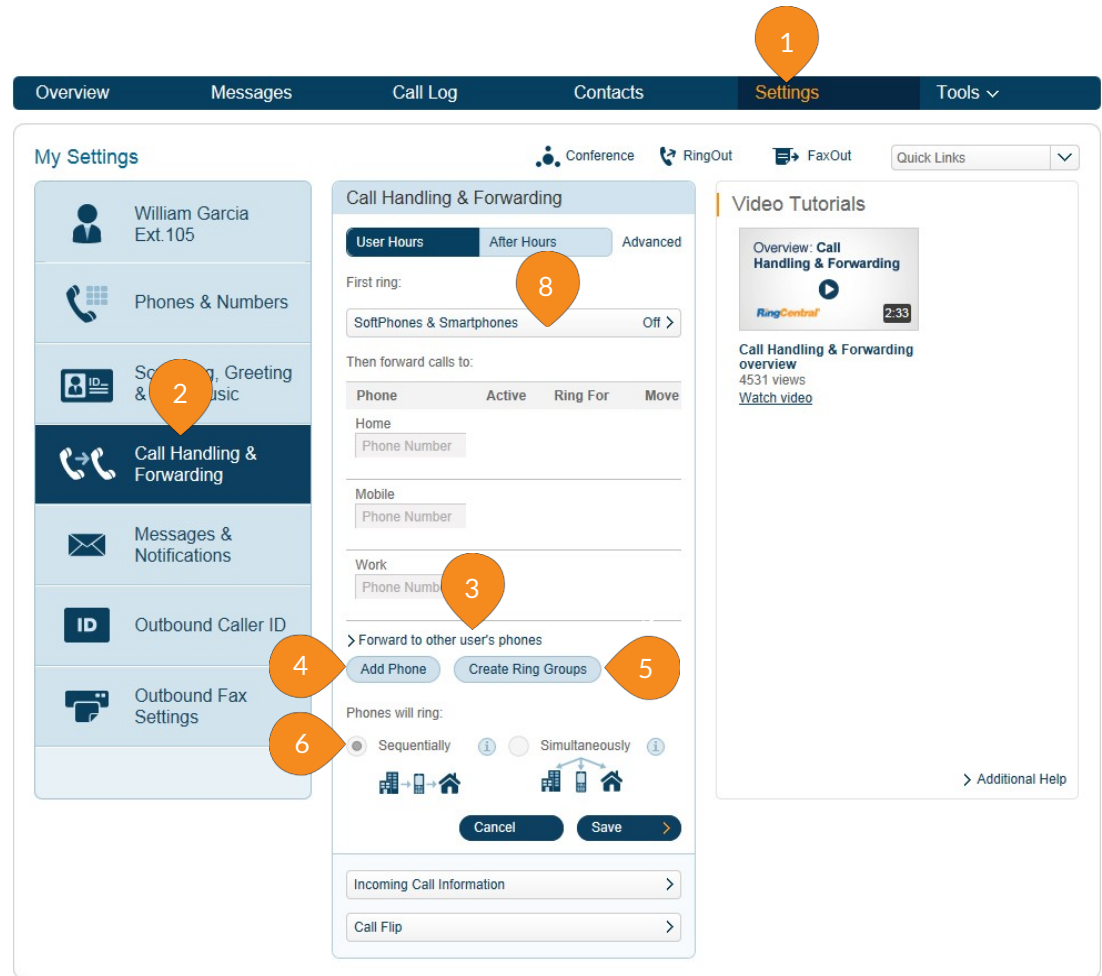
1. Click **Settings**.
2. Click **Call Handling & Forwarding**.
3. Click **Forward to other users phones** to select others in your Office@Hand phone system to receive forwarded calls. These are then added to your call list, where they can also be reordered and turned on or off.
4. Click **Add Phone** button to add up to 10 forwarding numbers to each phone extension.¹
5. You can also **Create Ring Groups** and select the numbers that will ring at the same time your call comes in.²
6. You can refine these selections by choosing to have numbers ring **Sequentially** or ring **Simultaneously**.³
7. You can set call handling for **User Hours** and separately for **After Hours**.
8. Click **Softphones & Smartphones**.⁴

¹ See Step 6 of the Admin procedure above.

² See Step 7 of the Admin procedure above.

³ See Step 10 of the Admin procedure above.

⁴ See Steps 12, 13, 14, 15 of the Admin procedure.



Incoming Call Handling – Admins

You can choose settings in **Incoming Call Information** so that 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.”

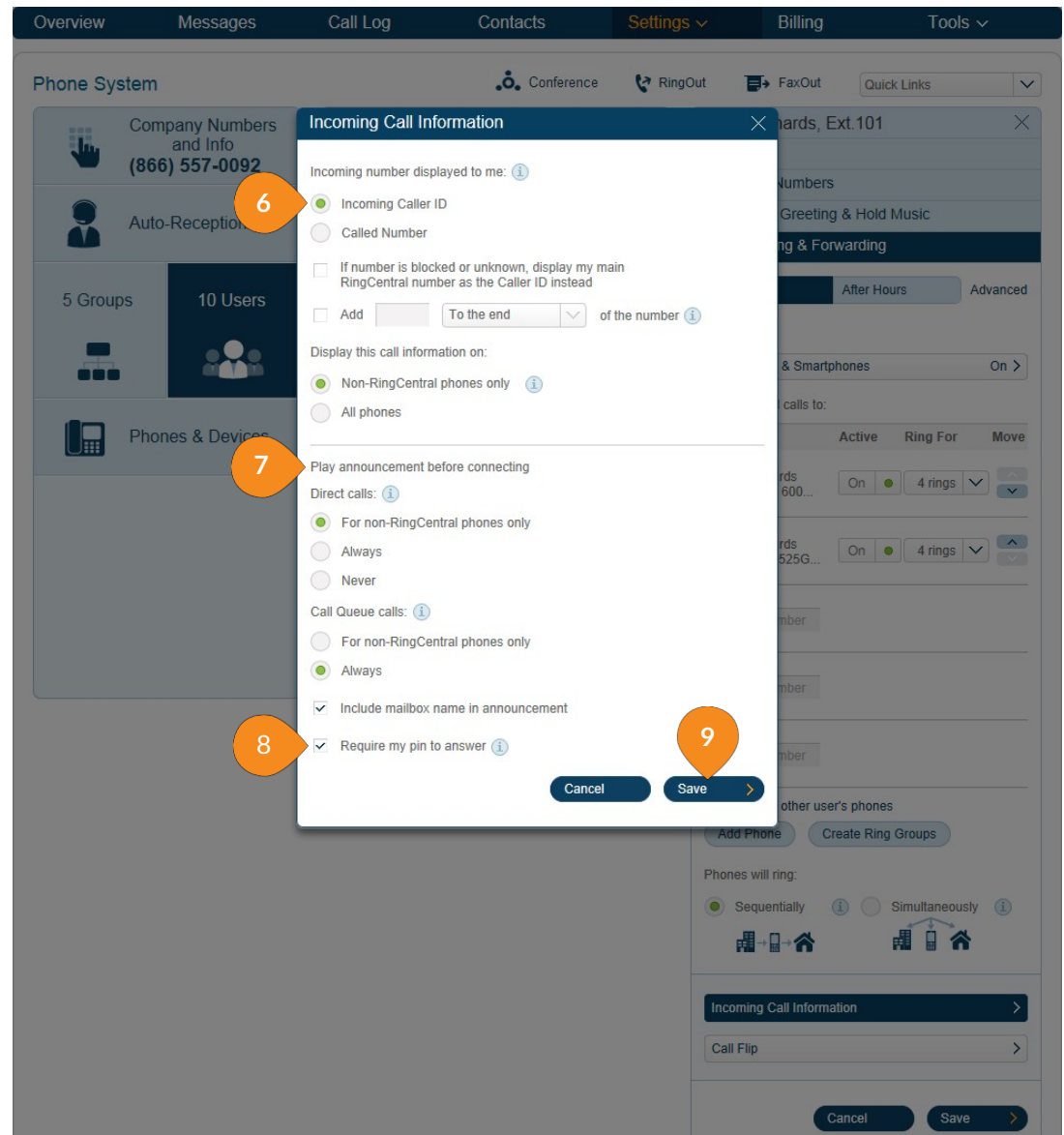
This feature helps users who are members of more than one department—or who use phones that are both business and personal—answer the call appropriately.

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Select a **User** from the list.
4. Click **Call Handling & Forwarding**.
5. Click **Incoming Call Information**, towards the bottom of the screen.

The screenshot shows the RingCentral Admin interface. At the top, there is a navigation bar with tabs: Overview, Messages, Call Log, Contacts, **Settings** (highlighted with callout 1), Billing, and Tools. Below this is the 'Phone System' section. On the left, there are several icons: 'Company Numbers and Info (866) 557-0092', 'Auto-Recorded' (highlighted with callout 2), '5 Groups', '10 Users', and 'Phones & Devices'. The main area is divided into 'Users' and 'Call Handling & Forwarding'. The 'Users' section shows a list of users with callouts 3 and 4. The 'Call Handling & Forwarding' section has tabs for 'User Hours', 'After Hours', and 'Advanced'. Under 'Advanced', there are sections for 'First ring:', 'Then forward calls to:', and 'Forward to other user's phones'. At the bottom, there are dropdowns for 'Incoming Call Information' (highlighted with callout 5) and 'Call Flip', along with 'Cancel' and 'Save' buttons.



6. To set how your incoming call is displayed to you, choose **Incoming Caller ID** or **Called Number** (the number that the caller used to reach you).
7. Under **Play announcement before connecting**, choose one of the following options:
 - a. **For non-Office@Hand 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 Office@Hand phone.
 - b. **Always:** All calls will be announced before being forwarded to any of your phones.
 - c. **Never:** All calls will be connected without an announcement (unless they are from blocked numbers).
8. Click **Require my Pin to answer** if you want your pin number to be entered before connecting you to your incoming call. This is a helpful security feature if you don't want others to answer your calls, such as when you are at home or at another location.
9. Click **Save**.



Incoming Call Handling – Users

You can choose settings in **Incoming Call Information** so that 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.”

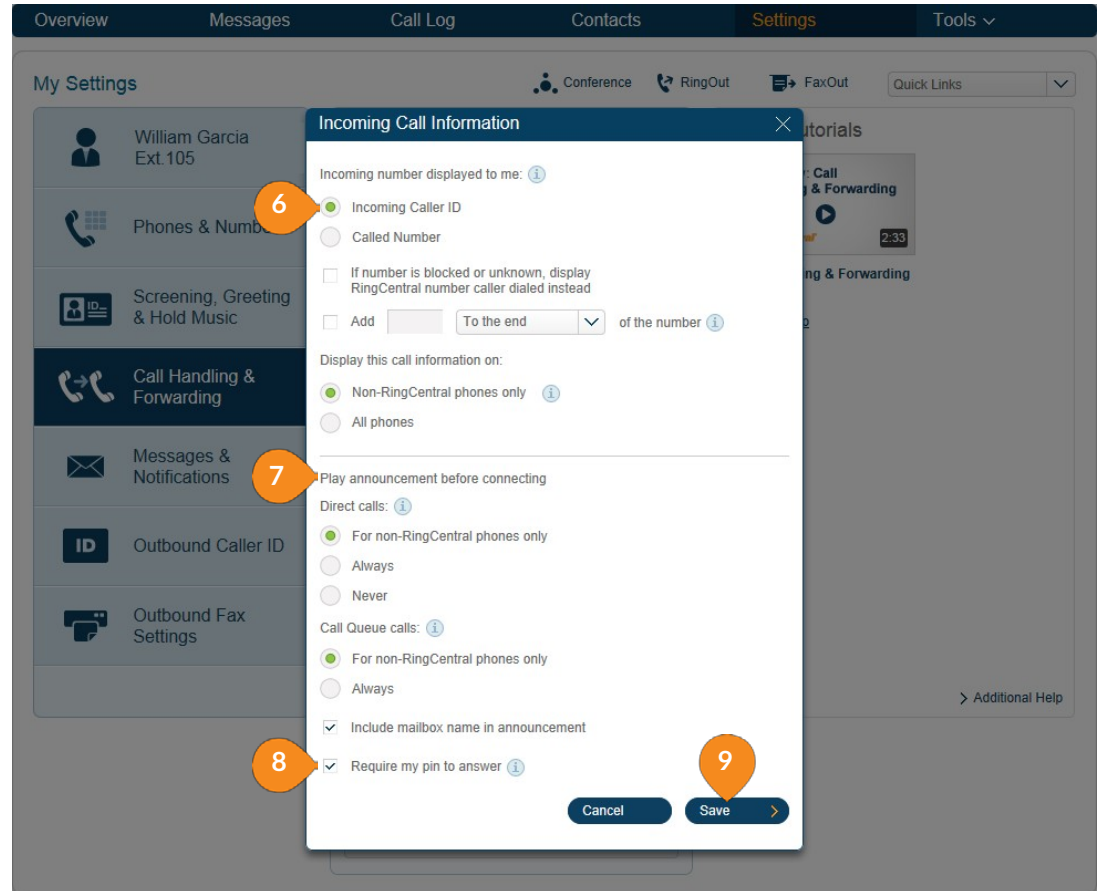
This feature helps users who are members of more than one department—or who use phones that are both business and personal—answer the call appropriately.

1. Click the **Settings** tab.
2. Click **Call Handling & Forwarding**.
3. Click **Incoming Call Information**, towards the bottom of the screen.

The screenshot displays the RingCentral user settings interface. At the top, a navigation bar includes tabs for Overview, Messages, Call Log, Contacts, **Settings** (highlighted with a callout '1'), and Tools. Below this is a 'My Settings' sidebar with options like William Garcia Ext. 105, Phones & Numbers, Screen Greeting & Hold (callout '2'), **Call Handling & Forwarding**, Messages & Notifications, Outbound Caller ID, and Outbound Fax Settings. The main content area is titled 'Call Handling & Forwarding' and includes sections for User Hours, First ring (set to SoftPhones & Smartphones), and a table for forwarding calls to other phones. At the bottom of this section, 'Phones will ring' is set to 'Sequentially'. A callout '3' points to the 'Incoming Call Information' option at the bottom of the settings panel. A 'Video Tutorials' section on the right shows a video titled 'Overview: Call Handling & Forwarding'.



6. To set how your incoming call is displayed to you, choose **Incoming Caller ID** or **Called Number** (the number that the caller used to reach you).
7. Under **Play announcement before connecting**, choose one of the following options:
 - a. **For non-Office@Hand 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 Office@Hand phone.
 - b. **Always:** All calls will be announced before being forwarded to any of your phones.
 - c. **Never:** All calls will be connected without an announcement (unless they are from blocked numbers).
8. Click **Require my Pin to answer** if you want your pin number to be entered before connecting you to your incoming call. This is a helpful security feature if you don't want others to answer your calls, such as when you are at home or at another location.
9. Click **Save**.



Call Flip

Office@Hand Call Flip lets you transfer conversations from one device to another quickly and easily. Flip a call you are on 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.

To manage the Call Flip numbers of any User:

1. Select **Settings**, then **Phone System**.
2. Click **Users** and then a particular User.
3. Click **Call Handling & Forwarding**.
4. Click the **Call Flip** bar. You will see a list of numbers/devices assigned to that user with a Flip number beside each. The arrows let you move a device up or down to change its assigned number.

Note: A User can also set up Call Flip by clicking **Settings > Call Handling & Forwarding** and following the procedure on this page and the next.

The screenshot shows the RingCentral admin interface. At the top, there is a navigation bar with 'Settings' selected. On the left, a sidebar shows 'Phone System' and 'Users' (highlighted with callout 2). The main content area shows a 'Call Flip' modal (highlighted with callout 3) with a table of phone numbers and their assigned flip numbers. The table has two columns: 'Phones' and 'Flip Number'. The rows are:

Phones	Flip Number
Dave Richards Cisco SPA-5...	press *1
Dave Richards Polycom IP ...	press *2
John Smith Polycom IP ...	press *3
Julia Anderson Polycom IP ...	press *4
Jennifer Do Polycom IP ...	press *5
Unused	press *6
Unused	press *7
Unused	press *8
Unused	
Unused	

Below the table, there is a note: "During a call, press * and the Flip Number to send the call to the corresponding phone number." and buttons for 'Cancel' and 'Save'. Callout 1 points to the 'Settings' menu, and callout 4 points to the 'Call Flip' bar at the bottom of the modal.



To add numbers to a Call Flip list:

1. Select **Settings**, then **Phone System**.
2. Click **Users** and then a particular **User**.
3. Click **Call Handling & Forwarding**. A list of numbers on your or your user's account appears.
4. Turn **On** devices you want to use, and type in additional phone numbers you want to use and click them **On**. These devices will appear on your **Call Flip** list after you click **Save**.
5. Click **Save**.
6. Go back to the **Call Handling** panel and click **Call Flip**, at the bottom of the **Call Handling** panel. You will see the phones you selected on the **Call Flip** list (see **Call Flip** insert); you can change the order (and the assigned Flip numbers) to suit.
7. Click **Save** when done with your **Call Flip** list.

To use 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 displays the RingCentral admin interface. At the top, the navigation bar includes 'Overview', 'Messages', 'Activity Log', 'Contacts', 'Settings' (highlighted with callout 1), 'Billing', and 'Tools'. The 'Phone System' sidebar on the left shows 'Company Numbers and Info (866) 557-0092', 'Auto-Receive', '5 Groups', '10 Users' (highlighted with callout 2), and 'Phones & Devices'. The main content area shows the 'Users' section with a list of users, including 'William Garcia (303) 573-0168' (highlighted with callout 3). The 'Call Handling & Forwarding' panel is open, showing 'User Hours', 'After Hours', and 'Advanced' settings. Under 'Then forward calls to:', there are sections for 'Phone' (Polycom IP 550 HD Manager IP...), 'Mobile' (6505551212), and 'Work' ((650) 987-2000), each with an 'On' toggle and a ring count (highlighted with callout 4a). A 'Call Flip' modal is open in the foreground, showing a list of phones and their assigned flip numbers (highlighted with callout 4b):

Phones	Flip Number
LMRC3839	press *1
Unused	press *2
John Cisco SPA-525G2 Desk...	press *3
Unused	press *4
Main Phone	press *5
Unused	press *6
Unused	press *7
Unused	press *8
Unused	
Unused	
Unused	

At the bottom of the modal, there is a 'Call Flip' link in the bottom panel (highlighted with callout 6) and a 'Save' button (highlighted with callout 7). The 'Call Handling & Forwarding' panel also has a 'Save' button (highlighted with callout 5). The 'Call Flip' modal includes a 'Learn more' link and a 'Cancel' button.



Notifications

Notify users with email alerts or text messages when they receive a voicemail message, fax, missed call or the status of their fax transmission results.

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Select a **User** from the list.
4. Click **Messages & Notifications**.
5. Click **Notifications** (see **Notifications** insert).
6. Under **Notify me of**, choose when the user will receive notifications.
7. Under **Send notifications to**, enter the email address of the user you want to receive email notifications and/or text messages.
8. Click **Save**.

The screenshot displays the RingCentral admin interface. At the top, the 'Settings' tab is selected. The 'Phone System' section is active, showing a list of users. The 'Users' list includes 'Dave Richards' and 'Jennifer Do'. The 'Notifications' modal window is open, showing notification preferences for 'Dave Richards, Ext. 101'. The modal includes sections for 'Notify me of' (with checkboxes for Voicemail Messages, Received Faxes, Missed Calls, Fax Transmission Results, and Received Text Messages) and 'Send notifications to' (with fields for Email and Phone number). The 'Save' button is highlighted with a callout.



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.

1. Under the **Settings** tab select **Phone System**.
2. Click **User(s)**.
3. Select a **User** from the list.
4. Click **Outbound Caller ID**.
5. Select a phone number for which you want to allow or block outbound caller ID.
6. Click **Save**.

Note: A User can also change Outbound Caller ID by clicking **Settings > Outbound Caller ID** and following the procedure on this page.

The screenshot shows the RingCentral admin interface. At the top, the 'Settings' tab is selected. The left sidebar shows 'Phone System' and 'Users' highlighted. The main content area displays a list of users under 'Users' with 'Adam Lavine' selected. The configuration panel for Adam Lavine is open, showing the 'Outbound Caller ID' section. A dropdown menu is open, showing several phone numbers, with '(866) 557-0092 - Main Number' selected. The 'Save' button is highlighted at the bottom right of the configuration panel. A yellow information box at the bottom of the user list states: 'If you select Toll-free or Blocked as your default caller ID, RingCentral will use an alternate local number if we detect that your call will not go through.'



Presence

Note: This feature requires use of a Presence-capable phone with lights that display the status of specific user lines—whether available or in use.

Presence enables you to see the phone status of your colleagues on your desk phones. Whether using your desk phone, smartphone or soft phone, you can now share your presence status — available, busy or on hold — with your admins or colleagues.

Managing Presence settings for Users as an Admin

1. From the **Settings** tab, select **Phone System**.
2. Click **User(s)**.
3. Select the user you want to manage Presence for.
4. Select **Phones & Numbers** then click **Presence**.
5. Click **Permissions** then set “**Allow other users to see my presence**” to **On** or **Off**.
6. Click **Save**.

Note: A User can also change Presence by clicking **Settings > Phones & Numbers > Presence** and following the procedure on this page and the next.

The screenshot shows the RingCentral admin interface. At the top, the 'Settings' tab is selected. The 'Phone System' sidebar is visible on the left. The 'Users' section is active, showing a list of users. The user 'William Garcia, Ext. 105' is selected. The 'Presence' modal window is open, showing the 'Permissions' tab. The 'Allow other users to see my presence' option is set to 'On'. The 'Users permitted to answer my calls' list is empty. The 'Save' button is highlighted with callout 6.



Configure Presence for your own line

7. From the **Settings** tab, select **My Settings**.
8. Click **Phones & Numbers**.
9. Click **Presence**.
10. Under **Appearance**, select which users to display on your Presence-capable phone.
11. Click **Permissions** tab, and set “**Allow other users to see my presence**” to **On** or **Off**.
12. Click **Save**.

The screenshot displays the RingCentral user settings interface. The top navigation bar includes tabs for Overview, Messages, Activity Log, Contacts, Settings (selected), Billing, and Tools. The 'My Settings' section on the left lists various settings categories, with 'Phones & Numbers' selected. The 'Phones & Numbers' panel shows a list of phones, with the 'Presence' option highlighted. A modal window titled 'Presence' is open, showing the 'Appearance' tab. This tab allows the user to select which other users they want to display their presence to. The 'Permissions' tab is also visible, showing options to 'Allow other users to see my presence' (set to 'On') and 'Users permitted to answer my calls' (a list of other users with checkboxes).

7 Settings

8 My Settings

8 Dave Richards Ext. 101

8 Phones & Numbers

9 Add Phone

9 Presence

10 Presence

10 Appearance

Select the users you would like to display on your phones:

Line	User	Delete
1	Dave Richards, Ext: 101	
2	Dave Richards, Ext: 101	
3	Jennifer Do, Ext: 104	
4	Julia Anderson, Ext: 103	
5	William Garcia, Ext: 105	

11 Permissions

Allow other users to see my presence:

On Off

Users permitted to answer my calls:

- Jennifer Do, Ext: 104
- John Smith, Ext: 102
- Julia Anderson, Ext: 103
- William Garcia, Ext: 105

12 Save



Faxing



Changing Fax Cover Sheet

A default cover sheet is attached to each fax you send through Office@Hand. The variable information on the cover page will be filled in during the fax-sending process.

1. From the **Settings** tab, select **My Settings**.
2. Click **Outbound Fax Settings**.
3. Click **Cover Page**.
4. Use the dropdown window to preview available cover page styles.
5. Make your selection and click **Save**.

The screenshot displays the RingCentral user interface for configuring fax settings. At the top, a navigation bar includes 'Overview', 'Messages', 'Activity Log', 'Contacts', 'Settings' (highlighted with a blue bar and a dropdown arrow), 'Billing', and 'Tools'. Below this is a 'My Settings' sidebar with options like 'Dave Richards Ext. 101', 'Phones & Numbers', 'Screening, Greeting & Hold Music', 'Call Handling & Forwarding', 'Messages & Notifications', 'Outbound Caller ID', and 'Outbound Fax Settings' (highlighted with a blue bar and a callout '2'). The main content area shows 'Outbound Fax Settings' with fields for 'Company' (My Company), 'Address' (123 Main Street), 'City' (San Mateo), 'State/Province' (California), 'Zip/Postal Code' (94065), and 'Country' (United States). A 'Cover Page' button is highlighted with a callout '3'. A modal window titled 'Cover Page' is open, showing a 'Default Cover Page' dropdown set to 'Contempo' and a 'Preview' section. The preview shows a fax cover sheet with fields for 'FAX', 'Date', 'Pages including cover sheet', 'To:', 'From:', and 'Phone/Fax Number'. A 'NOTE' section is also visible. The 'Save' button is highlighted with a callout '5'.



Adding Emails that Can Send Faxes

When a user sends a fax via Office@Hand, 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 **My Settings**.
2. Click **Outbound Fax Settings**.
3. Under **Faxes Sent via Email**, enter the email address you wish to add (repeat for up to 5 additional addresses)
4. Click **Save**.

The screenshot shows the RingCentral user interface. At the top, there is a navigation bar with tabs: Overview, Messages, Activity Log, Contacts, **Settings** (highlighted with a '1'), Billing, and Tools. Below the navigation bar is the 'My Settings' section, which includes a list of settings: Dave Richards Ext. 101, Phones & Numbers, Screening, Greeting & Hold Music, Call Handling & Forwarding, Messages & Notifications, Outbound Caller ID, and **Outbound Fax Settings** (highlighted with a '2'). The 'Outbound Fax Settings' section is divided into two main parts. The top part is 'Cover page info', which includes fields for Company (My Company), Address (123 Main Street), City (San Mateo), State/Province (California), Zip/Postal Code (94065), and Country (United States). Below this is a 'Cover Page' button. The bottom part is 'Faxes Sent via Email', which includes a description: 'To enable sending faxes via email from additional email addresses, enter them here. To send a fax via email, send the fax via faxnumber@rcfax.com.' There is a toggle for 'Omit cover page when email subject is blank' (set to Off) and a list of 'Email addresses permitted to send faxes' with one address: user@mycompany.com (highlighted with a '3'). There is an 'Add' button next to the list and 'Cancel' and 'Save' buttons at the bottom (the 'Save' button is highlighted with a '4'). On the right side of the interface, there is a 'Video Tutorials' section with a video titled 'Overview: Outbound Fax Settings' (1:37) and a 'Watch video' link.

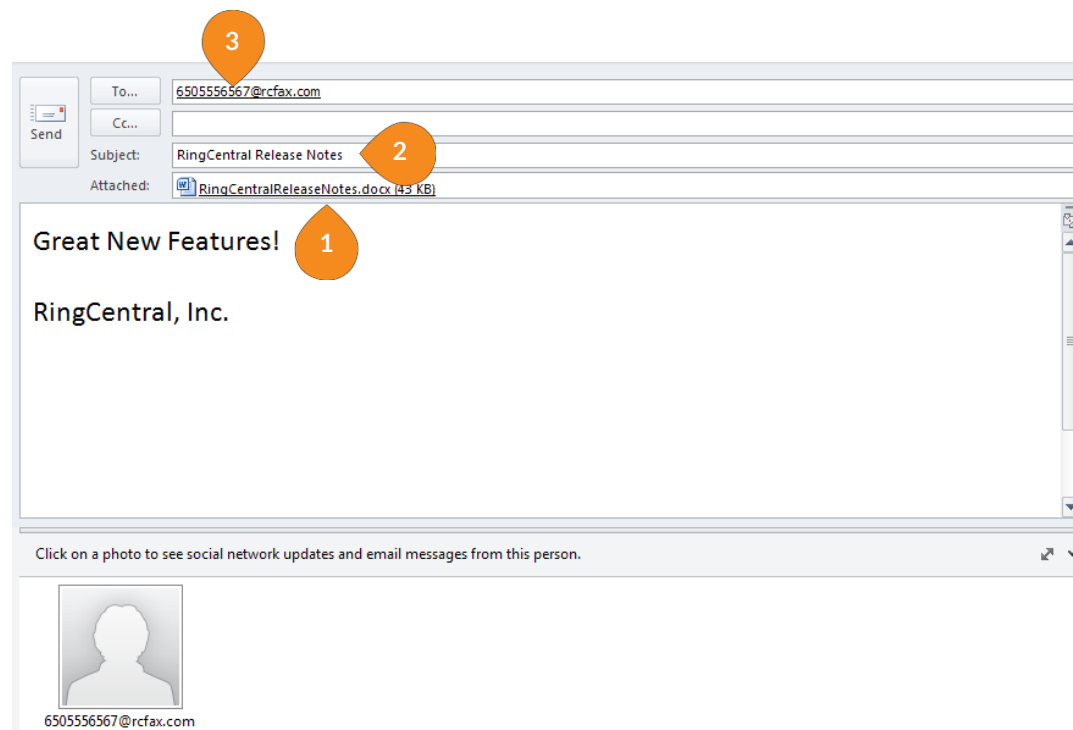


Faxing via Email

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


1. Attach the document you wish to fax.
2. The text in the Subject Line of the email will be added to the cover sheet. (If no subject line text is included, the cover sheet will be omitted.)
3. Send the email to the recipient’s 10-digit fax number @rcfax.com.

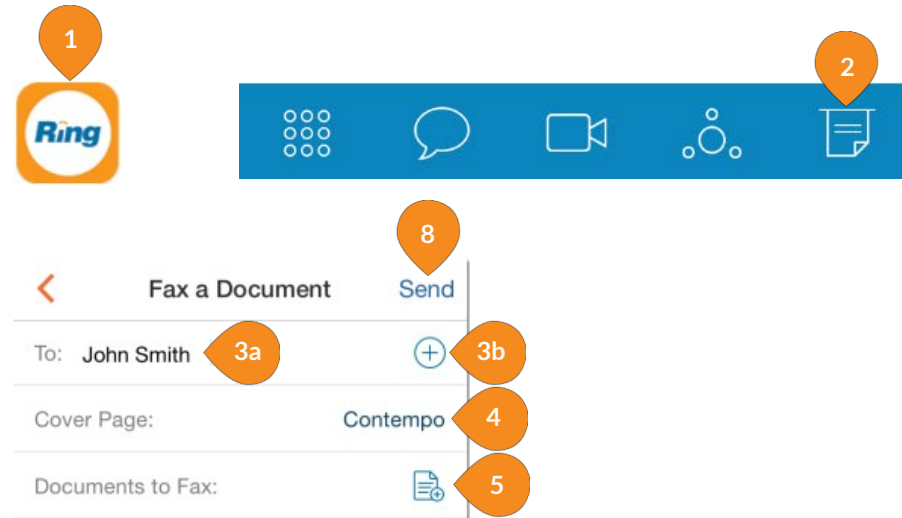
For example, to send a document to the fax number 1-650-555-6567, you would use this email address: **6505556567@rcfax.com**



FaxOut from Mobile App

FaxOut is available to all users with the Office@Hand mobile app. You can send or forward documents as fax messages to any contact anywhere from your iOS and Android-powered devices.

1. Launch your Office@Hand mobile app on your device.
2. Tap the **Fax** icon on the menu bar.
3. Enter recipient's name (with associated number) in the **To:** field. **Note:** You can also click the + icon to choose a contact from your phone.
4. Select your Cover page.
5. Tap  to attach a document.
6. **Attach** files from Dropbox, Box, Google Drive or your phone or tablet.
7. Authorize Office@Hand to access your files (you have to do this only once).
8. Tap **Send** and your fax is on its way!



RingCentral Office@Hand CloudFaxSM

RingCentral Office@Hand CloudFaxSM is a free service for all customers that allows you to conveniently send faxes from one application, wherever you are working.



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

1. **Login** at <http://cloudfax.ringcentral.com> using your Office@Hand account information.
(A User can also click "FaxOut" and click on "I want to fax a document from my Box, Dropbox or Google Drive from the "Send a Fax" screen.)
2. Enter up to 50 recipients and add a cover page message.
3. **Attach** files from Dropbox, Box, Google Drive or your computer.
4. Authorize Office@Hand to access your files (you have to do this only once).
5. Hit **Send Now** and your fax is on its way!

A screenshot of the RingCentral CloudFaxSM web interface. The interface is titled "RingCentral CloudFaxSM" and contains several sections: "Recipient's Fax Number(s)" with a text input field and a "2" callout; "Cover Page Notes" with a text area containing "Great New Features!" and a "3" callout; "Attach File(s)" with buttons for "My Computer", "Dropbox", "Box", and "Google Drive", and a file named "RingCentral Release Notes.docx" with a "3" callout; and "Schedule" with radio buttons for "Send Now" and "Schedule", and a "5" callout. A "Send Now" button is located at the bottom right.



Send faxes from your Box account.

Just download the RingCentral CloudFax app for Box:
https://www.box.com/services/ringcentral_faxout





Send faxes from your Google Drive account.

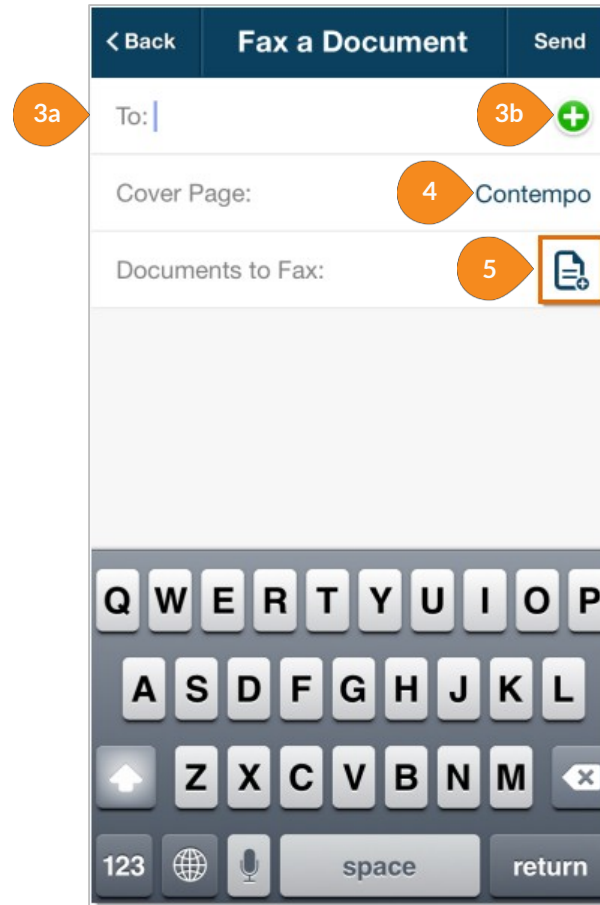
Download the RingCentral Google Chrome app and send faxes directly from Google Drive's file storage platform. Fax any file stored in Google Drive with a single click.

1. Right click on your document and select **Open with**.
2. From the drop-down, select **RingCentral CloudFax**.
3. RingCentral CloudFax will open in a new window.
4. The document you selected is attached automatically.

Send faxes from your RingCentral Office@Hand Mobile Application.

You can compose, view and send out faxes directly from the Office@Hand mobile app. You can also send files as fax messages from your email or local storage of your device for your convenience.

1. Download and install the Office@Hand Mobile App from your iPhone, Android, or Blackberry store.
2. Start the app, then tap the fax icon  
3. Enter the recipient's number in the **To:** field, or tap the green plus sign to select from your contacts. 
4. Choose a **Cover Page**.
5. Select a **Document to Fax**, from your **Office@Hand Documents** folder, your **Photo** albums, **Box** or **Dropbox** if installed on your smartphone. 
6. Tap **Attach**, then **Send**.



Part 4 – Phones and Apps

RingCentral Office@Hand from AT&T provides digital IP phones, plus applications for the desktop and mobile devices, including Business SMS, Conferencing, HD Meetings, Salesforce Integration, Intercom, Call Flip, On Demand Call Recording, Automatic Call Recording, Presence, and Intercom.



Desktop Phones

This section provides you a view of all phones that are associated with your RingCentral Office@Hand from AT&T account. You can add/delete RingCentral-provided VoIP phones or your own phones (assigned to digital lines) to be used for inbound and outbound calling.

1. From the **Settings** tab, select **Phone System**.
2. Click **Phones & Devices**.
3. Click **Add Device** under **Phones & Devices** (bottom of middle panel).
4. Select **User Phone** from **Select Device Type** and click **Next**.
5. Assign the phone to an extension and click **Next**.
6. Select a phone from the pop-up window.
7. Choose whether to add a new number or assign the phone to an existing number.
8. Register your E911 location (the physical address to be used in the event of a 911 call).
9. Click the acknowledgement checkbox below. Click **"I accept."**
10. Choose to add more phones or proceed to checkout.
11. Select your Shipping Address and click **Next**.
12. Confirm your order by checking the acknowledgement box and click **Next**.
13. You may now print your Order Confirmation Receipt. Click **Done**.

The screenshot displays the RingCentral management interface. At the top, there are navigation tabs: Overview, Messages, Activity Log, Contacts, Settings (highlighted), Billing, and Tools. The main content area is titled 'Phone System' and includes a sidebar with 'Company Numbers and Info (866) 557-0092', 'Auto-Receptionist', '5 Groups', and '10 Users'. The central panel shows 'Phones & Devices' with a list of existing devices and an 'Add Device' button. A 'Select Device Type' dialog box is open, allowing the user to choose between 'User Phone', 'Unassigned Phone', and 'Paging Device'. Below it, a 'Select Phone' dialog box shows a grid of available desk phones, including models like Cisco SPA-303, SPA-508G, and SPA-525G2, with their respective prices.



Conference Phones and Paging Devices

Office@Hand supports two models of conference phones and two paging devices. To choose a conference phone, follow Steps 1 – 6 above and scroll down to view the conference phone choices. Click the phone name to pop up a feature description.

To choose a paging device, follow steps 1 – 3 above, and select the **Paging Device** radio button, then **Next**. View the Paging Device choices and click **Next** to see the provisioning information for the device. Click **Done** to add the paging device to your system.

SIP Server	sip.ops.ringcentral.co.uk
Remote SIP port	5060
Local SIP port	5060
Outbound Proxy	sip211.ops.ringcentral.com
Outbound Proxy Port	5090
SIP User ID	16502578493*51586004
Authenticate ID	51586004
Authenticate Password	M10jGC

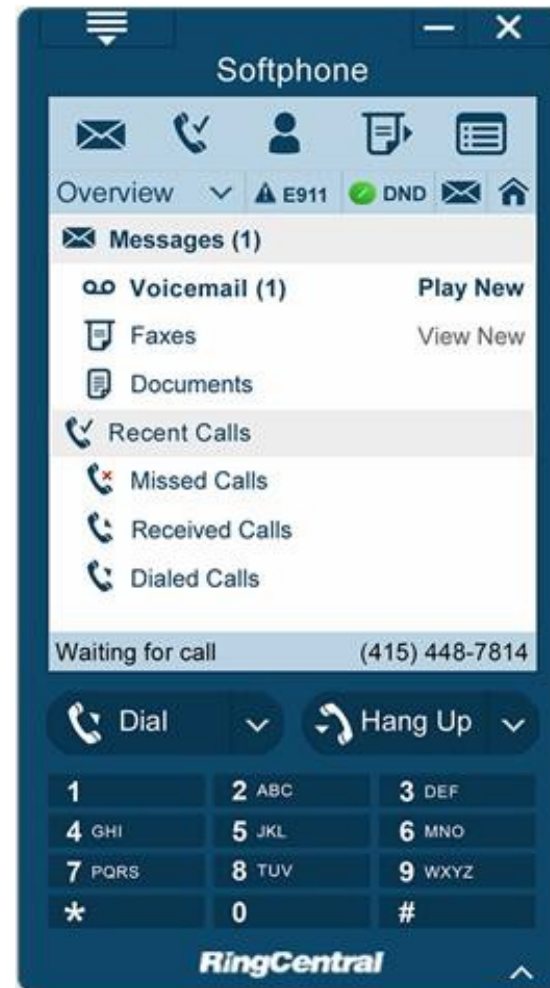


Softphone

The RingCentral Softphone for Office@Hand is a free downloadable software application which can be used to make and receive calls, send faxes and even retrieve voice and fax messages. The Softphone is compatible with Microsoft XP, Vista, Windows 7, and Mac and can be downloaded on multiple computers for free. With the Softphone, you and your users can:

1. Dial and answer calls from your computer.
2. Screen voice messages as they are being left; interrupt and answer the ones you want to take.
3. Transfer incoming and outgoing calls to other numbers or extensions.
4. View answered, missed, and dialed calls right from your Softphone.
5. Speed dial up to 10 numbers — easily customize the numbers you call the most.
6. Sync with your Outlook 2013 contacts.
7. Sync your Outlook 2013 contacts with your RingCentral online account.
8. Send faxes directly from any Office 2013 application.
9. Login with any alphanumeric password.

Note: E911 calls can be made from a Softphone only with a paid digital line.



Downloading the RingCentral Softphone

1. Click **Tools** in the menu bar, and select **Softphone**.
2. On the left, click on your operating system – **PC Version** or **Macintosh** version. (The system may recognize your computer type and offer you the appropriate version automatically.) Click to download.
3. When you have completed the installation, fill out your credentials in the authentic dialog box and click **OK**.
4. Open the Softphone to explore and use its features.
5. Return to this menu and click **Activate Existing Softphone**.
6. Select **Smartphone to Activate** – since you can only install one Softphone at a time, there will only be one choice, usually in the form of a code corresponding to your computer’s internal name.
7. Select this, then fill out the E911 Registered Location information form that appears. (E911 registration is legally required; your service will not be activated until this information is provided.)
8. When you finish, the **Confirmation** message will tell you to restart the Softphone. It will now be activated and you will be able to receive and place voice calls.

The screenshot shows the RingCentral web interface. At the top, there is a navigation bar with tabs for Overview, Messages, Call Log, Contacts, Settings, Billing, and Tools. The Tools dropdown menu is open, showing options like Mobile Apps, Softphone, Directory Assistance, App for Salesforce, Tell a Friend, RingMe, Appearance, and Account Validation. The main content area is titled 'Softphone' and includes a 'Download RingCentral Softphone' section. On the left, there are buttons for 'Download for 32-bit MS Office' and 'Download for 64-bit MS Office'. Below these are 'Known issues' and a visual representation of the softphone application on a desktop and smartphone. At the bottom of this section, there is a link for 'PC Version | Mac Version'. A red circle with the number '1' is positioned above the Tools menu, and a red circle with the number '2' is positioned below the PC/Mac version link.



Smartphone Apps

Take Office@Hand everywhere you go. Download our powerful app for Android, iPhone, or iPad, and carry your entire business phone system in the palm of your hand. Click **Tools > Mobile Apps** to download.

- Configure and manage account settings from your smartphone.
- Send and receive texts to customers, colleagues, and even departments. See the [Business SMS webpage](#) for more information.
- Make and receive VoIP calls with your company's Caller ID, rather than your personal mobile phone number.
- Easily access call logs, voicemail messages, and faxes.
- Find company and personal contacts quickly in one location.
- Send, receive, view, and forward faxes.

Apps for your smartphone and iPad tablet

Select an app to download

iPhone



iOS 6.0 or higher

Android






Android 4.0 or higher



Business SMS*

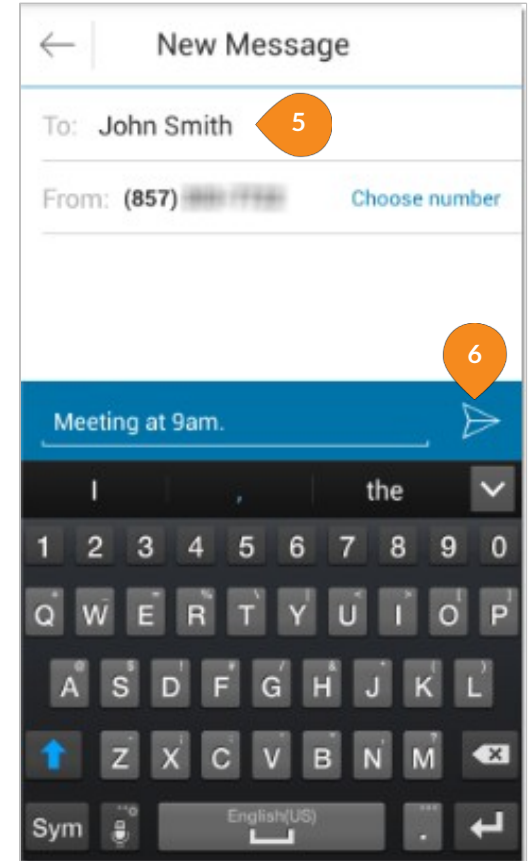
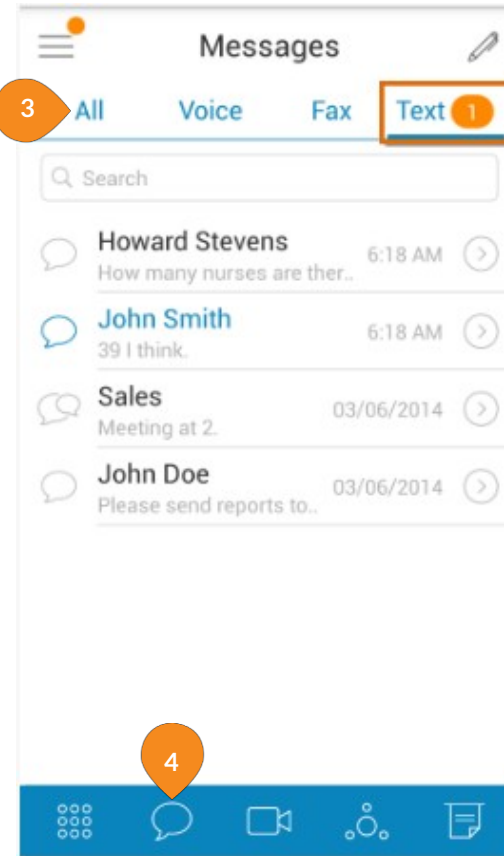
Use your Office@Hand number to send and receive unlimited texts with customers, colleagues, and even departments. It integrates with your smartphone (iPhone and Android) and iPad tablet. You can use it to text anyone with SMS capabilities, whether they're an Office@Hand customer or not.

Here's how to get started.

1. Download or update to the latest Office@Hand mobile app for iPhone or Android. 
2. Log on to your Office@Hand Account via the mobile app. Make sure to enter the correct extension number.
3. Tap **All** (or **Text**) to display received SMS messages. Click on a message to view it, respond, and see the sender contact info.
4. Tap the **SMS Icon** .
5. Enter a name or phone number in the **To:** line.
6. Key in the message you wish to send out and tap .

Note: The Office@Hand Business SMS feature does not support texting international numbers, texting short codes, nor MMS.

*Available only with selected plans in the US and Canada.



Salesforce™ Integration*

The RingCentral App for Salesforce.com enhances your CRM experience with integrated business communications.

With the RingCentral App installed on your computer, 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. And you can attach call notes to specific contact records.

Learn more by downloading the Salesforce Admin and User Guides from the links below.

http://netstorage.ringcentral.com/guides/Salesforce_Administrator_Guide.pdf

http://netstorage.ringcentral.com/guides/Salesforce_User_Guide.pdf

*Available with selected plans.



Intercom*

Intercom allows hands-free peer-to-peer conversations between users on desk phones and Softphone. With Intercom, you can call another extension in your company and that phone will automatically answer the call in speakerphone mode. This feature is useful for announcing parked calls, notifying of visitors, and engaging in hands-free communications with colleagues.

Most Office@Hand desk phones have Intercom softkeys. Just 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 automatically activated.

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

You can set permissions as to which users can Intercom you: Log into your account, then go to **Settings > My Settings > Phones & Numbers** and in the middle panel click **Intercom**. Intercom is disabled by default. Click the bar to select the phone to be set (one Intercom phone per user), then add to or remove from the list of who can Intercom. Click **Save**.

Note: A User can set up his own Intercom from **Settings > Phones & Numbers**

* Available with selected plans.

The Polycom 6000 conference phone does not have softkeys; use the touch tone command *85 to initiate an Intercom session. The RingCentral Softphone cannot make, but can receive, Intercom calls. The Office@Hand Mobile Apps cannot make an Intercom call; incoming Intercom calls convert into regular inbound calls.

The screenshot displays the RingCentral user interface for configuring Intercom settings. At the top, there is a navigation bar with tabs for Overview, Messages, Activity Log, Contacts, Settings (selected), Billing, and Tools. Below this is a 'My Settings' sidebar with options like Admin User, Phones & Numbers (selected), Screening, Greeting & Hold Music, Call Handling & Forwarding, Messages & Notifications, Outbound Caller ID, and Outbound Fax Settings. The main content area is split into three panels. The left panel, 'Phones & Numbers', lists existing phones like 'Admin User Polycom I...' and 'Polycom IP 335 HD IP...', with an 'Add Phone' button. The middle panel, 'Intercom', shows the 'Admin User Polycom IP 550 HD Manager IP phone' selected. Below this, it lists 'Users permitted to make intercom calls to me:' with 'Sales Manager, Ext: 106' and 'Shipping Manager, Ext: 107'. At the bottom of this panel, there is an 'Add users:' section with a search bar and a list of users with checkboxes: 'Sales User 1, Ext: 102', 'Sales User 2, Ext: 103', 'Sales User 3, Ext: 104', and 'Shipping User, Ext: 105'. Action buttons at the bottom include 'Select All', 'Deselect All', 'Add selected', 'Cancel', and 'Save'. The right panel shows 'Conference Number: (760) 569-7171', 'Host Code: 527414870', and 'Participants Code: 161057485'.



Appendix: Express Setup for Administrators

After you activate your Administrator account, Office@Hand starts **Express Setup**, which quickly guides you through the process of setting up your new phone system.

Select the dropdown entry that matches your industry and answer the question about how you heard about RingCentral Office@Hand. Then click “**Sounds easy. Let’s do it!**”

If you skip the **Express Setup**, you will be offered the opportunity again the next time you log in. It is highly recommended that you take advantage of **Express Setup** to be able to get the most from your RingCentral phone system.

Or Schedule an Implementation Appointment

If you prefer, you can set up an appointment with an Implementation Specialist, who will call you at the scheduled time and help set up your system. To do this, click the **Schedule Now** button, and choose an **Appointment Date**, and an appointment time from among the **Available Slots**. You can also enter **Notes** for the specialist. Click **Schedule**. Then back at the previous screen, click **I will do it later**.

Thank you, your account is now activated.

We will now go through a quick and basic setup of your phone system.

- 1 Verify your address
- 2 Tell us about your users and departments
- 3 Configure your company greeting and operator extension
- 4 Decide how calls will be forwarded to your departments and users

You can also get help by scheduling an implementation appointment.

[Schedule Now](#)

What's your primary industry?

-- Please Select --

How did you hear about RingCentral?

-- Please Select --

[Sounds easy. Let's do it! >](#)

[> I will do it later](#)



Express Setup for Admins

On the **Company Info** panel, select the number of employees and the number of business locations. Enter your company website URL and click **Next**.

Fill in the **e911 service address** panel. This address is very important. If a 911 call is made, this is the address to which emergency services will be dispatched.

Each user must set up their own e911 service address based on their current location.

e911 service address

Name:	State:
<input type="text" value="John Smith"/>	<input type="text" value="California"/>
Street Address:	Zip:
<input type="text" value="999 Baker Way"/>	<input type="text" value="94404"/>
Apartment/Suite:	Country:
<input type="text" value="Ste 500"/>	<input type="text" value="United States"/>
City:	
<input type="text" value="San Mateo"/>	

RingCentral 911 Service [> Print](#)

RingCentral 911 service operates differently than traditional 911 service. We are required by the FCC to advise you of the circumstances under which 911 may not be available or may be in some way limited by comparison to traditional 911 service. Such circumstances include:

(1) Internet Connection Failure. If the connection to the Internet over which your RingCentral VoIP service is provided were interrupted, you would not have access to RingCentral VoIP service during that interruption and therefore would not have access to 911 service during that interruption.

(2) Number Flexibility & Service Portability. Traditional 911 service automatically sends your 911 call to the appropriate local emergency responder, or Public Safety Answering Point ("PSAP"), based on your

BY SELECTING THIS CHECKBOX AND CLICKING "I ACCEPT" BELOW, YOU CONFIRM THAT YOU HAVE READ, AGREE TO AND UNDERSTAND HOW E911 SERVICE FOR RINGCENTRAL DIFFERS FROM TRADITIONAL 911 AND THAT YOU AGREE TO MAINTAIN YOUR REGISTERED LOCATION BASED ON YOUR CURRENT ADDRESS



On the **Confirm your extension info** panel, enter your **First Name**, **Last Name**, and **Email** address. (If you activated Office@Hand phone service, your email address will be filled in by default. You may change it here.)

Choose any number for your extension except 0 or 9 because those are reserved.

If you plan to add call queue groups later, we suggest that you reserve extensions 1 – 8 for your groups.

How about extension 101 for yourself?

Select the correct **Time Zone** for your location.

Confirm your extension info

First Name:

Last Name:

Email:

Extension:

Phone: Polycom IP 335 HD IP phone

Time Zone:

[Next >](#)



On the **New User** panel, accept or change the assigned extension (Ext. 102) and enter the **First Name**, **Last Name**, and **Email** address of the new user.

Confirm the e911 service address for this user and click **Save**.

Repeat for additional Office@Hand phone users at this number.

New User (Ext. 102)

Extension:

First Name:

Last Name:

Email:

Contact Number:

Phone Number:

Phone Type:



Add call queues as you need (e.g., **Ext. 1 for Sales, Ext. 2 for Billing**) and add the users who should receive calls made to each call queue. Learn more about call queues [here](#).

Save and continue adding call queues and members as needed.

The Office@Hand phone system administrator will be able to customize the call queue settings later.

Company info > e911 > User info > **Add call queues** > Set up basic system settings

Create your call queues

[Add call queue](#)

[I don't have call queues](#)

Add call queue

Call Queue ext.:

Call Queue name:

Manager Email:

[Add call queue members](#) 0 >

[Cancel](#) [Save](#)

Call Queue Members

Select users who will be answering the calls to this call queue:

<input type="checkbox"/>	Admin User	Ext. 101
<input checked="" type="checkbox"/>	Wendy Wang	Ext. 102
<input checked="" type="checkbox"/>	User3 User3	Ext. 103
<input type="checkbox"/>	User4 User4	Ext. 104
<input checked="" type="checkbox"/>	User5 User5	Ext. 105
<input type="checkbox"/>	User0 User6	Ext. 106
<input checked="" type="checkbox"/>	User7 User7	Ext. 107
<input type="checkbox"/>	User8 User8	Ext. 108
<input type="checkbox"/>	User9 User9	Ext. 109

[Cancel](#) [Save](#) >



Now let's set up your company greeting and the operator extension.

Click the **Auto-Receptionist** panel to continue.

Assign the **Operator Ext. 0** to a user.

Company info > e911 > User info > Add call queues > **Set up basic system settings**

Main Number
(206) 555-1212

Auto-Receptionist

1 Group 10 Users

Phones & Numbers

Auto-Receptionist

How to handle incoming c... [Set Up >](#)

Operator Ext. 0 [Assign >](#)

[Next](#)

Select your operator extension (0)

This user will receive all calls and messages intended for the operator:

<input type="radio"/>	Admin User	Ext. 101
<input checked="" type="radio"/>	Wendy Wang	Ext. 102
<input type="radio"/>	User3 User3	Ext. 103
<input type="radio"/>	User4 User4	Ext. 104
<input type="radio"/>	User5 User5	Ext. 105
<input type="radio"/>	User0 User6	Ext. 106
<input type="radio"/>	User7 User7	Ext. 107
<input type="radio"/>	User8 User8	Ext. 108
<input type="radio"/>	User9 User9	Ext. 109


[Cancel](#) [Save >](#)






Next, click **Set Up** to choose how to handle incoming calls to your company.


Now, choose whether to play the company greeting when calls come to the Operator extension, or to connect callers directly to another extension, which may have a different greeting. Click **Save**, then **Next**.

Company info > e911 > User info > Add call queues > **Set up basic system settings**

 Main Number
(206) 555-1212

 Auto-Receptionist

1 Group  10 Users 

 Phones & Numbers

Auto-Receptionist

How to handle incoming c... **Set Up >**

Operator Ext. 0 Wendy Wang Ext. ... ✓

Next

How to handle incoming calls

Play company greeting

Connect callers directly to an extension

Greeting Default ✓

Cancel **Save >**



Click the first call queue in the list and select whether to play the **Call Queue Greeting** when calls come to the assigned extension for that call queue. The Call Queue Greeting may be the system default greeting or a custom greeting you have recorded.

Click **Next** to set up **Call Handling** for the first call queue group.

Company info > e911 > User info > **Add call queues** > Set up basic system settings

Main Number
(206) 555-1212

Auto-Receptionist

1 Group 10 Users

Phones & Numbers

Call handling for call queues

Inside Sales Set Up Ext. 1001 >

Next

Ext. 1001 Inside Sales

Call Queue Greeting

Call Queue Greeting

On

Greeting Default ✓

Next

Call Handling

Messages and Notifications



Under **Call Handling**, select the order in which calls to this call queue should be routed to its members: rotating or simultaneously to all call queue members.

Click **Next** to save and set up **Messages and Notifications** for the call queue.

Company info > e911 > User info > Add call queues > **Set up basic system settings**

Main Number
(206) 555-1212

Auto-Receptionist

1 Group 10 Users

Phones & Numbers

Call handling for call queues

Inside Sales **Set Up Ext. 1001 >**

Next

Ext. 1001 Inside Sales ▾

Call Queue Greeting ▾

Call Handling

Select the order in which calls to this call queue should be routed to the call queue members:

Rotating

Simultaneously

Next ▾

Messages and Notifications ▾



Under **Messages and Notifications**, select default voicemail greeting or record a custom greeting now.

Select the extensions that should receive all messages for this call queue.

Click **Save** and continue setting up call handling for all call queues.

Company info > e911 > User info > Add call queues > **Set up basic system settings**

Main Number
(206) 555-1212

Auto-Receptionist

1 Group 10 Users

Phones & Numbers

Call handling for call queues

Inside Sales **Set Up Ext. 1001 >**

Next

Ext. 1001 Inside Sales ▾

Call Queue Greeting ▾

Call Handling ▾

Messages and Notifications



Select the default voicemail greeting or record a custom greeting now.

Voicemail Greeting Default ▾

Select the extension that should receive all the messages for this call queue:

<input checked="" type="radio"/>	This call queue	Ext. 1001	▲
<input type="radio"/>	Admin User	Ext. 101	☰
<input type="radio"/>	Wendy Wang	Ext. 102	
<input type="radio"/>	User3 User3	Ext. 103	
<input type="radio"/>	User4 User4	Ext. 104	▼

Save ▾



Next, click **Users** and set up call handling for each user.

Click the first user in the list and select whether to turn **Call Screening Off** or **On**.

Click **Next** to set up **Call Handling** for this user.

Company info > e911 > User info > Add call queues > **Set up basic system settings**

Main Number
(206) 555-1212

Auto-Receptionist

1 Group | **10 Users**

Phones & Numbers

Set up call handling for your users

Admin User Set Up Ext. 101 >

NOTE: Only your extension call handling needs to be set up now.

Wendy Wang Set Up Ext. 102 >

User3 User3 Set Up Ext. 103 >

User4 User4 Set Up Ext. 104 >

User5 User5 Set Up Ext. 105 >

User0 User6 Set Up Ext. 106 >

User7 User7 Set Up Ext. 107 >

User8 User8 Set Up Ext. 108 >

User9 User9 Set Up Ext. 109 >

User10 User10 Set Up Ext. 110 >

Next

Admin User (206) 555-1212 Ext. 101

Call Screening

Call Screening

Off

Next >

Call Handling >

Messages and Notifications >



Set up **Call Handling** for each user. Call Handling offers flexibility on how you want incoming calls to be handled during business hours or after hours under multiple condition rules. Learn more [here](#).

Company info > e911 > User info > Add call queues > **Set up basic system settings**

Main Number
(206) 555-1212

Auto-Receptionist

1 Group **10 Users**

Phones & Numbers

Set up call handling for your users

Admin User Set Up Ext. 101 >

NOTE: Only your extension call handling needs to be set up now.

Wendy Wang Set Up Ext. 102 >

User3 User3 Set Up Ext. 103 >

User4 User4 Set Up Ext. 104 >

User5 User5 Set Up Ext. 105 >

User0 User6 Set Up Ext. 106 >

User7 User7 Set Up Ext. 107 >

User8 User8 Set Up Ext. 108 >

User9 User9 Set Up Ext. 109 >

User10 User10 Set Up Ext. 110 >

Next

Admin User (206) 555-1212 Ext. 101

Call Screening v

Call Handling

If your RingCentral phones have not arrived, enter your mobile phone number to start receiving your business calls on your mobile phone.

Move	Label	Phone Number	Status
	Polycom VVX-310 Gigabit Ethernet Phone	(206)555-1212	On ●
	Work	<input type="text"/>	Off ●
	Mobile	<input type="text"/>	Off ●
	Home	<input type="text"/>	Off ●
	Other	<input type="text"/>	Off ●

Select the order in which your phones listed above should ring:

Sequentially Simultaneously

Next v



Then click **Next** to set up **Messages and Notifications** for all users.

Under **Messages and Notifications** select the default voicemail greeting or record a custom greeting.

Click **Next** and continue setting up **Messages and Notifications** for all users.

Company info > e911 > User info > Add call queues > **Set up basic system settings**

The screenshot displays the 'Set up basic system settings' step in the RingCentral Express Setup process. The interface is organized into three main sections:

- Left Sidebar:** Contains navigation options: 'Main Number (206) 555-1212', 'Auto-Receptionist', '1 Group' (with a sub-section for '10 Users'), and 'Phones & Numbers'.
- Central Panel: 'Set up call handling for your users'**
 - Header: 'Admin User Set Up Ext. 101 >'
 - Note: 'NOTE: Only your extension call handling needs to be set up now.'
 - List of users with 'Set Up' buttons: Wendy Wang (Ext. 102), User3 User3 (Ext. 103), User4 User4 (Ext. 104), User5 User5 (Ext. 105), User0 User6 (Ext. 106), User7 User7 (Ext. 107), User8 User8 (Ext. 108), User9 User9 (Ext. 109), and User10 User10 (Ext. 110).
- Right Panel: 'Messages and Notifications'**
 - Header: 'Admin User (206) 555-1212 Ext. 101'
 - Options: 'Call Screening' and 'Call Handling' (both with dropdown arrows).
 - Section: 'Messages and Notifications'
 - Text: 'Select the default voicemail greeting or record a custom greeting now.'
 - Option: 'Voicemail Greeting' set to 'Default' (with a checkmark).
 - Button: 'Next >' (highlighted in a dark blue box).



Now that you have set up your **Auto-Receptionist**, your **Call Queues** and your **Users**, you can set up the IP phones and numbers for all of your users. You can also add new phones and extensions as your needs grow.

Click **Finish Setup** to exit Express Setup.



A vertical sidebar menu with a light blue background. It contains five items: 'Main Number (206) 555-1212' with a hand icon, 'Auto-Receptionist' with a person icon, '1 Group' with a group icon, '10 Users' with a group icon, and 'Phones & Numbers' with a phone icon. The 'Phones & Numbers' item is highlighted with a dark blue background and white text.

A main content area with a light blue header titled 'Phones & Numbers'. The text below reads: 'Your RingCentral phones arrive Plug & Ring ready. You will be able to access your phone settings later when you login to your account on the RingCentral web site.' Below this, it says: 'The administrator can access settings for all the phones in their account in **Settings > Phone System > Phones & Devices.**' At the bottom right, there is a dark blue button with white text that says 'Finish Setup >'.

Phones & Numbers

Your RingCentral phones arrive Plug & Ring ready. You will be able to access your phone settings later when you login to your account on the RingCentral web site.

The administrator can access settings for all the phones in their account in **Settings > Phone System > Phones & Devices.**

Finish Setup >

Note: When you click **Finish Setup**, an email requesting activation of groups, call queues, and users will be sent to the manager's email account (or whichever account was chosen during set-up).



You did it! When you complete Express Setup you will see the screen below.

Next, click the **Download Apps** button to access the RingCentral Softphone application that turns your PC or Mac desktop into a phone control center.

Congratulations!

You are done setting up your business phone system. Your users will receive an email message allowing them access to manage their own extensions. You can continue to manage the system by logging into your account and selecting the "Settings" tab.

[Download Apps >](#)

