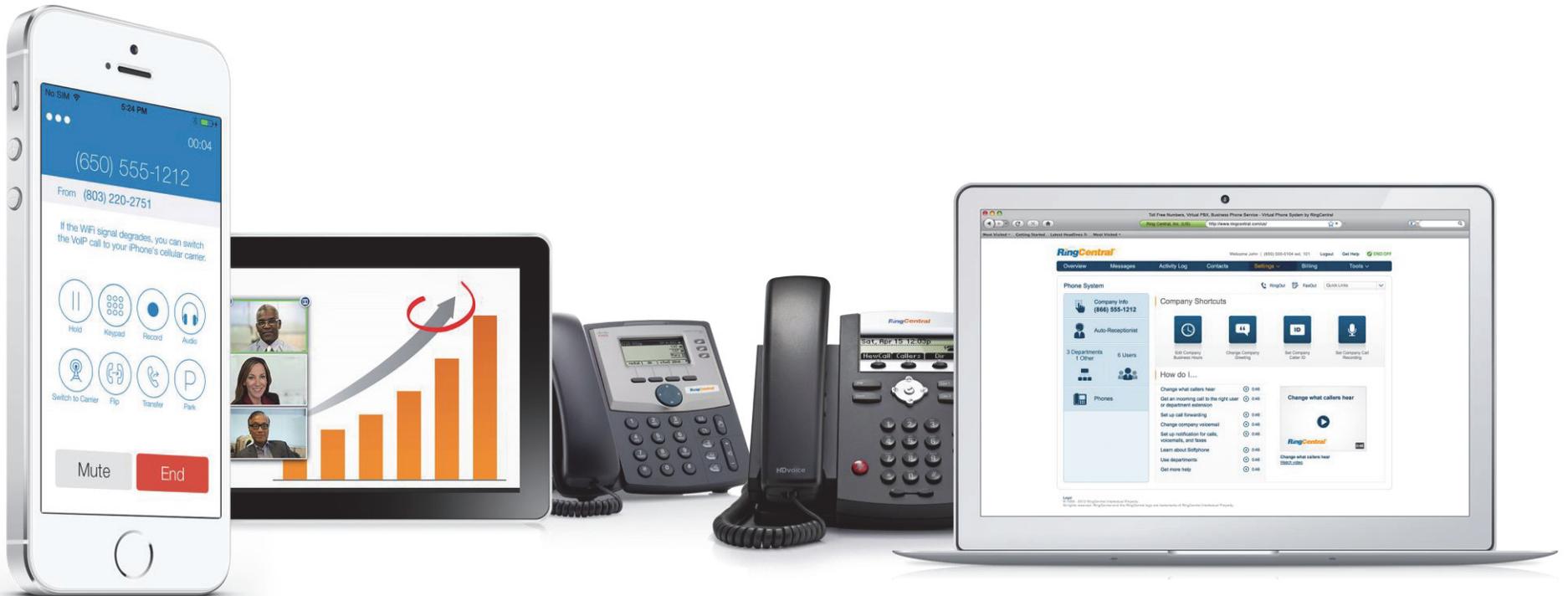


# RingCentral Office@Hand from AT&T

## Reference Guide for Admins and Users



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\*Available only with selected plans, locations and devices.



# Introduction

RingCentral Office@Hand Office 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 Office@Hand Office 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 Office@Hand Office features:

- Auto-Receptionist
- Multi-level IVR (Auto-Attendant)
- 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” on page 4.

**Part 2** – “Admin Functions: Company Settings” on page 22.

**Part 3** – User Settings for both admins and end-users. See “Settings for Admins and Users” on page 62.

**Part 4** – Desk phones and the Office@Hand Softphone application. See “Phones and Apps” on page 92.

“Appendix: Express Setup for Administrators” on page 101.



# 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 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 an 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 <http://service-Office@Hand.ATT.com> using your main Office@Hand phone number and password.
2. Download our mobile app for your smartphone (see “Smartphone Apps” on page 97).

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](#)



## 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** Conference RingOut FaxOut

**Recent Messages - 1 new message**

<input type="checkbox"/>	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 navigation bar includes 'Overview', 'Messages' (highlighted with an orange location pin), 'Call Log', 'Contacts', 'Settings', 'Billing', and 'Tools'. Below this, a 'Messages' section contains a sidebar with folders: 'Inbox', 'Outbox', 'Sent Items', 'Deleted Items', and 'Recordings'. The main area shows an 'Inbox (1 new)' with a message from RingCentral. The message details are as follows:

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 displays the RingCentral Call Log interface. At the top, a navigation bar includes 'Overview', 'Messages', 'Call Log' (highlighted with an orange pin), 'Contacts', 'Settings', 'Billing', and 'Tools'. Below this, the 'Call Log' section features a 'View: Simple | Detailed' toggle, 'Conference', 'RingOut', and 'FaxOut' icons, and a 'Quick Links' dropdown. The main area contains filters for 'Show Call Log records for' (set to 'Last 7 days'), 'From' (03/26/2014), and 'To' (03/27/2014) dates, with a 'Show' button. Below the filters are 'Open Advanced Features' and a 'Phone number' input field. Action buttons include 'Contacts', 'Block', 'Delete', 'Download', and 'Purge'. A pagination control shows 'Page 1'. The table below has columns: Type, Phone Number, Name, Date / Time, Recording, Action, Result, and Length. The table is currently empty, displaying 'No Calls'.



## Contacts

**Contacts** include **Company** contacts which are all 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 tabs: Overview, Messages, Call Log, Contacts (highlighted with an orange location pin), Settings, Billing, and Tools. Below the navigation bar, the 'Contacts' section is active. On the left, there is a sidebar with two tabs: 'Company' (selected) and 'Personal'. The main content area shows a list of company contacts. At the top of this list, there is a search bar, a 'Sort by: First Name' dropdown, and a filter bar with 'All' selected and a keyboard layout '0-9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z'. The contact list is organized by first letter, with sections for C, D, J, S, W, and a final section for William Garcia. The contacts listed are: Customer Support, Dave Richards, Jennifer Do, John Smith, Julia Anderson, Sales, SM Store, SM Store, Warehouse, and William Garcia.

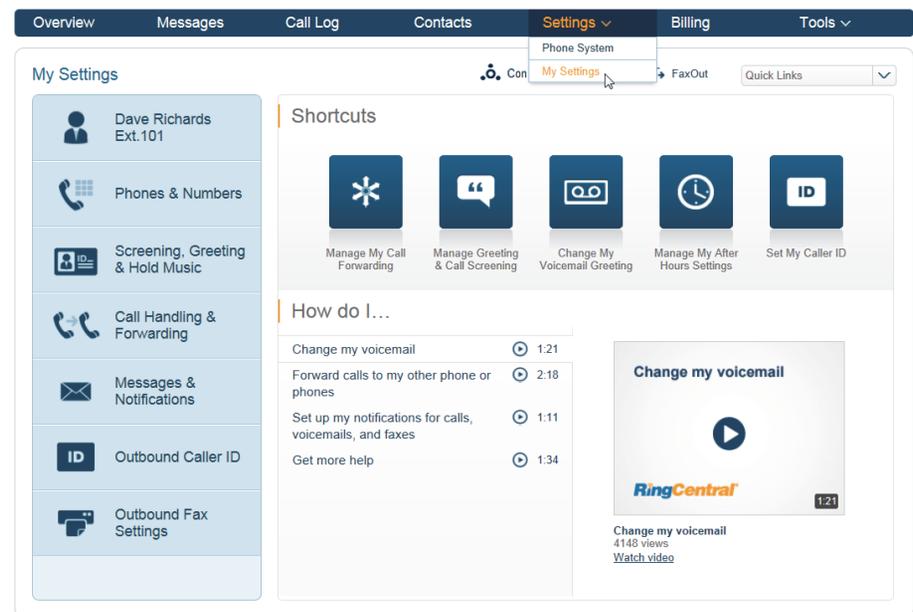
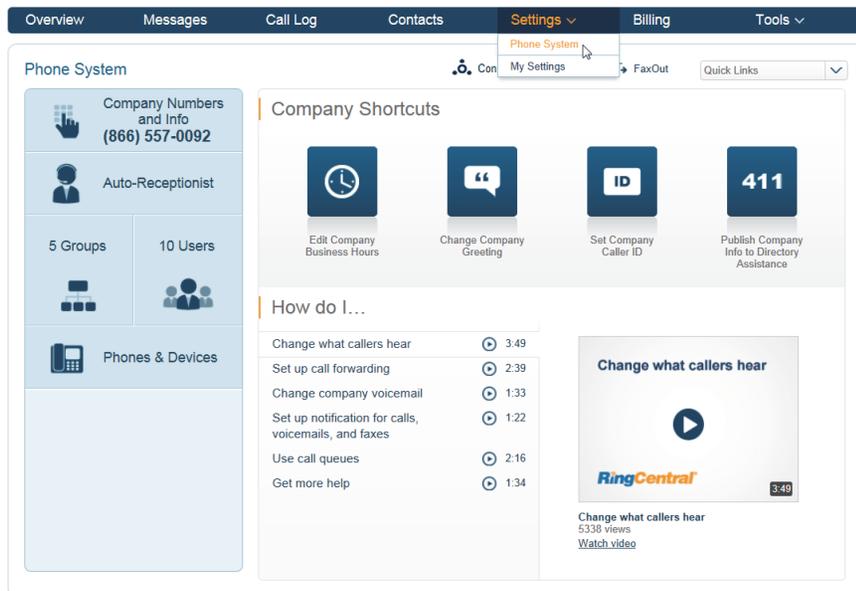
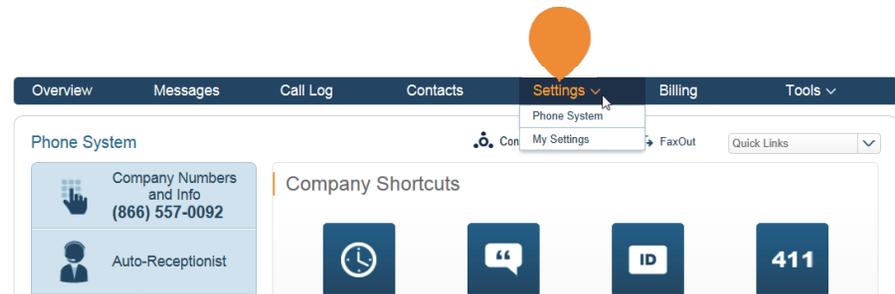


# Settings

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 contains tabs for Overview, Messages, Call Log, Contacts, Settings, Billing (highlighted with an orange balloon), and Tools. Below the navigation bar, the Billing page is shown. On the left, a sidebar lists three main sections: Service Plan, Payment Method, and International Calling. The main content area is titled 'Billing' and features a 'Service Plan' section with 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. Below this, an 'Additional Phones' section lists 'Digital Line Unlimited' at 17 @ \$54.99 each, with a 'Change billing cycle' button. At the bottom, there are 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.)

### IVR

Multi-level IVR allows companies to create inbound call flows to multiple menu levels, or to deploy large numbers of independent IVR menus at multiple locations.

The screenshot displays the RingCentral Admin console interface. At the top, a navigation bar includes tabs for Overview, Messages, Call Log, Contacts, Settings, Billing, and Tools. The Tools menu is expanded, showing options like Mobile Apps, Softphone, Meetings App, Directory Assistance, App for Salesforce, Tell a Friend, RingMe, Appearance, Account Validation, and IVR. The main content area is titled 'Mobile Apps' and features a section for 'Apps for your smartphone' with options for iPhone and Android. A list of benefits for using the mobile app is provided, such as making calls with a company Caller ID, accessing call logs, and finding company contacts in a directory.



## 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**.

**Softphone**

For Your Desktop

- Check the version of your Microsoft OFFICE
- Download for 32-bit MS Office
- Download for 64-bit MS Office
- Known issues

**Download RingCentral Softphone**

Use Softphone to take control of your calls right on your PC. Answer or screen incoming calls, send to voice mail, transfer, disconnect or even monitor voice messages as they are being left and pick up the ones you want to talk to.

**Features include:**

- Answer your incoming calls right on your PC: all you need is a high-speed Internet connection and a headset
- Screen voice messages as they are being left, interrupt and answer the ones you want to take
- Record your incoming and outgoing\* calls right to your PC for future reference
- Conference calls made easy, connect multiple callers, add and drop callers with the click of a mouse\*

**Quick Links** dropdown menu:

- Administrator
  - Manage Users
  - Company Call Handling & Greetings
  - Manage Phones & Devices
  - Manage Groups
- User
  - My Greeting & Call Screening
  - My Call Handling Rules
  - My Voicemail
  - My Caller ID
  - My After Hours Settings

**Overview**

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

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**

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See 4 easy ways to send a fax.

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- Forum
- Blog
- Feedback

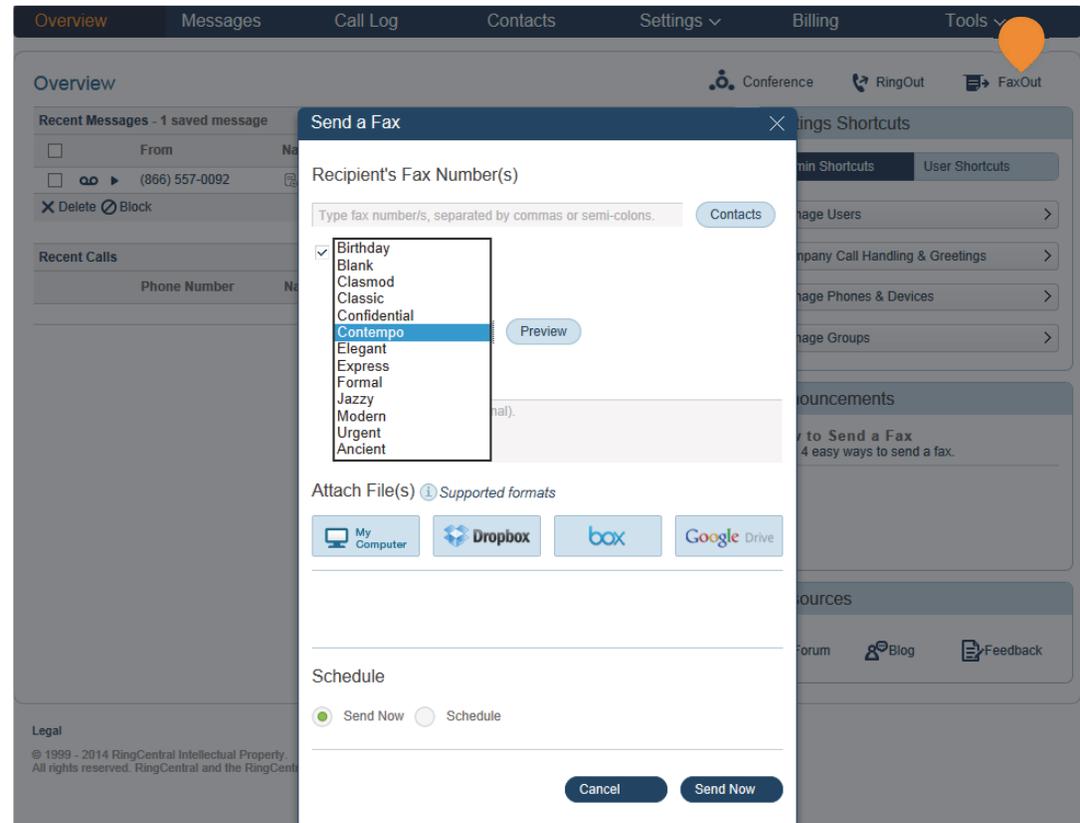


# FaxOut

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**.

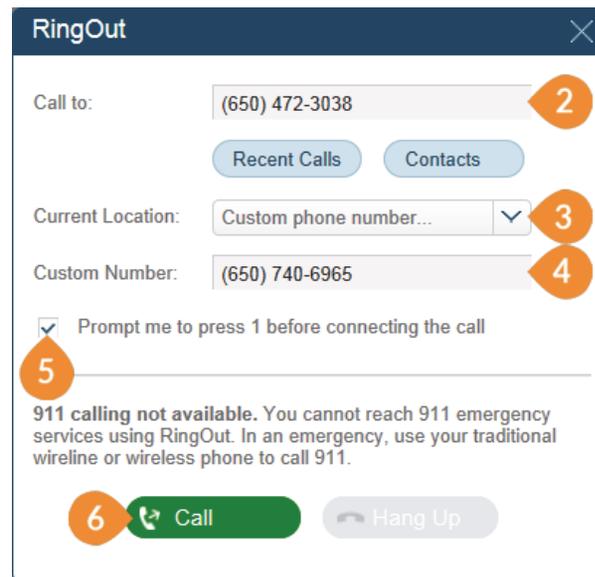
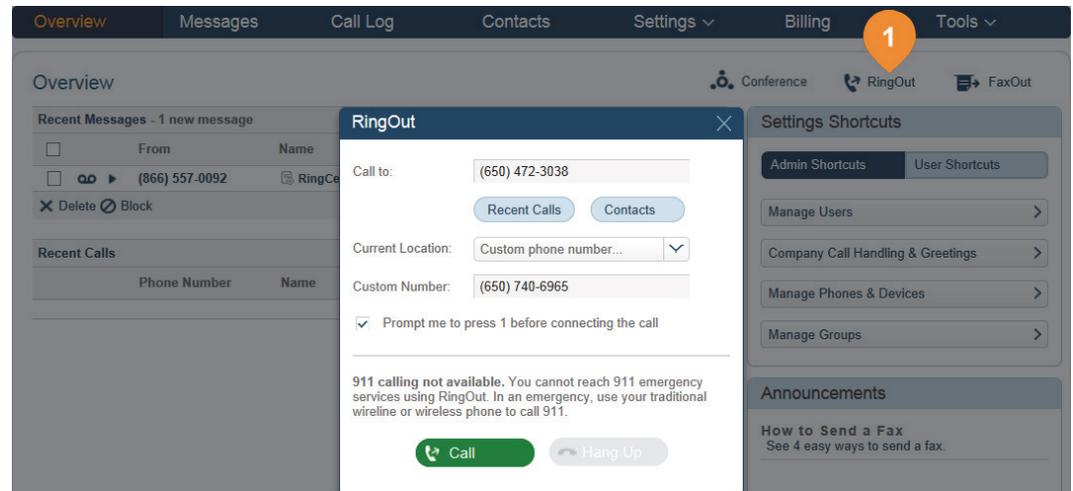
See "Faxing" on page 85 for more details.



# 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.



## Conferencing\*

RingCentral Office@Hand from AT&T customers can setup, host, 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\*\*.

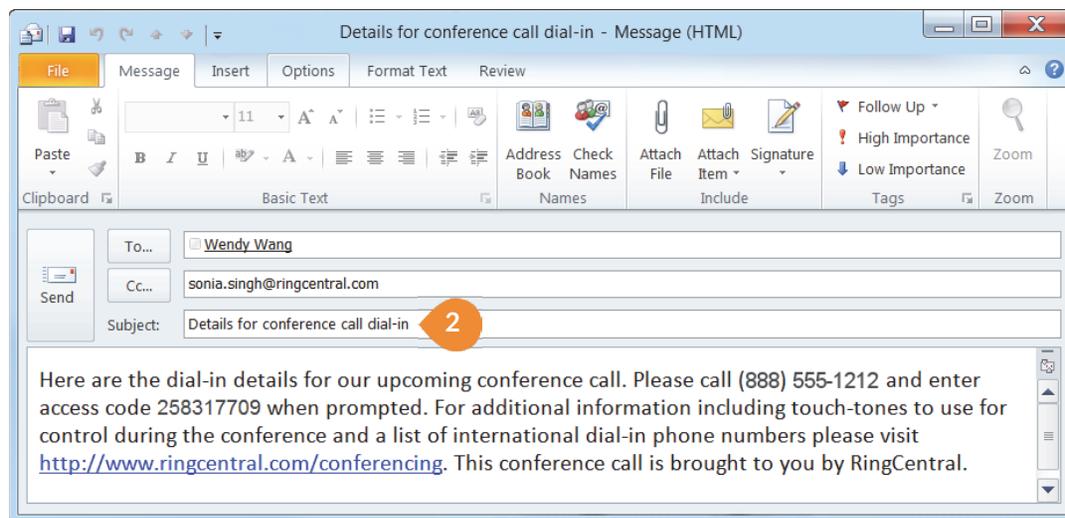
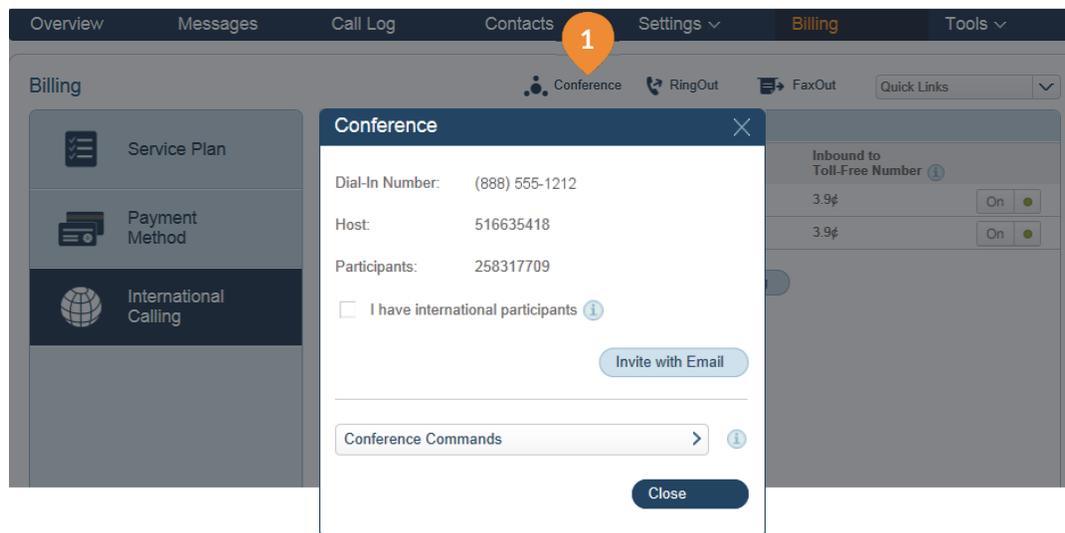
Participants, on the other hand, have limited control of the touch-tone commands.

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.

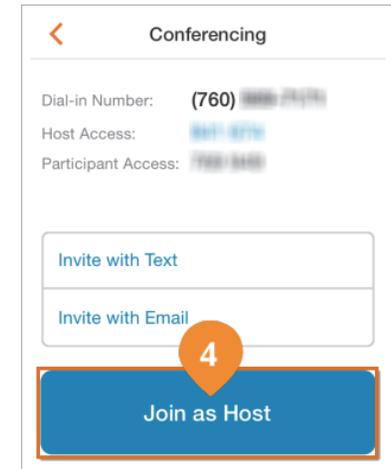
\* Available only with selected plans in the US and the UK.

\*\* See “Touch Tone Commands” on page 20.



## Conferencing with Mobile Apps

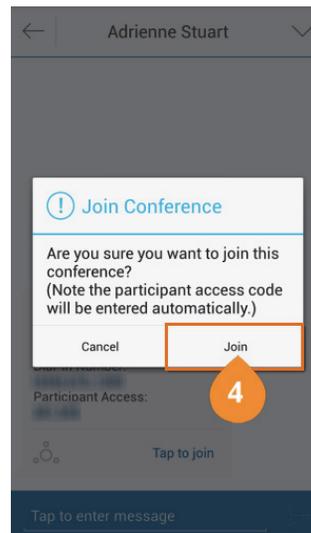
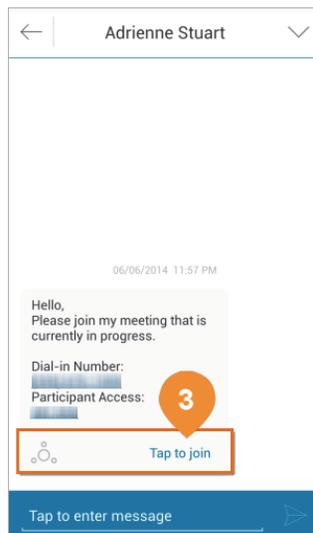
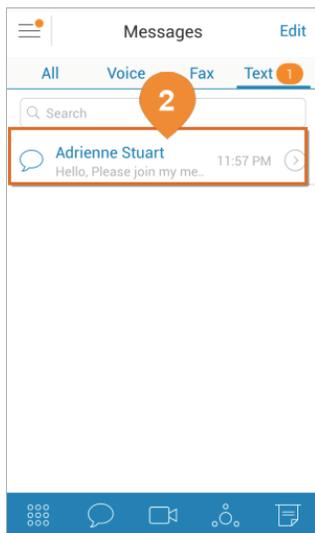
1. From your iOS or Android device, download the **Office@Hand Office@Hand Mobile App** from the iTunes App Store or Google Play.
2. Launch the Office@Hand mobile app.
3. Tap the **Conferencing** icon.
4. On the **Conference** pop-up, Join as Host, Invite participants with Email or with Text Messaging.



## One-tap to Join Conference

This feature allows you to join a conference call without having to enter the Participant Access Code.

1. Launch the **RingCentral Mobile App**.
2. Open the invitation sent by the conference Host.
3. Tap the **Tap to Join** button.
4. Tap **Join** to confirm.



## 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	<p>There are 3 different listening modes for the participants. Default mode is Open Conversation mode.</p> <p>Press *#5 once to mute all the participants.</p> <p>The audience can unmute themselves by pressing *#6 for questions, or to allow guest speakers the option to speak.</p> <p>Press *#5 for the second time to put all the participants on mute without the capability of unmuting themselves.</p> <p>Press *#5 for the third to return to Open Conversation mode.</p>
Mute	*#6	<p>Places your line on mute.</p> <p>Press *#6 again to unmute your line.</p>
Security	*#7	<p>Allows the host to secure the conference and block all other callers attempting to enter the conference.</p> <p>Press *#7 again to reopen the conference to all callers.</p>
Tone Control	*#8	<p>The default setting is Entry and Exit tones ON. Press *#8 once to set Entry and Exit tones OFF.</p> <p>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.</p> <p>Press *#8 for the fourth time to set the conference back in default mode, with both Entry and Exit tones ON.</p>



## 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 or log in.

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.

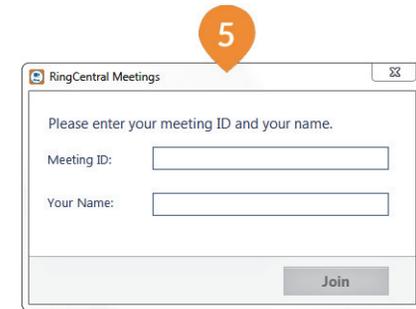
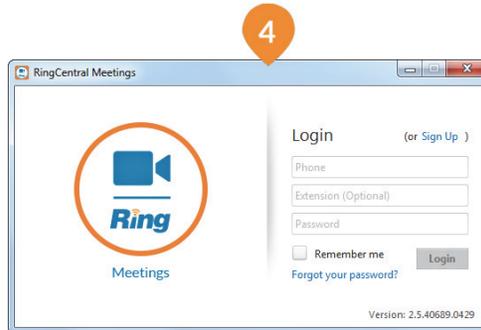
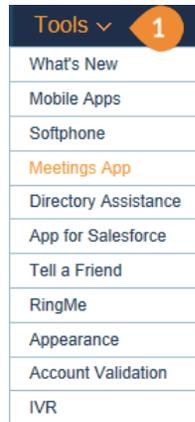
1. Download the desktop app by clicking **Tools > Meetings App**. For mobile devices, download Office@Hand Meetings from the iTunes App Store or from Google Play.
2. Click the **Office@Hand Meetings** icon on your desktop or mobile device to launch **Meetings**.
3. Click to **Join or Host** a meeting.
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 only 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 admin interface. At the top, a navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (selected), 'Billing', and 'Tools'. On the left, a sidebar shows 'Phone System' selected. The main content area is titled 'Company Numbers and Info' and contains a search bar, 'Company Caller ID' (MY COMPANY >), 'Company Address' (>), and a list of 'Company Numbers' and 'Direct Extension Numbers'. At the bottom of the main content area, there are three buttons: 'Add Company Fax Number', 'Add Number', and 'Use My Existing Number'. Four orange callout boxes with numbers 1, 2, 3, and 4 point to the 'Settings' tab, the 'Company Numbers and Info' section, the search bar, and the 'Add Company Fax Number' button respectively.



- Using the **Number Selector**, click the corresponding tab to add a local, toll-free or vanity number.
- 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.
- 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**.
- 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**.

The screenshot displays the RingCentral administration interface. On the left sidebar, the 'Company Numbers and Info' section is active, showing the current number (866) 557-0092. Below it are sections for 'Auto-Receptionist', '5 Groups', '10 Users', and 'Phones & Devices'. The main area is dominated by a 'Number Selector' modal window. This modal has three tabs: 'Option 1: Local Number', 'Option 2: Toll-Free Number', and 'Option 3: Vanity Number'. The 'Local Number' tab is selected. It contains a 'State/Province' dropdown menu (labeled 6), a 'Sort by' section with radio buttons for 'City' and 'Area Code' (labeled 7), an 'Area Code' dropdown, and a 'Select Number' dropdown. At the bottom of the modal are 'Cancel' and 'Next' buttons. The background shows a user profile for 'Dave Richards - Ext. 101' and a 'Company Info overview' section with 1361 views.



## 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 any time by following these same steps.

\*Available only with selected plans.

The screenshot shows the RingCentral navigation bar with 'Tools' highlighted. A dropdown menu is open, showing options like 'Mobile Apps', 'Softphone', 'Meetings App', 'Directory Assistance', 'App for Salesforce', 'Tell a Friend', 'RingMe', 'Appearance', 'Account Validation', and 'IVR'. Step 1 points to the 'Tools' dropdown, and Step 2 points to 'Directory Assistance'.

The 'Directory Assistance' page is titled 'Review Listing Details'. It contains the following information:

The following information will be submitted to Directory Assistance:

- Main Number: (866) 557-0092
- Business Name: MyCompany
- Business Address: 123 Main Street
- City: San Mateo
- State: California
- Zip Code: 94404
- Email: dave.richards@mycompany.com

Note: if you change the details on this screen, the information will also be updated in the Company Address.

Status: Unpublished

Step 3 points to the 'Next' button.

The screenshot shows the 'Directory Assistance' page with the 'Review Listing Details' section. The 'I agree to the terms of service' checkbox is checked. Step 4 points to the checkbox, and Step 5 points to the 'Publish' button.

The 'Directory Assistance' page is titled 'Review Listing Details'. It contains the following information:

The following information will be submitted to Directory Assistance:

- Main Number: (866) 557-0092
- Business Name: MyCompany
- Business Address: 123 Main Street
- City: San Mateo
- State: California
- Zip Code: 94404
- Email: dave.richards@mycompany.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/eulatos.html>.

Please confirm that you agree to these terms by checking the box:

I agree to the terms of service.

Step 4 points to the checkbox, and Step 5 points to the 'Publish' button.



# Auto-Receptionist Settings

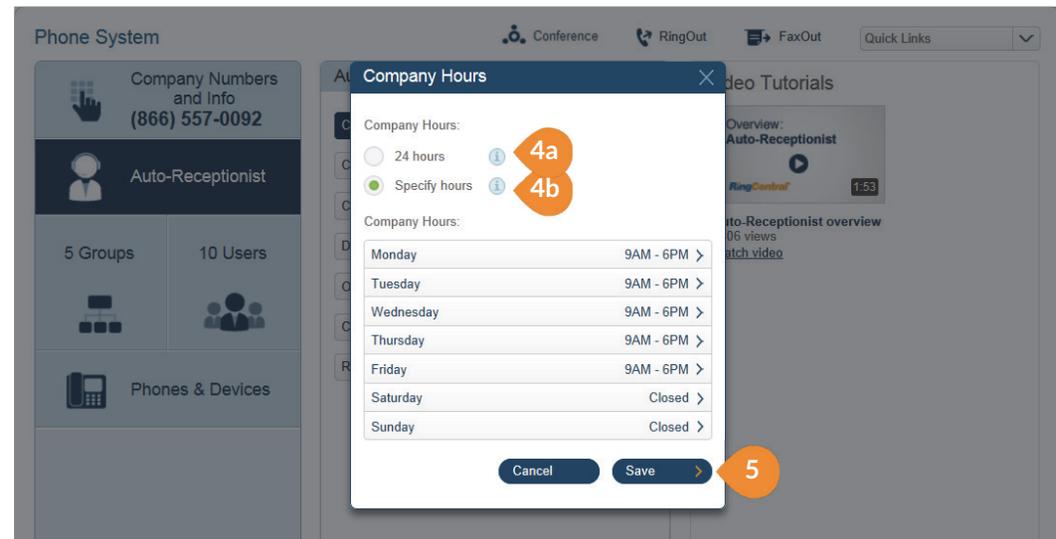
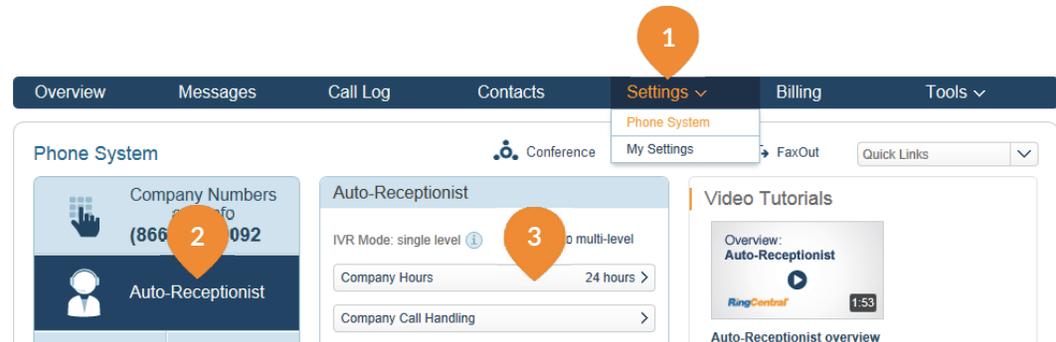


## Company Business Hours

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:
  - a. Your **Company Hours** to **24 hours** to have incoming calls handled the same way all the time.
  - b. 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.

\*The Auto-Receptionist defaults to **IVR Mode: single level**. For more information see **Multi-Level Auto-Receptionist**. Once the settings are changed to multi-level IVR mode, options are slightly different.



## 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 displays the RingCentral Admin console interface. At the top, the 'Settings' tab is selected, indicated by a red circle with the number '1'. The 'Phone System' sidebar on the left contains 'Auto-Receptionist', which is highlighted with a red circle '2'. Within the 'Auto-Receptionist' settings, the 'Company Call Handling' option is selected, marked with a red circle '3'. The 'Company Call Handling' section has two tabs: 'Company Hours' and 'After Hours', with 'Company Hours' selected (red circle '4'). Under 'How to handle incoming calls during business hours', the radio button for 'Connect directly to extension' is selected (red circle '5'). A modal window titled 'Advanced Call Handling' (red circle '6a') is open, showing a description of multi-condition rules and an 'Add Rule' button. Below the modal, a list of extensions is shown, with 'Ext. 101 - Dave Richards' selected (red circle '7'). The 'Save' button is visible at the bottom right of the modal.



## Company Greeting and Menu

The **Company Greeting and Menu** bar provides additional call handling options, including hearing the **Default** greeting and recording a **Custom** greeting.

Select your Company Greeting in the Auto-Receptionist

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**, then press the play button to hear a greeting with your company name.

Record your Company Greeting over the Phone

6. Select **Custom** to change the Default greeting and record a Custom greeting for your company.
7. Click **Record Over the Phone** to have Office@Hand call you on any number in your account, or enter a new number in the field provided.
8. Click the **Call Now** button.
9. Record your custom greeting over your phone when prompted.
10. Click **Save**. Listen to your recorded greeting and click **Save** again if satisfied, or click **Cancel** to return to the previous menu options.

The screenshot displays the RingCentral Admin console interface for configuring the 'Company Greeting and Menu'. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', 'Billing', and 'Tools'. The 'Settings' tab is active, showing the 'Phone System' overview with 'Auto-Receptionist' settings. The 'Auto-Receptionist' panel includes options for 'IVR Mode', 'Company Hours', 'Company Call Handling', 'Company Greeting and Menu', 'Dial-by-Name Directory', and 'Operator Extension'. The 'Company Greeting and Menu' modal is open, showing the 'Default' greeting selected. The modal includes a play button and a 'Save' button. Below the modal, the 'Record Over the Phone' option is selected, and the 'Call me at' field is visible. The 'Call Now' button is highlighted, and the 'Save' button is also visible.



## 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 displays two screenshots of the RingCentral Admin console interface, illustrating the steps to record a company greeting using a computer microphone. The interface includes a top navigation bar with tabs like Overview, Messages, Call Log, Contacts, Settings, Billing, and Tools. The main content area is titled 'Phone System' and contains sections for 'Company Numbers and Info', 'Auto-Receptionist', 'Groups', 'Users', and 'Phones & Devices'. The 'Company Greeting' configuration window is open, showing options for 'Custom' and 'Default' greetings. The 'Custom' option is selected, and the 'Record Using Computer Microphone' tab is active. An Adobe Flash Player Settings dialog box is visible, prompting the user to allow camera and microphone access. The 'Record' button is highlighted, and the 'Save' button is also visible.



## 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.

The image consists of two screenshots from the RingCentral Admin console, illustrating the steps to upload a custom company greeting. The top screenshot shows the 'Phone System' settings page. The 'Settings' tab is selected, and the 'Auto-Receptionist' section is expanded. The 'Company Greeting and Menu' option is highlighted. The 'Company Hours' and 'After Hours' tabs are visible, with 'Default' selected. The bottom screenshot shows the 'Company Greeting' dialog box. The 'Custom' option is selected, and the 'Import' button is highlighted. The dialog box also shows the 'Record Over the Phone' and 'Record Using Computer Microphone' options, and the 'Upload .WAV or .MP3 file:' section with a 'Browse' button and an 'Attach' button. The 'customgreeting.wav' file is listed, and the 'Save' button is highlighted.



## On-demand Call Recording

The On-demand Call Recording feature 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 Office@Hand 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 Office@Hand 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 shows the RingCentral Admin console interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', 'Billing', and 'Tools'. The 'Settings' tab is active, and the 'Phone System' section is selected. The 'Auto-Receptionist' settings page is displayed, with the 'Call Recording' section highlighted. The 'On-demand Call Recording' feature is set to 'Enabled'. The 'Announcement on Start' and 'Announcement on Stop' are both set to 'Default'. A legal disclaimer is visible 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 you want to have their calls recorded and the type of call where the recording will take place (inbound or outbound).
8. **Save** your settings to confirm the changes. Users you selected will be informed by email that their calls will be automatically recorded, and how to access their recorded calls.

**Call Recording Settings**

On-demand Call Recording **2**

**Automatic Call Recording**

Automatically record calls: **6**  Enabled  Disabled

**Users & Groups to Record** **3**

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** **Learn more**

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**

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

Call me at:

**Call Now** **Cancel** **Save**

**Users & Groups to Record**

Select users & groups to record: **7**

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** **8**



# Multi-Level Auto-Receptionist

The multi-level IVR is an additional option to the Auto-Receptionist. It extends the Auto-Receptionist menu with more powerful and efficient call handling.

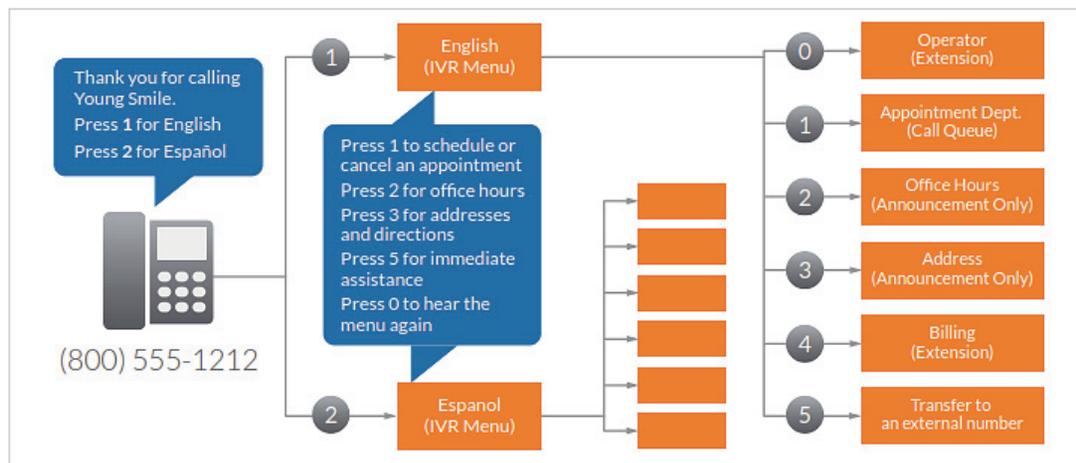


## Layout Your Multi-level IVR Plan

The RingCentral Multi-level IVR facility supports up to 100 menus for each account you create. It provides callers with options to self-select how they can reach a person or a department in your company. The first step in creating a multi-level IVR menu is to lay out a call-routing plan similar to the examples shown on this page.

### Single-Location IVR Use Case

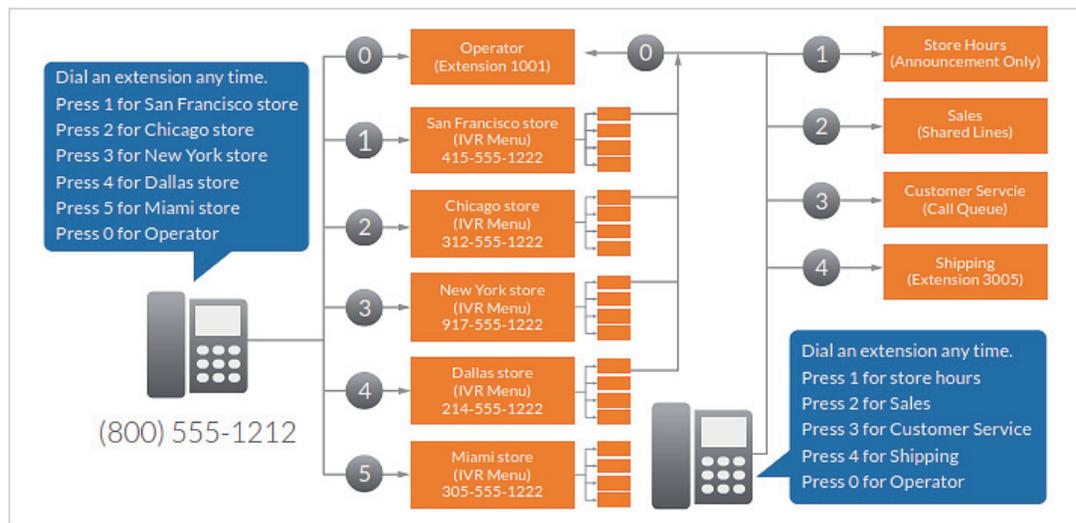
A local dentist office provides services to both English- and Spanish-speaking customers. The dental office IT Manager configures the phone routing system with identical prompts in two languages.



Multi-level IVR, single-location use case: bi-lingual dentist office

### Multiple-Locations IVR Use Case

A nationwide furniture retailer has 5 stores located in San Francisco, Chicago, New York, Dallas, and Miami. The IT Manager sets up a toll-free number for the automated attendant system that can route incoming calls to the proper stores in the entire retail chain.



Multi-level IVR, multiple-locations use case: nationwide furniture retailer



## Add a New IVR Menu Group

New IVR menus are now available under Groups. To add a new IVR menu:

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **Add Group**.
4. Select the **IVR Menu** radio button.
5. Click **Next**.
6. On the Add IVR Menu pop-up, click **Save**.

The screenshot illustrates the process of adding a new IVR menu group in the RingCentral interface. The interface is divided into several sections:

- Top Navigation Bar:** Includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (selected), 'Billing', and 'Tools'.
- Left Sidebar:** Contains 'Phone System', 'Company Numbers and Info (866) 557-0092', 'Auto-Receptionist', '5 Groups', '10 Users', and 'Phones & Devices'.
- Main Content Area:** Shows 'Groups', 'Call Queues', 'Paging Only', and 'IVR Menus'. The 'IVR Menus' section is currently active, displaying options for 'Call Queue', 'Paging Only', 'IVR Menu', and 'Shared Lines'. The 'IVR Menu' option is selected.
- Dialog Boxes:**
  - Add Group:** A modal dialog box with a close button (X) in the top right. It contains radio buttons for 'Call Queue', 'Paging Only', 'IVR Menu', and 'Shared Lines'. The 'IVR Menu' option is selected. Below these options are sections for 'Add Special Extension', 'Message-Only Extension', and 'Announcement-Only Extension'. At the bottom right, there are 'Cancel' and 'Next' buttons.
  - Add IVR Menu:** A modal dialog box with a close button (X) in the top right. It contains input fields for 'Extension Number' (set to '1009') and 'Extension Name' (set to 'IVR Menu 1009'). At the bottom, there are 'Cancel' and 'Save' buttons.



## Configure an IVR Menu

To configure an IVR menu, select one under **Groups > IVR Menus** and enter the extension info, add a direct number, and set up prompt and manage call handling.

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **Main Menu** (this example), then **Extension Info**.
4. Enter **Extension Number**, **Extension Name**, and select **Language: English (US)** or **English (UK)**.
5. Click **Save**.

## Set up a Direct Number (optional)

To set up a direct number for the new IVR menu:

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **Main Menu** (in this example).
4. Click **Direct Numbers**.
5. Click **Add Direct Number**.
6. In the **Select Local Number** pop-up, Select State/Province; Sort by City or Area Code; then Select Number from the drop-down menu.
7. Click **Next** and Confirm the charges on the **Order Confirmation** pop-up.
8. Click the new direct number.
9. On the **Direct Extension Number** pop-up, choose to send calls to the Auto-Receptionist, the IVR Menus, or Select an Extension.

The screenshot shows the RingCentral interface with the 'Settings' tab selected. The 'Phone System' section is active, and the 'Groups' section is expanded. The 'Main Menu' is selected, and the 'Extension Info' pop-up is open. The 'Extension Number' is set to 2000, the 'Extension Name' is 'Main Menu', and the 'Language' is 'English (US)'. The 'Save' button is highlighted with a red circle.

The screenshot shows the RingCentral interface with the 'Settings' tab selected. The 'Phone System' section is active, and the 'Groups' section is expanded. The 'Main Menu' is selected, and the 'Direct Numbers' section is open. The 'Add Direct Number' button is highlighted with a red circle. The 'Select Local Number' pop-up is open, showing fields for 'State/Province' (California), 'Sort by' (Area Code), and 'Area Code' (650 - San Mateo). The 'Order Confirmation' pop-up is also open, showing the charges for adding the direct number.



## Select Prompt Mode: Audio

To set up an audio prompt for the new IVR menu:

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **IVR Menu 9003** (in this example).
4. Click **Prompt**.
5. Under **Prompt mode** select the radio button for **Audio**.
6. Click the **pencil icon** (prompt selector) to hear a prerecorded greeting (Menu.wav in this example).
7. In the **Select Prompt** pop-up, click **Save**.

NOTE: The prompt recordings have to pre-uploaded and saved first, using the IVR recording tool.

NOTE: An IVR menu can function independently from the Auto-Receptionist, so it does not have to be set up for Auto-Receptionist greeting.

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 (selected), My Settings, and FaxOut. 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. The 'Groups' section is expanded, showing a list of IVR Menus. The 'IVR Menu 9003' is selected, and the 'Prompt' section is open. The 'Prompt mode' is set to 'Audio'. The 'Prompt' field contains 'test 4'. A pencil icon is visible next to the prompt field. The 'Save' button is highlighted.

The screenshot shows the 'Select Prompt' pop-up dialog. It has a search bar at the top. Below the search bar, there are two radio buttons. The first radio button is selected and is next to 'Menu.wav'. The second radio button is next to 'test 4'. The 'Save' button is highlighted.



## Select Prompt Mode: Text-to-Speech

To set up a text-to-speech prompt for the new IVR menu:

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **IVR Menu 9003** (in this example).
4. Click **Prompt**.
5. Click the **Text to speech** radio button.
6. In the box for **Text**: Type in your desired greeting and connection instructions for your callers.

NOTE: The text must contain only letters, digits, space, commas and periods. No special symbols. Use the words "hash" or "pound" or "star" instead of "#" or "\*" if needed.

RingCentral's text-to-speech utility will convert the text greeting you typed into a voice file.

7. Click **Save**. You can hear your new prompt by dialing into the extension and re-recording it until satisfied.

The screenshot shows the RingCentral Phone System settings interface. The top navigation bar includes Overview, Messages, Call Log, Contacts, Settings (highlighted with a '1'), Billing, and Tools. The main content area is divided into several sections:

- Phone System**: A sidebar menu with options like Company Numbers and Info (866) 557-0092, Auto-Receptionist, 5 Groups, 10 Users, and Phones & Devices. The 'Groups' option is highlighted with a '2'.
- Groups**: A section containing Call Queues, Paging Only, and IVR Menus. The 'IVR Menu 9003' is selected and highlighted with a '3'.
- IVR Menu 9003, Ext.9003**: A detailed view of the selected menu. It includes fields for Extension Info, Direct Numbers (highlighted with a '4'), and Prompt. The Prompt section has a 'Prompt mode' section with 'Text to speech' selected (highlighted with a '5'). Below this is a 'Text' input field containing a sample greeting (highlighted with a '6') and a 'Save' button (highlighted with a '7').



## Set up Keys to Handle Incoming Calls

To set up touch pad keys to handle incoming calls to the new IVR menu:

1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Click **Main Menu** (in this example).
4. Click **Call Handling**.
5. Click **Add Key** button.
6. At the **Key press** drop-down select a number (from 0 through 9) to link to the desired **Action** in the next step.

**Action** options include:

- **Connect to Dial-by-name directory**  
Your RingCentral online account allows you to enable or disable the Dial-by-Name directory. You can change how the extensions are searched, either by first name or last name. You can also configure the list of extensions included and change the extension number of the directory.
  - **Connect to** an extension, user, group, or IVR menu.
  - **Transfer to voicemail** of an extension user, group, or IVR menu.
  - **External Transfer** to an outside number.
7. Click **Save** after each selection.



## Import XML Files and Prompts

Use the IVR tool to:

- Import and export XML files
  - Import prompt recordings
  - Record prompts
1. Log in and click **Tools**.
  2. Click **IVR**.
  3. On the **XML** panel, click **Import XML File** (or **Export**) if XML files exist.
  4. On the **Prompts** panel, click **Import Prompts** if prompt files exist.
  5. Click **Record Prompts** to record prompts over the phone or using the computer microphone.
  6. On the **Prompts** panel, **Edit** or delete the prompts displayed, if any.
  7. Click **Validate Menus** to check the configuration of your IVR menus.

NOTE: Any change on the IVR menu will overwrite the imported XML file. Suggest exporting to a new XML file after the changes.

8. **Professional greetings.** RingCentral partners with a voice studio to offer professional recording services. Choose professional voices for your company and voicemail greetings and announcements. You can add background music as well. Learn more [here](#).

The screenshot shows the RingCentral IVR management interface. At the top, there is a navigation bar with tabs: Overview, Messages, Call Log, Contacts, Settings, Billing, and Tools. The Tools dropdown menu is open, showing options like Mobile Apps, Softphone, Meetings App, Directory Assistance, App for Salesforce, Tell a Friend, RingMe, Appearance, Account Validation, and IVR. The IVR panel is active, showing two main sections: XML and Prompts. The XML section has buttons for 'Import XML File' (3), 'Export', and 'Validate Menus' (7a). Below are links for 'Download sample xml', 'Sample single level IVR', and 'Sample 2 level IVR'. The Prompts section has buttons for 'Import Prompts' (4) and 'Record Prompts' (5). Below is a search bar and a table of prompts. The table has columns for Name, Used In, and Edit. The prompts listed are recording-chicago.mp3, recording-main.mp3, and recording-SJ.mp3. A 'Professional greetings' panel is also visible on the right side of the interface.

The screenshot shows a 'Validate IVR Menu' dialog box. The title bar says 'Validate IVR Menu' with a close button (X). The main text reads: 'Your IVR settings contain one or more misconfigurations as listed below. These include routing calls to non-existent destinations, references to missing prompt files or transferring to international numbers while international calling is disabled.' Below this is a table with one row: 'SF\_Menu, Ext.2000' and 'Key 9: Connect to Undefined'. At the bottom right, there are 'Print' and 'Close' buttons.



## Change Auto-Receptionist from single to multi-level IVR mode

As an option, you can change your Auto-Receptionist from a single-level to a multi-level IVR to serve users at multiple locations or to provide callers with multi-lingual menus.

1. Log in and click **Settings > Phone System**.
2. Click **Auto-Receptionist**.
3. On the Auto-Receptionist panel, click **switch to multi-level**.

NOTE: By switching to multi-level IVR mode, all of your company call handling settings will be discarded. Please confirm that you wish to proceed.

4. Click **OK** to proceed or click **Cancel**.
5. If you chose **OK** to proceed, select the pre-configured IVR menu, then click **Save** to enable the settings.

NOTE: You will need to reset your call handling settings.

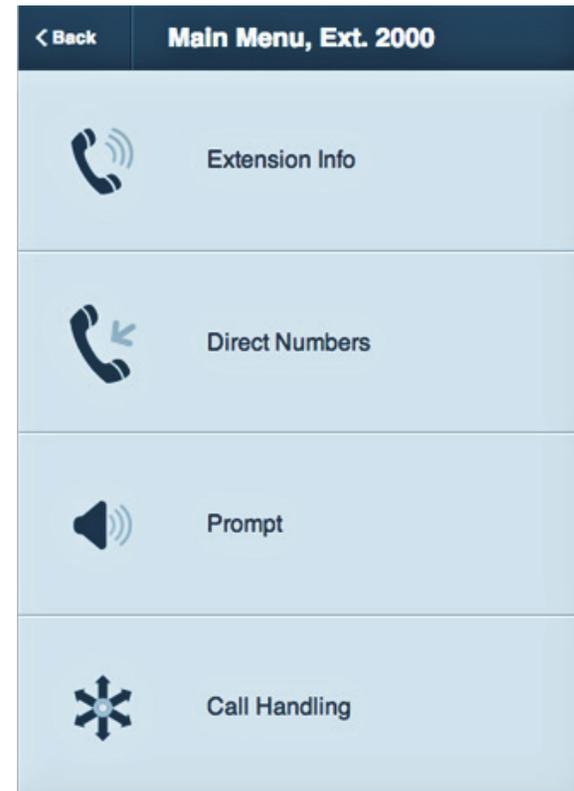
NOTE: Your IT department should validate and test the IVR configuration to ensure the routing and prompts in a root menu work well before connecting them to the Auto-Receptionist.

The screenshot illustrates the process of changing the Auto-Receptionist mode. It shows the 'Settings' menu in the top navigation bar, the 'Phone System' sidebar, and the 'Auto-Receptionist' settings panel. A 'Switch to Multi-level IVR' dialog box is displayed, warning that existing call handling settings will be discarded. Below this, a second dialog box prompts the user to select a top-level menu to connect to, with options like 'Ext. 1008 - Chicago\_Menu', 'Ext. 2000 - London\_Menu', 'Ext. 1000 - Main Menu', 'Ext. 1007 - NewYork\_Menu', and 'Ext. 1006 - SanJose\_Menu'. The 'Save' button is highlighted in the final dialog box.



## Mobile Web via Mobile App

From the Mobile App, admins can access all functionalities and configurations from their account through RingCentral Cloud Service, except XML import and export.



# 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
- IVR Menus

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](#).



# 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 (obscured by pop-up).
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 illustrates the process of adding a call queue group in the RingCentral interface. It is divided into two main sections: 'Add Call Queue' and 'Call Queue Members'.

**Add Call Queue Section:**

- Step 1:** The 'Settings' tab is selected, and 'Phone System' is chosen.
- Step 2:** The 'Groups' panel is visible, and the 'Add Group' button is highlighted.
- Step 3:** The 'Add Group' dialog is open, showing options for 'Call Queue', 'Paging Only', 'IVR Menu', 'Shared Lines', 'Message-Only Extension', and 'Announcement-Only Extension'. The 'Call Queue' option is selected.
- Step 4:** The 'Add Call Queue' sub-dialog is open, where the following information is entered:
  - Extension Number: 106
  - Extension Name: Customer Support
  - Manager Email: mike.jones@mycompany.com

**Call Queue Members Section:**

- Step 5:** The 'Call Queue Members' dialog is open, showing a search bar and a list of available members.
- Available Members (2):**

Name	Extension
Dave Richards	Ext. 101
Jennifer Do	Ext. 104
- Selected Members (3):**

Name	Extension
John Smith	Ext. 102
Julia Anderson	Ext. 103
William Garcia	Ext. 105
- Step 6:** The 'Save' button is highlighted, indicating the completion of the process.



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' menu is open, showing 'Phone System' and 'My Settings'. The left sidebar has 'Groups' selected, showing '5 Groups' and '10 Users'. The main content area is titled 'Phone System' and contains several sections: 'Company Numbers and Info (866) 557-0092', 'Auto-Receptionist', 'Groups' (with a sub-section for 'Call Queues' listing 'Customer Sup...', 'Sales', and 'Warehouse'), 'Paging Only' (with 'Warehouse'), and 'Shared Lines' (with 'SM Store' entries). The 'Call Queue Info' panel for 'Customer Support, Ext. 106' is open on the right, showing fields for 'Extension Number: 106', 'Group Name: Customer Support', 'Record Call Queue Name', 'Company Name: My Company', 'Contact Phone: +1 (650) 555-5566', 'Manager Email: mike.jones@mycompany.com', 'Address', 'Call Queue Hours: 24 hours', 'Call Queue Members: 3', 'Call Queue Password', and 'Regional Settings'. The 'Status' is 'Enabled' with a 'Disable' button. At the bottom of the panel are 'Cancel' and 'Save' buttons, and a 'Direct Numbers' section with 'Greeting', 'Call Handling', and 'Messages & Notifications' options. Numbered callouts (7-11) 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**.

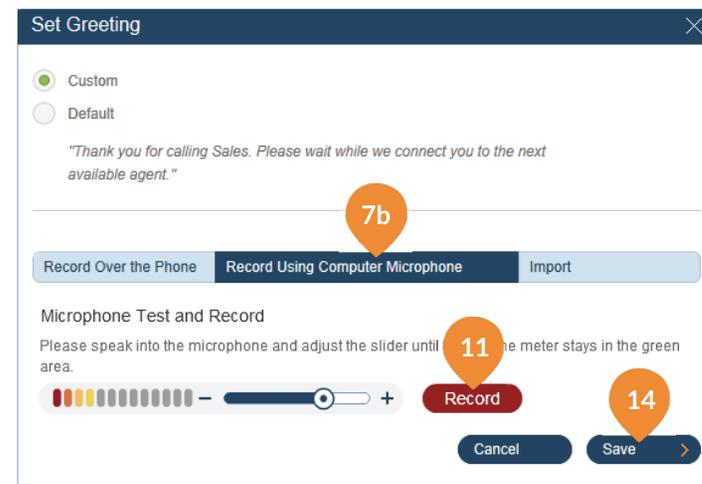
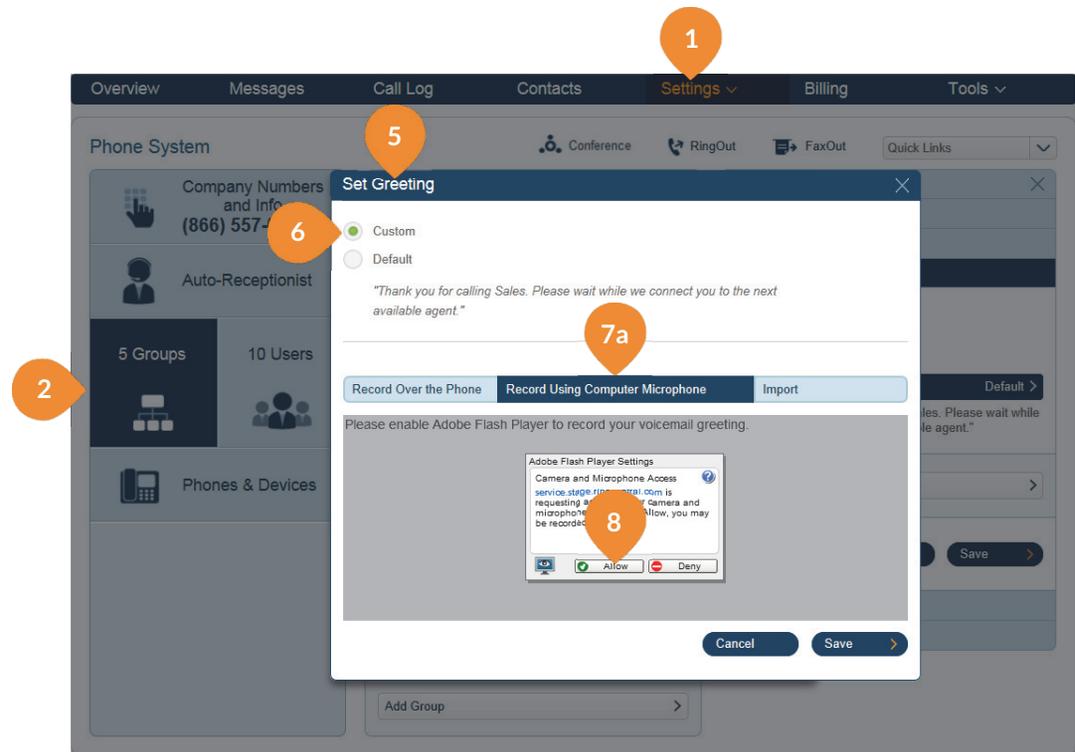
The screenshot shows the RingCentral Phone System settings interface. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', 'Billing', and 'Tools'. The 'Settings' tab is active, showing a 'Phone System' sidebar with options like 'Company Numbers and Info', 'Auto-Receptionist', 'Groups', and 'Phones & Devices'. The 'Groups' section is expanded, showing a list of call queues: 'Customer Sup...', 'Sales', 'Warehouse', and 'SM Store'. The 'Sales' group is selected, and the 'Greeting' configuration panel is open. This panel includes a 'Call Queue greeting' section with 'On' and 'Off' radio buttons, a 'Set Greeting' button, and a 'Blocked Numbers' field. The 'Save' button is highlighted with a red callout.



## Recording your Company Greeting using your Computer Microphone

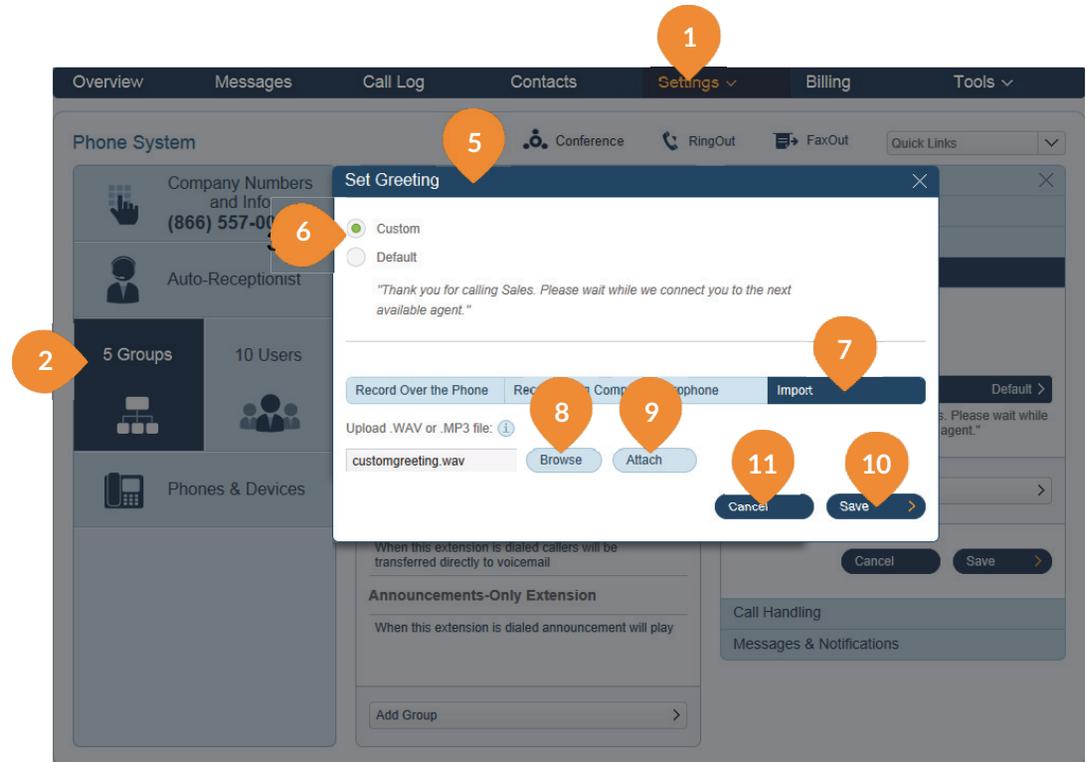
1. Under the **Settings** tab select **Phone System**.
2. Click **Groups**.
3. Select a Call Queue name under the Groups list.
4. Select **Greeting**.
5. Click **Default**.
6. Select the **Custom** radio button.
7. Click **Record Using Computer Microphone**.
8. Click **Allow** on the Adobe Flash Player 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 list of Groups.
4. Select **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 'Phone System' settings page. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', 'Billing', and 'Tools'. The 'Settings' tab is active. On the left, there are sections for 'Company Numbers and Info (866) 557-0092', 'Auto-Receptionist', '5 Groups', '10 Users', and 'Phones & Devices'. The main area is titled 'Groups' and contains a 'Call Queues' table with columns for name, availability, and message count. The 'Customer Sup...' queue is selected. Below the table are sections for 'Paging Only', 'Shared Lines', 'Messages-Only Extension', and 'Announcements-Only Extension'. On the right, a modal window for 'Customer Support, Ext.106' is open, showing 'Call Queue Info', 'Direct Numbers', 'Greeting', and 'Call Handling' options. The 'Call Handling' section has tabs for 'Call Queue Hours', 'After Hours', and 'Advanced'. The 'Call Queue Hours' tab is selected, showing options for 'Rotating', 'Simultaneous', and 'In fixed order'. Below this are options for 'Audio while connecting' (On/Off), 'Set Audio' (Acoustic), 'Interrupt Audio' (Never), and 'Member availability and hold times'. 'Cancel' and 'Save' buttons are at the bottom.



## 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.

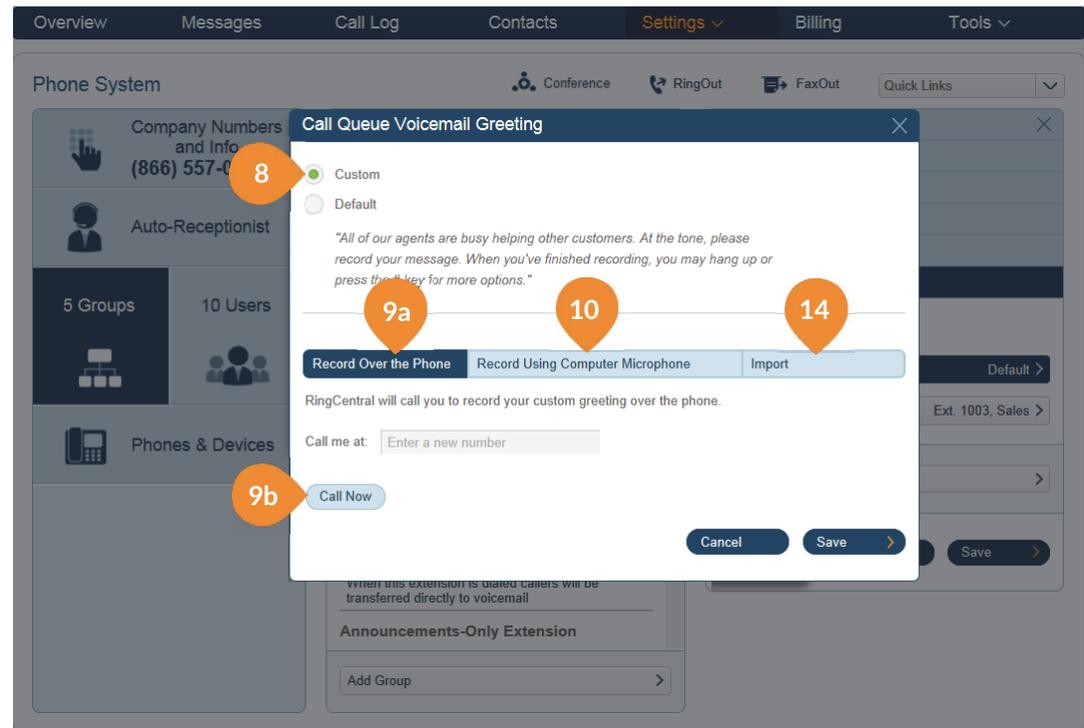
The screenshot illustrates the configuration process for a Call Queue Voicemail Greeting. The interface is divided into several sections:

- Navigation Bar:** Overview, Messages, Call Log, Contacts, **Settings** (selected), Billing, Tools.
- Phone System:**
  - Company Numbers and Info (866) 557-0092
  - Auto-Receptionist
  - 5 Groups, 10 Users
  - Phones & Devices
- Groups:**
  - Call Queues:
 

Call Queue	3 Available	0 Unavailable	Ext.	Msg.
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) 344-0165 (Ext. 1004, Msg. 0/0)
  - Messages-Only Extension: When this extension is dialed callers will be transferred directly to voicemail
- Messages & Notifications:**
  - Take messages
  - Voicemail Greeting** (Default)
  - Message Recipient: Ext. 1003, Sales
  - Notifications
- Call Queue Voicemail Greeting Modal:**
  - Options:  Custom,  Default
  - Preview: "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."
  - Play button and progress bar (00:00 / 00:00)
  - Buttons: Cancel, Save



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.

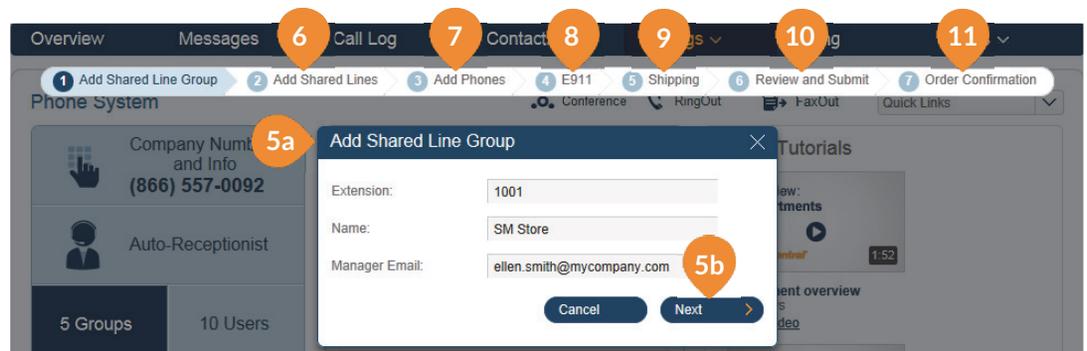
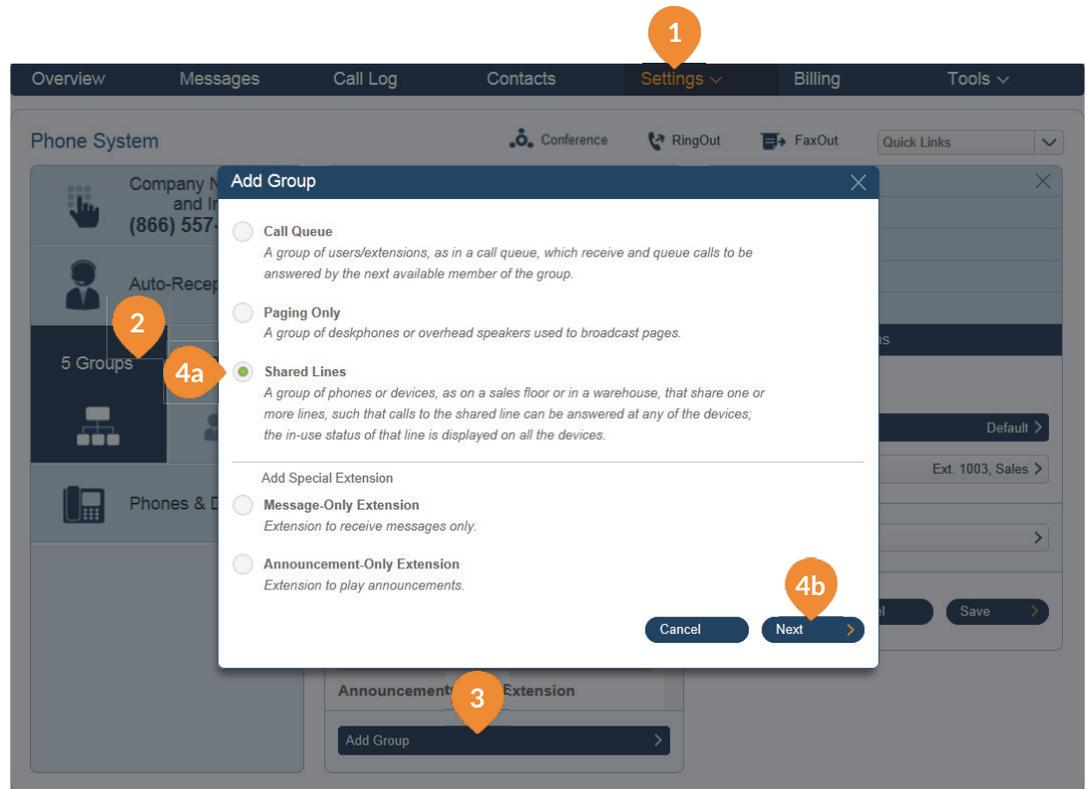


## Shared Lines

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 (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 displays three screenshots from the RingCentral interface, illustrating the steps to configure shared lines settings for a group named "SM Store, Ext.1001".

**Top Left Screenshot:** Shows the "SM Store, Ext.1001" settings menu. The "Direct Numbers" option is highlighted with a callout "4a". A "Done" button is visible at the bottom right of the menu, with a callout "5".

**Top Right Screenshot:** Shows the "Number Selector" dialog. It offers three options: "Option 1: Local Number", "Option 2: Toll-Free Number", and "Option 3: Vanity Number". Fields include "State/Province" (dropdown), "Sort by" (radio buttons for City and Area Code), "Area Code" (dropdown), and "Select Number" (dropdown). A "Next" button is visible on the right, with a callout "4b".

**Bottom Right Screenshot:** Shows the "Greeting & Blocked Numbers" settings. The "Group greeting" is set to "On" with a callout "6". The "Set Greeting" button is highlighted, and the "Blocked Numbers" option is highlighted with a callout "7". "Cancel" and "Save" buttons are at the bottom.



## 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: *i*

On  Off

Set Audio Acoustic >

When all lines are busy, forward calls to: *i*

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

**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** (obscured after pop-up).
3. Click **Add Group**.
4. Select the **Paging Only** radio button, and click **Next**.
5. Enter the **Add Paging Group** info, and click **Save**.

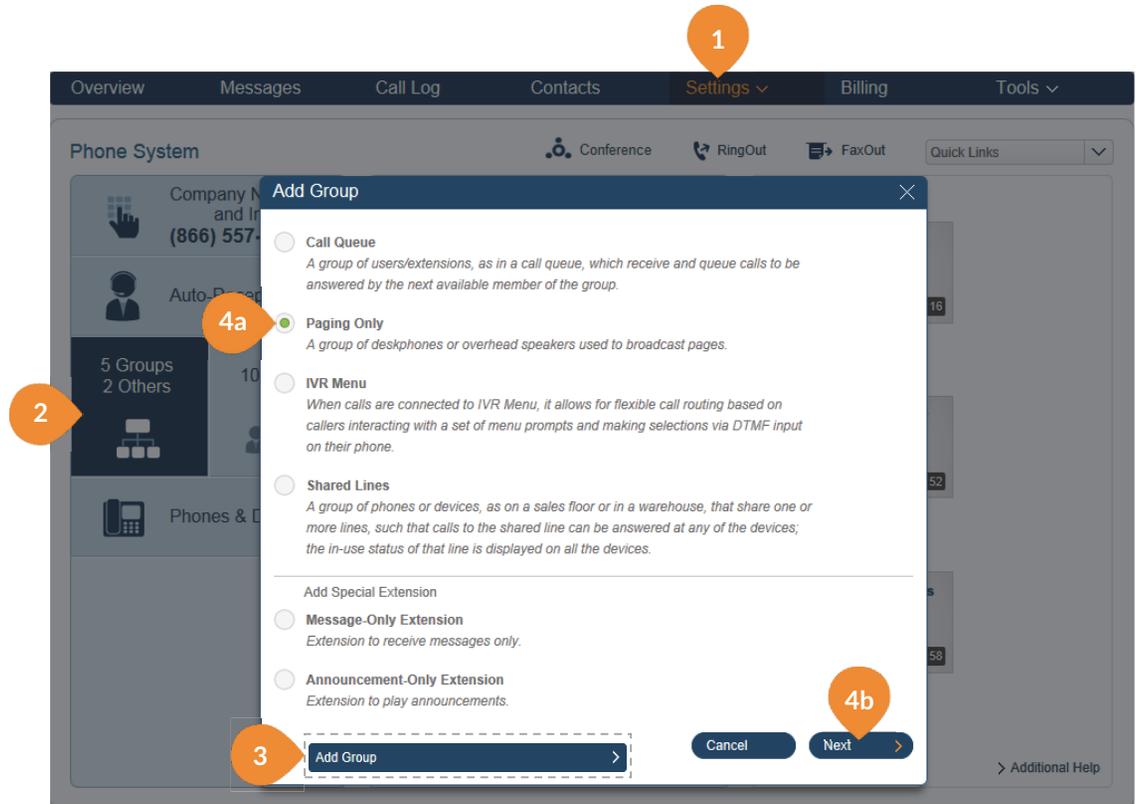
## Paging Applications

### 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:

- 2:** The 'Groups' section in the 'Phone System' settings, showing '5 Groups' and '10 Users'.
- 3:** The 'Groups' list with 'Warehouse' selected.
- 4a:** The 'Paging' settings for the 'Warehouse' group, showing the 'Devices to receive page' dropdown.
- 4b:** The 'Users allowed to page this group' dropdown.
- 5a:** The 'Devices to Receive Page' dialog, showing the 'Paging Devices' tab selected.
- 5b:** The 'Devices to Receive Page' dialog, showing the 'User Phones' tab selected.
- 6a:** The 'Devices to Receive Page' dialog, showing the 'Paging Devices' tab selected with 2 devices chosen.
- 6b:** The 'Devices to Receive Page' dialog, showing the 'User Phones' tab selected with 1 device chosen.



# 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 shows the RingCentral interface with several panels and a dialog box. Callouts 1 through 5 indicate the steps to reach the 'Save' button.

- 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 **Users allowed to page this group** dialog shows the following data:

Available users (4)		Allowed Users (2)	
Name	Extension	Name	Extension
Jennifer Do	104	Dave Richards	101
John Smith	102	William Garcia	105
Julia Anderson	103		
SM Store	1001		



# 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.

The screenshot displays the RingCentral Admin interface for adding users and phones. The top navigation bar includes Overview, Messages, Call Log, Contacts, Settings, Billing, and Tools. The main content area is titled 'Phone System' and contains a progress bar with steps: 1 Add Users and Phones, 2 Shipping, 3 Review and Submit, and 4 Order Confirmation. The 'Add Users and Phones' window is open, showing account status: 'Your plan: 100-999 Users - Need more? Call Sales (877) 245-1178', 'Paid users already setup: 19', 'Paid users not yet setup: 81 - Add below', and 'Users available for purchase & setup: 899 - Purchase & add below'. Under 'Add Users:', there are two tabs: 'Add Users with Phones' (selected) and 'Add Users without Phones'. A form below asks for the number of users (2) and phone numbers (California, 650 - San Mateo). A 'Select Phone' button is highlighted, leading to the 'Select Phone' window. This window shows a grid of phone models with their prices and 'Select' buttons. The models include Cisco SPA-303 Desk Phone (\$119.00), Cisco SPA-508G Desk Phone (\$199.00), Cisco SPA-508G Desk Phone with 1 Expansion Module (\$269.00), Cisco SPA-508G Desk Phone with 2 Expansion Modules (\$339.00), Cisco SPA-525G2 Desk Phone (\$279.00), Cisco SPA-525G2 Desk Phone with 1 Expansion Module (\$409.00), Cisco SPA-525G2 Desk Phone with 2 Expansion Modules (\$469.00), Polycom IP 321 Basic IP phone (\$99.00), and Polycom IP 335 HD IP phone (\$119.00). A 'Cancel' button is at the bottom right.



## 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' interface in the RingCentral Admin console. The top navigation bar includes Overview, Messages, Call Log, Contacts, Settings, Billing, and Tools. A progress indicator shows four steps: 1. Add Users and Phones, 2. Shipping, 3. Review and Submit, and 4. Order Confirmation. The main content area is titled 'Add Users and Phones' and contains the following elements:

- Add Users:** A section with two buttons: 'Add Users with Phones' and 'Add Users without Phones' (highlighted with callout 4). Below these is a text input for 'Add number of user in the same area code.' with the value '3' (callout 5). There are also dropdown menus for 'Add Phone Numbers (Optional)' with 'California' and '650 - San Mateo' selected, and a note 'Phone numbers are \$4.99/number'.
- Add Users:** A blue button (callout 6) to proceed.
- Your Selection:** A table showing the current selection:
 

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

 An '> Edit' button (callout 7) is next to the table.
- Summary:** A section showing 'Recurring Charges' for 'Users without Phones(with numbers)' at '3 x \$4.99' for a 'Sub-total\*' of '\$14.97'. The 'Today's Estimated Total\*' is also '\$14.97' (callout 8).
- Buttons:** 'Cancel' and 'Next >' buttons (callout 9) are at the bottom right.

An 'Order Confirmation' modal is displayed at the bottom, containing the text: 'Your order is being processed. An order confirmation will be sent to you by Email. It may take a few minutes.' and a 'Done' button (callout 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: Office@Hand text-to-speech name** – Create a phonetic spelling of the user/extension name so the system can pronounce it correctly-the Office@Hand 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 interface. At the top, there are navigation tabs: Overview, Messages, Call Log, Contacts, Settings (highlighted with a '1'), Billing, and Tools. Below the tabs, the 'Phone System' section is active. On the left, there are several cards: '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' list with columns for name, phone number, and extension. The user 'William Garcia' (Ext. 105) is highlighted with a '3'. A modal window titled 'William Garcia, Ext.105' is open, showing 'User Info' fields: 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), and User Password. The status is 'Enabled' with a 'Disable' button. At the bottom of the modal are 'Cancel' and 'Save' buttons. A '4' callout points to the 'User Info' section of the modal.



## 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.

The screenshot displays the RingCentral user settings interface. At the top, there is a navigation bar with tabs for Overview, Messages, Call Log, Contacts, Settings (highlighted), and Tools. Below the navigation bar, the 'My Settings' section is visible, featuring a user profile card for 'William Garcia Ext.105' and several settings panels: Phones & Numbers, Screening, Greeting & Hold Music, Call Handling & Forwarding, Messages & Notifications, Outbound Caller ID, and Outbound Fax Settings. An orange circle with the number '2' is placed over the user profile card. To the right, the 'User Details' panel is open, showing fields for 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, and Regional Settings. The status is 'Enabled'. An orange circle with the number '3' is placed over the 'User Details' panel. At the bottom of the 'User Details' panel are 'Cancel' and 'Save' buttons. On the far right, there is a 'Video Tutorials' section with a video player for 'Overview: User Extension' (1:18 duration) and a 'Watch video' link. An 'Additional Help' link is located at the bottom right of the interface.



## 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 computer.

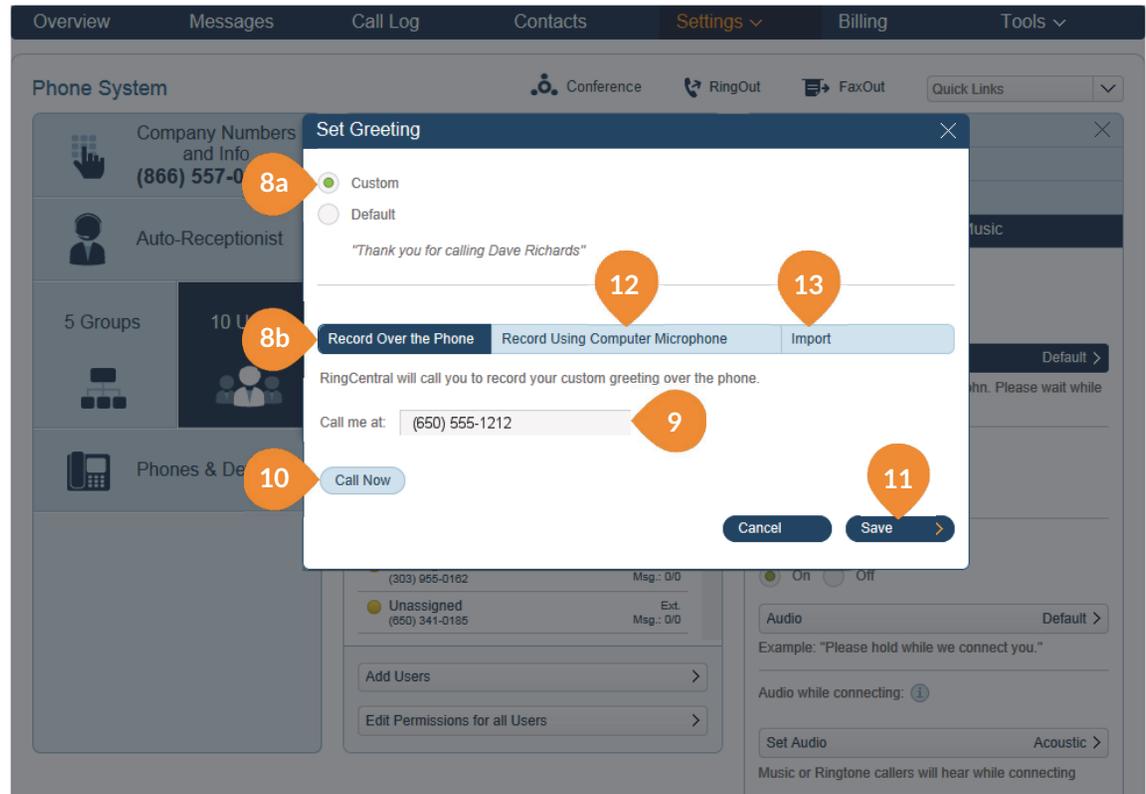
### Recording a Custom User Greeting over the Phone

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 console interface. At the top, the 'Settings' tab is selected. The left sidebar shows 'Phone System' and 'Users' highlighted. The main content area shows a list of users with columns for name, extension, and message count. A detailed view for 'Dave Richards, Ext. 101' is shown on the right, with the 'Screening, Greeting & Hold Music' section active. The 'User greeting' section has the 'On' radio button selected. A 'Set Greeting' dialog box is open at the bottom, showing 'Default' selected and a play button. Numbered callouts 1-7 indicate the sequence of actions: 1. Settings tab; 2. Users link; 3. User selection; 4. Greeting section; 5. User greeting toggle; 6. Set Greeting button; 7. Play button in the dialog.



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 Greetings—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 'Settings' tab is active, showing 'My Settings' for William Garcia (Ext. 105). The 'Screening, Greeting & Hold Music' section is highlighted in the sidebar and main content area. The 'User greeting' is set to 'On'. The 'Set Greeting' bar is visible. The 'Set Greeting' modal is open, showing the 'Custom' option selected. The 'Record Over the Phone' method is chosen. The phone number '(650) 376-0161' is entered, and the 'Call Now' button is visible. The 'Save' button is also visible.



## 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 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 this is the 'Phone System' section, which includes 'Auto-Reception' (highlighted with a '2'), '5 Groups' and '10 Users', and 'Phones & Devices'. The 'Users' list is displayed, with 'Dave Richards' selected (highlighted with a '3'). The 'Screening, Greeting & Hold Music' settings for Dave Richards are shown on the right, with 'User greeting' set to 'On' (highlighted with a '5') and 'Call screening' set to 'On' (highlighted with a '6'). The 'Call screening' condition is set to 'Always' (highlighted with a '7'). Other settings include 'Set Greeting' (Default), 'Set connect prompt' (On), and 'Audio' (Default). The 'Example' text for the connect prompt is 'Please hold while we connect you.'



## Call Screening–Users

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

1. Under the **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 displays the RingCentral user settings interface for 'William Garcia Ext.105'. The top navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings', and 'Tools'. The left sidebar, titled 'My Settings', lists various configuration options: 'Phones & Numbers', 'Screening, Greeting & Hold Music', 'Call Handling & Forwarding', 'Messages & Notifications', 'Outbound Caller ID', and 'Outbound Fax Settings'. The main content area is titled 'Screening, Greeting & Hold Music' and contains several sections: 'User greeting' with an 'On' radio button selected (highlighted by callout 3); 'Set Greeting' with a 'Default' dropdown; 'Call screening' with an 'On' radio button selected; 'Ask callers to say their name before connecting' with three radio button options: 'If Caller ID not present', 'If caller not in contact list', and 'Always' (selected, highlighted by callout 4); 'Set connect prompt' with an 'On' radio button selected; and 'Audio' with a 'Default' dropdown. An example text reads: 'Example: "Please hold while we connect you."'. Below this is the 'Audio while connecting' section with an information icon. On the right, a 'Video Tutorials' sidebar features a video thumbnail for 'Overview: Screening, Greeting & Hold Music overview' (2481 views) with a 'Watch video' link and an 'Additional Help' link at the bottom.



## 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, and the 'Phone System' section is selected in the sidebar. The 'Users' list shows 9 users, with 'Dave Richards' selected. The 'User Info' panel for 'Dave Richards, Ext. 101' is open, showing 'Call Handling & Forwarding' options. The 'Forward to other user's phones' section is visible, with 'Add Phone' and 'Create Ring Groups' buttons. The 'Create Ring Groups' dialog is open, showing a list of phones to be added to a group. The 'Call Handling & Forwarding' section also shows 'User Hours' and 'After Hours' options.



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**.



## 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.<sup>1</sup>
5. You can also **Create Ring Groups** and select the numbers that will ring at the same time your call comes in.<sup>2</sup>
6. You can refine these selections by choosing to have numbers ring **Sequentially** or ring **Simultaneously**.<sup>3</sup>
7. You can set call handling for **User Hours** and separately for **After Hours**.
8. Click **Softphones & Smartphones**.<sup>4</sup>

<sup>1</sup> See Step 6 of the Admin procedure above.

<sup>2</sup> See Step 7 of the Admin procedure above.

<sup>3</sup> See Step 10 of the Admin procedure above.

<sup>4</sup> 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."

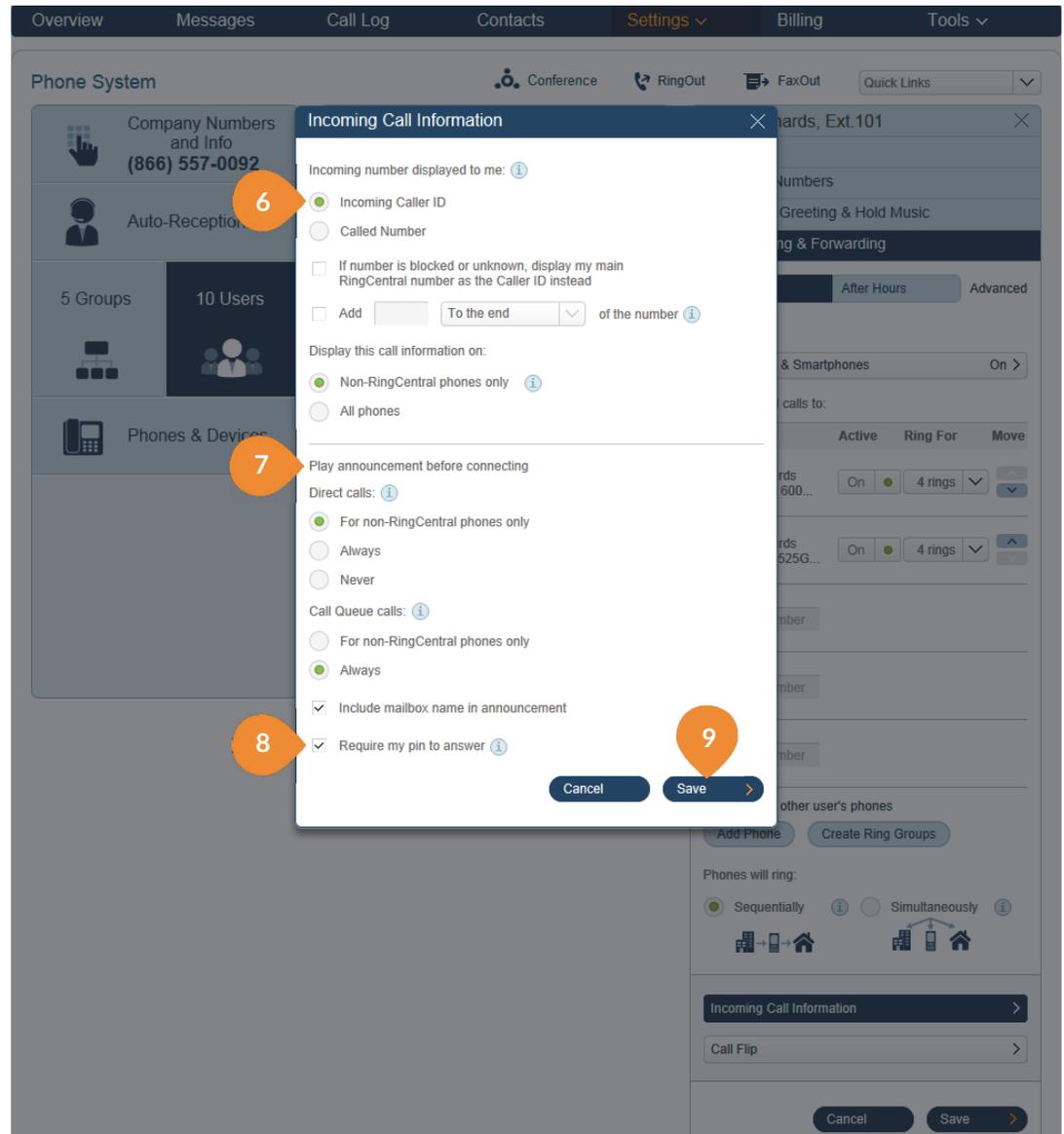
This feature helps users who are members of more than one department-or who use phones that are both business and personal-answer the call appropriately.

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 displays the RingCentral Admin console interface. At the top, a navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (highlighted with a '1'), 'Billing', and 'Tools'. The left sidebar shows 'Phone System' (highlighted with a '2') and 'Users' (highlighted with a '3'). The main content area is divided into two panels. The left panel, titled 'Users', shows a list of users including Dave Richards (Ext. 101), Jennifer Do (Ext. 104), John Smith (Ext. 102), Julia Anderson (Ext. 103), and several unassigned users. The right panel, titled 'Dave Richards, Ext.101', shows settings for 'Call Handling & Forwarding' (highlighted with a '4'). Under 'Call Handling & Forwarding', there are tabs for 'User Hours', 'After Hours', and 'Advanced'. The 'Advanced' tab is active, showing 'First ring:' set to 'SoftPhones & Smartphones' and 'Then forward calls to:' with a table of phone numbers and their status. At the bottom of the right panel, 'Incoming Call Information' (highlighted with a '5') and 'Call Flip' options are visible, 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."

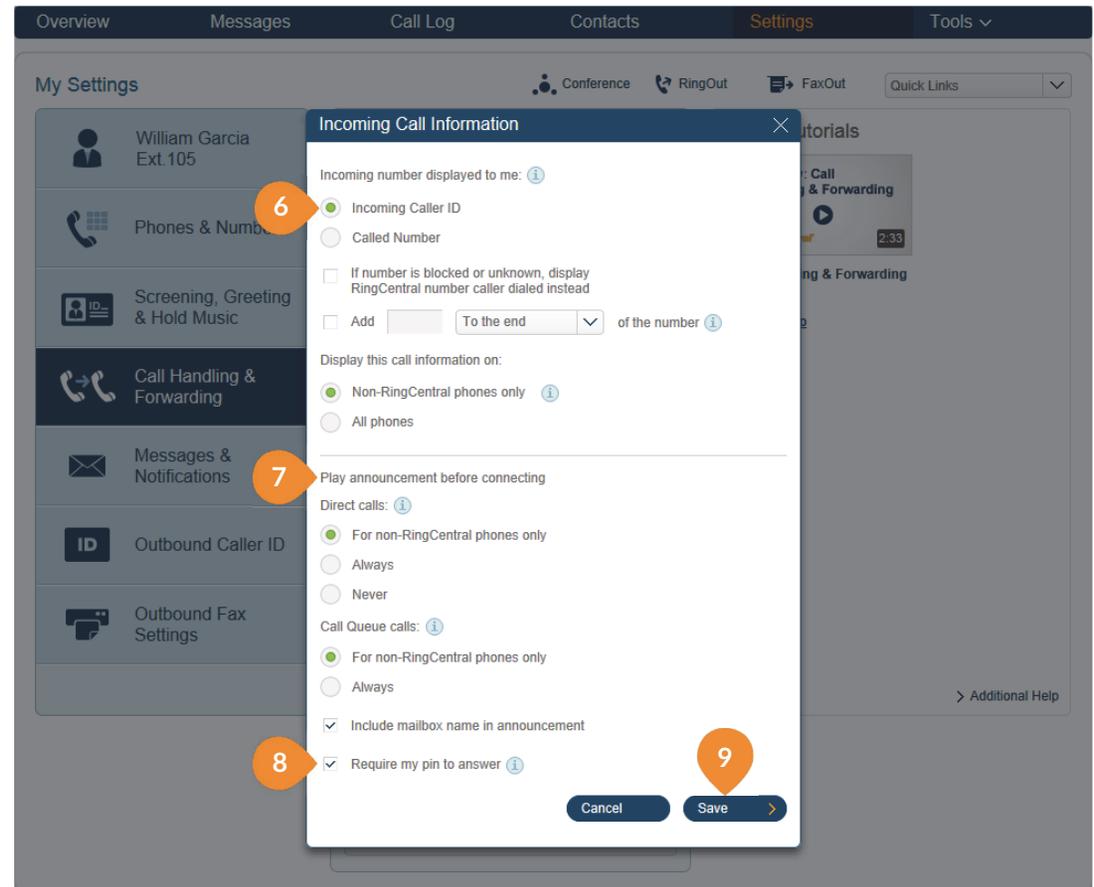
This feature helps users who are members of more than one department-or who use phones that are both business and personal-answer the call appropriately.

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, there is a navigation bar with tabs for Overview, Messages, Call Log, Contacts, **Settings** (highlighted with a '1' callout), and Tools. Below the navigation bar is a 'My Settings' sidebar with various options: William Garcia Ext. 105, Phones & Numbers, Screen Greeting & Hold (with a '2' callout), **Call Handling & Forwarding** (highlighted with a '2' callout), 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'), 'Then forward calls to:' (with fields for Home, Mobile, and Work phone numbers), and 'Forward to other user's phones' (with 'Add Phone' and 'Create Ring Groups' buttons). The 'Phones will ring:' section has radio buttons for 'Sequentially' (selected) and 'Simultaneously'. At the bottom of the main content area, there are 'Cancel' and 'Save' buttons, and a '3' callout pointing to the 'Incoming Call Information' dropdown menu. On the right side, there is a 'Video Tutorials' section with a video titled 'Overview: Call Handling & Forwarding' and a 'Watch video' link.



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, the 'Settings' menu is highlighted with a red circle '1'. In the left sidebar, 'Users' is selected with a red circle '2'. The 'Call Flip' modal is open, showing a list of phones and their assigned flip numbers. A red circle '3' is placed over the 'Call Flip' bar at the bottom of the user's settings page. A red circle '4' is placed over the 'Call Flip' bar at the bottom of the modal.

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	

During a call, press \* and the Flip Number to send the call to the corresponding phone number.

Buttons: Cancel, Save



## 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 illustrates the RingCentral settings interface for configuring Call Flip. The top navigation bar includes Overview, Messages, Call Log, Contacts, Settings (selected), Billing, and Tools. The main content area is divided into several sections:

- Phone System:** Contains links for Company Numbers and Info, Auto-Receive, Groups (5 Groups), Users (10 Users), and Phones & Devices.
- Users:** A list of users with their names, phone numbers, and extension numbers. William Garcia is highlighted.
- Call Handling & Forwarding:** A panel for user William Garcia, Ext. 105. It includes sections for User Hours, After Hours, and Advanced settings. The 'Call Handling & Forwarding' section is active, showing a list of devices (Polycom IP 550 HD, Manager IP, Mobile, Work, Home, Other) with their status (On/Off) and ring counts.
- Call Flip:** A modal window showing a list of phones and their assigned flip numbers. The list includes:
 

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	
- Call Flip Panel:** A panel at the bottom of the settings page, showing the 'Call Flip' section with a 'Save' 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 'Company Numbers and Info (866) 557-0092' and 'Auto-Rec...' options. The 'Users' section shows a list of users, with 'Dave Richards (ext) 642-0180' selected. The 'Notifications' modal window is open, showing options to 'Notify me of' (Voicemail Messages, Received Faxes, Missed Calls, Fax Transmission Results, Received Text Messages) and 'Send notifications to' (Email: dave.richards@mycompany.com, Phone number: 4155551212). The 'Save' button is highlighted with an orange 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 with the following elements and annotations:

- 1**: Points to the **Settings** tab in the top navigation bar.
- 2**: Points to the **10 Users** button in the **Phone System** sidebar.
- 3**: Points to the user list in the **Users** panel, specifically to Adam Lavine.
- 4**: Points to the **Outbound Caller ID** section in the user's settings panel.
- 5**: Points to the dropdown menu in the **By Phone** section, where the **Blocked** option is selected.
- 6**: Points to the **Save** button at the bottom of the settings panel.

**Phone System** (866) 557-0092

**Users**

Users with Ext. Unassigned Ext.

You have 5 Users.

Name	Ext.	Msg.
Adam Lavine (206) 452-0437	Ext. 107	Msg.: 1/1
Jennifer Do (650) 376-0158	Ext. 104	Msg.: 0/0
John Smith (650) 341-0164	Ext. 102	Msg.: 0/0
Julia Anderson (650) 344-0180	Ext. 103	Msg.: 0/0
William Garcia (303) 573-0188	Ext. 105	Msg.: 0/0

**Adam Lavine, Ext. 107**

User Info

Phones & Numbers

Screening, Greeting & Hold Music

Call Handling & Forwarding

Messages & Notifications

**Outbound Caller ID**

Please select caller ID that will be used when calls are made from the following devices or features.

**By Phone**

Existing Phone

- (866) 557-0092 - Main Number
- (866) 557-0092 - Main Number**
- (650) 581-9943 - Fax Number
- (855) 362-3205 - Additional Number
- (206) 452-0437 - Phone Line
- Blocked**
- (866) 557-0092 - Main Number

Call Flip

(866) 557-0092 - Main Number

Fax Number

(866) 557-0092 - Main Number

**Internal calls**

Use extension number for internal calls when possible

Cancel Save

Outbound Fax Settings

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. See <http://www.ringcentral.com/office/features/presence/faq.html> for a list of phones and FAQs.

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 the checkbox next to each user allowed to see your Presence.
7. 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 illustrates the administrative steps for managing presence settings. It shows the 'Settings' menu, the 'Phone System' section, and the 'Users' list. A modal window for 'Presence' settings is open, showing the 'Permissions' tab where the 'Allow other users to see my presence' toggle is set to 'On'. Below this, a list of users is shown with checkboxes to permit them to answer calls. The 'Save' button is highlighted with a callout.



## Configure Presence for your own line

8. From the **Settings** tab, select **My Settings**.
9. Click **Phones & Numbers**.
10. Click **Presence**.
11. Under **Appearance**, select which users to display on your Presence-capable phone.
12. Click **Permissions** tab, and set "Allow other users to see my presence" to **On** or **Off**.
13. Click the checkbox next to each user allowed to see your Presence.
14. Click **Save**.

The screenshot displays the RingCentral user settings interface. At the top, a navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (selected), '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'. The main content area is divided into 'Phones & Numbers' and 'Presence' sections. The 'Presence' section has two tabs: 'Appearance' and 'Permissions'. The 'Appearance' tab shows a list of users to be displayed on the phone, with checkboxes for each. The 'Permissions' tab is currently active in a modal window, showing the option to 'Allow other users to see my presence' (set to 'On') and a list of users to be permitted to answer calls, with checkboxes for each. Numbered callouts (8-14) highlight the steps in the instructions.



# 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 illustrates the process of changing the fax cover sheet in the RingCentral interface. It shows the 'Settings' tab selected in the top navigation bar. In the 'My Settings' sidebar, 'Outbound Fax Settings' is highlighted. The 'Outbound Fax Settings' section is expanded, showing fields for Company, Address, City, State/Province, Zip/Postal Code, and Country. The 'Cover Page' option is selected in the dropdown menu. A modal window titled 'Cover Page' is open, showing a dropdown for 'Default Cover Page' set to 'Contempo'. Below this is a preview of the cover sheet with fields for 'To:', 'From:', and 'Date:'. The 'Save' button is highlighted in the modal.



## 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 displays the RingCentral user interface. At the top, a navigation bar includes 'Overview', 'Messages', 'Call Log', 'Contacts', 'Settings' (highlighted with a '1'), 'Billing', and 'Tools'. Below this is a 'My Settings' sidebar with various options. The 'Outbound Fax Settings' option is selected and highlighted with an orange circle '2'. The main content area shows the 'Outbound Fax Settings' configuration page. It includes a 'Cover page info' section with fields for Company, Address, City, State/Province, Zip/Postal Code, and Country. Below this is the 'Faxes Sent via Email' section, which has a toggle for 'Omit cover page when email subject is blank' (set to 'Off') and a list of 'Email addresses permitted to send faxes'. An email address 'user@mycompany.com' is entered in the input field, with an 'Add' button next to it. The 'Save' button is highlighted with an orange circle '4'. An orange circle '3' points to the email address input field. On the right side, there is a 'Video Tutorials' section with a video thumbnail for 'Outbound Fax Settings overview'.

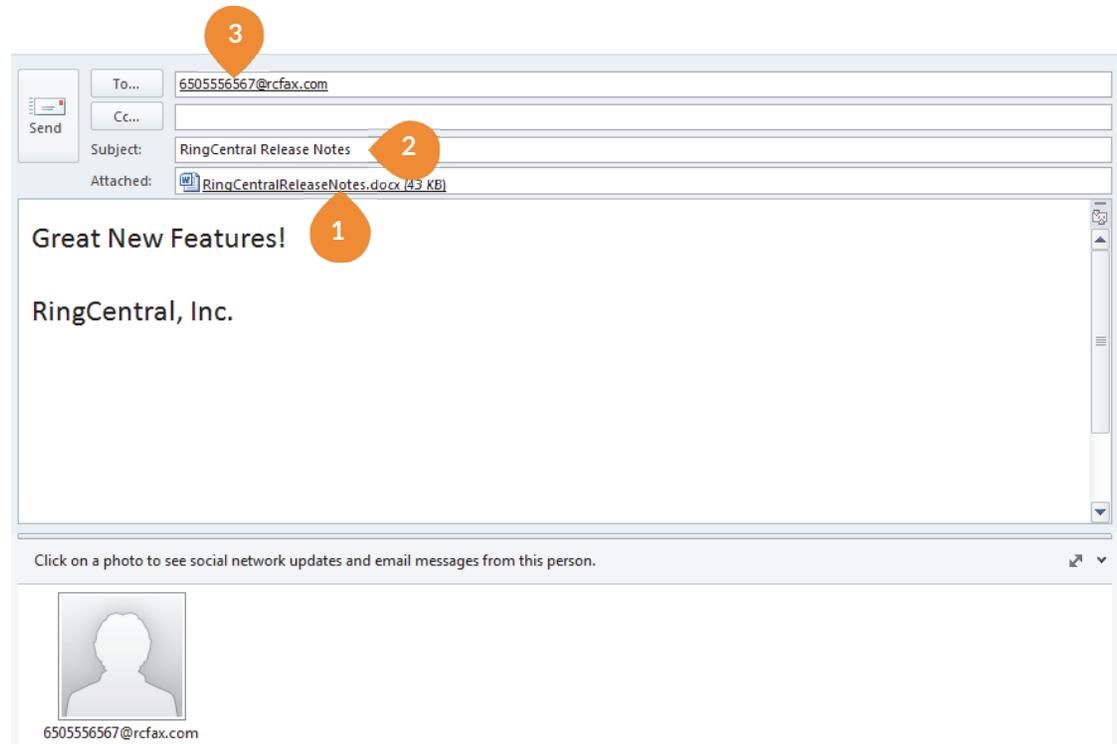


## Faxing via Email

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.

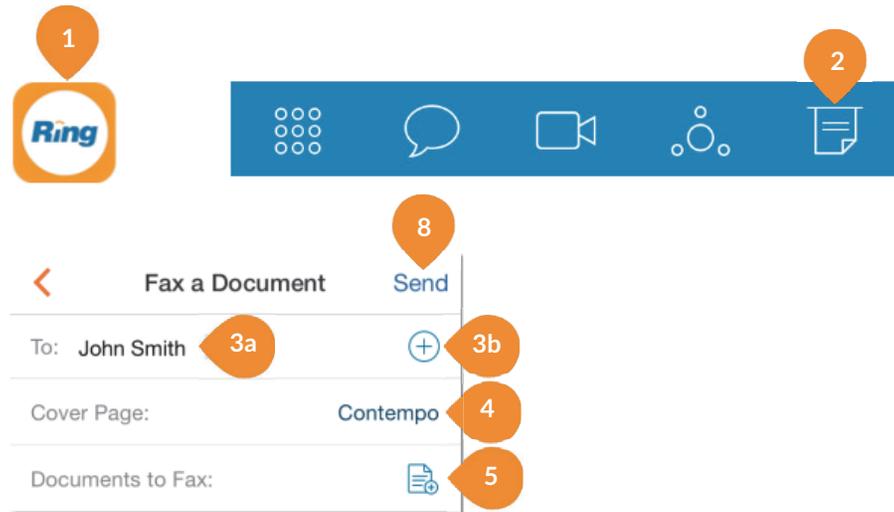
For example, to send a document to the fax number 1-650-555-6567, you would use this email address: 6505556567@rcfax.com.



## FaxOut from Mobile App

FaxOut is available to all users with the latest 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, or photos and documents on your phone or tablet.
7. Authorize Office@Hand to access your files from cloud storage (you have to do this only once).
8. Tap **Send** and your fax is on its way!



## RingCentral Office@Hand CloudFax

RingCentral Office@Hand CloudFax<sup>SM</sup> 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 GoogleDrive 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!



RingCentral CloudFax<sup>SM</sup>

Recipient's Fax Number(s)

Type fax number/s, separated by commas or semi-colons.

2

I want a cover page

Cover Page Notes

Great New Features!

3

Attach File(s) ⓘ

My Computer

Dropbox

box

Google Drive

RingCentral Release Notes.docx

Schedule

Send Now

Schedule

5

Send Now



## Send faxes from your Box Account.

Just download the RingCentral CloudFax app for Box:

[https://www.box.com/services/ringcentral\\_faxout](https://www.box.com/services/ringcentral_faxout)

## Send faxes from your Google Drive account.

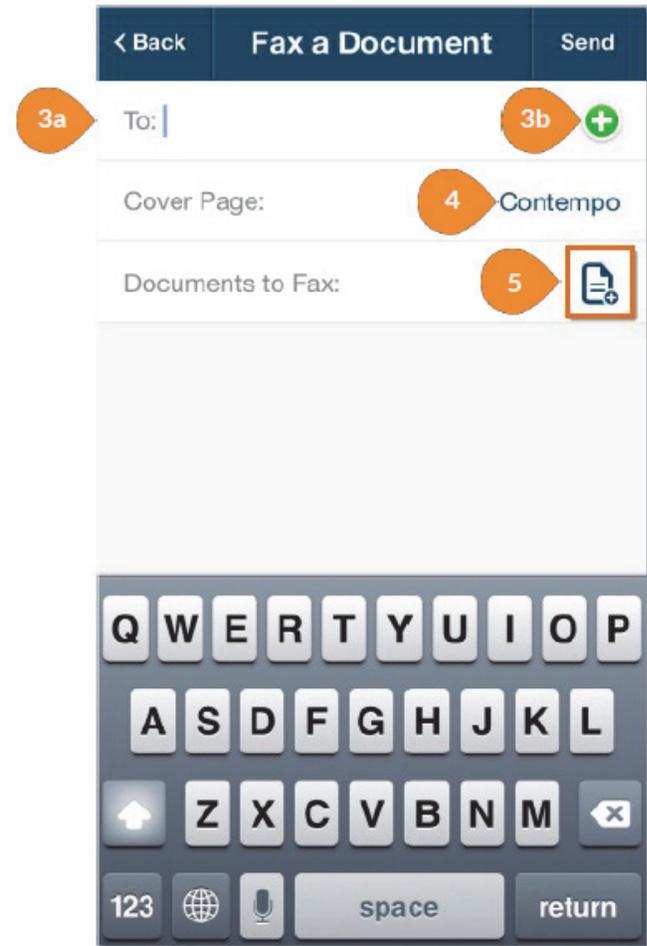
Download the RingCentral Google Chrome app and send faxes directly from Google Drive's file storage platform. Fax any file stored in Google Drive with a single click.

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 iTunes App or Google Play store.
2. Start the app  then tap the fax icon. 
3. Enter the recipient's number in the To: field, or tap the 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

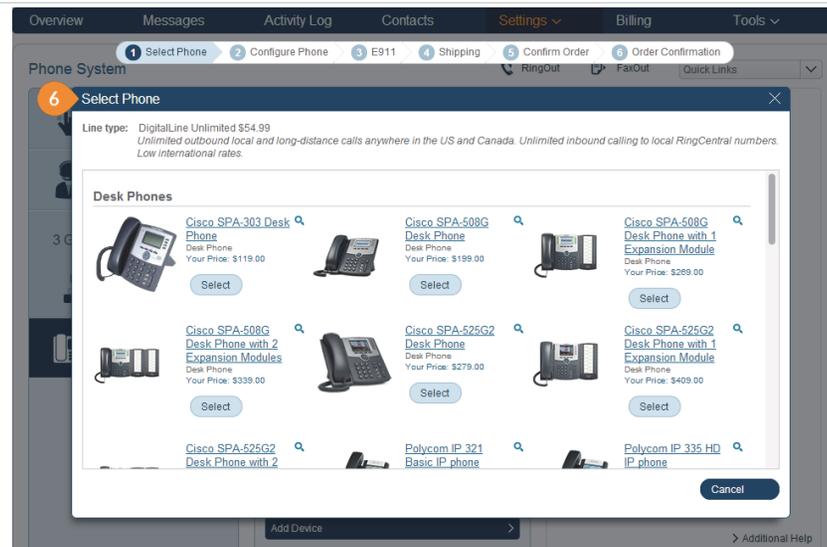
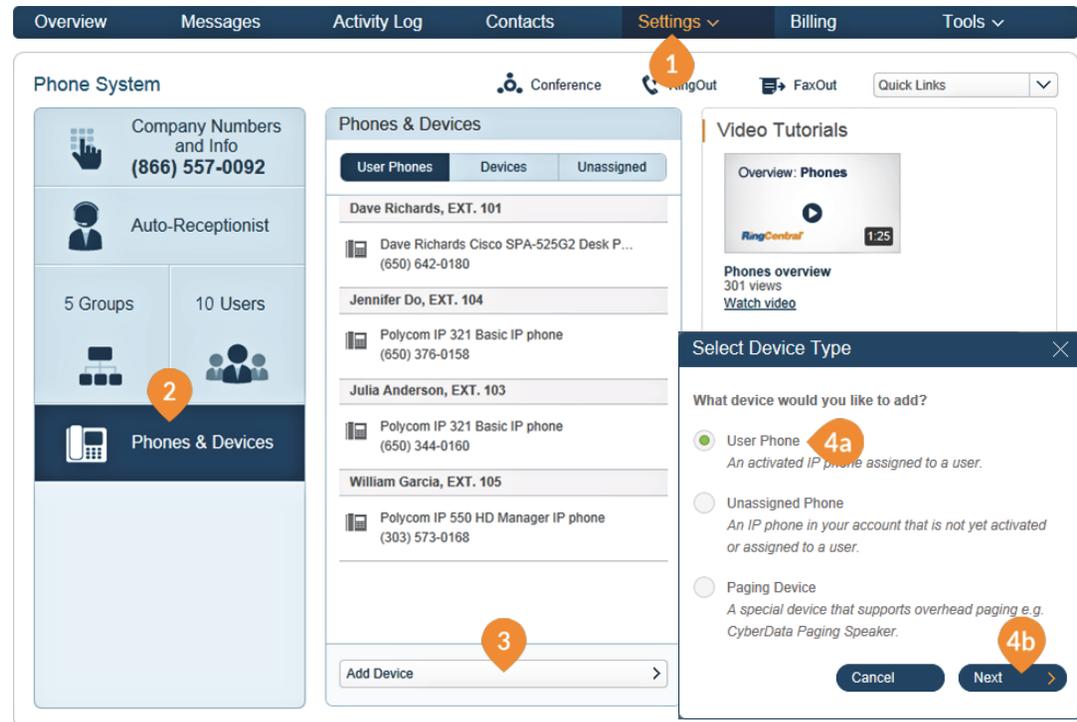
RingCentral Office@Hand from AT&T provides digital IP phones, plus applications for the desktop and mobile devices, including Business SMS, Conferencing, HD Meetings, Salesforce Integration, Intercom, Call Flip, On Demand Call Recording, Automatic Call Recording, Presence, and Intercom.



## Desktop Phones

This section provides you a view of all phones that are associated with your RingCentral Office@Hand Office 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.

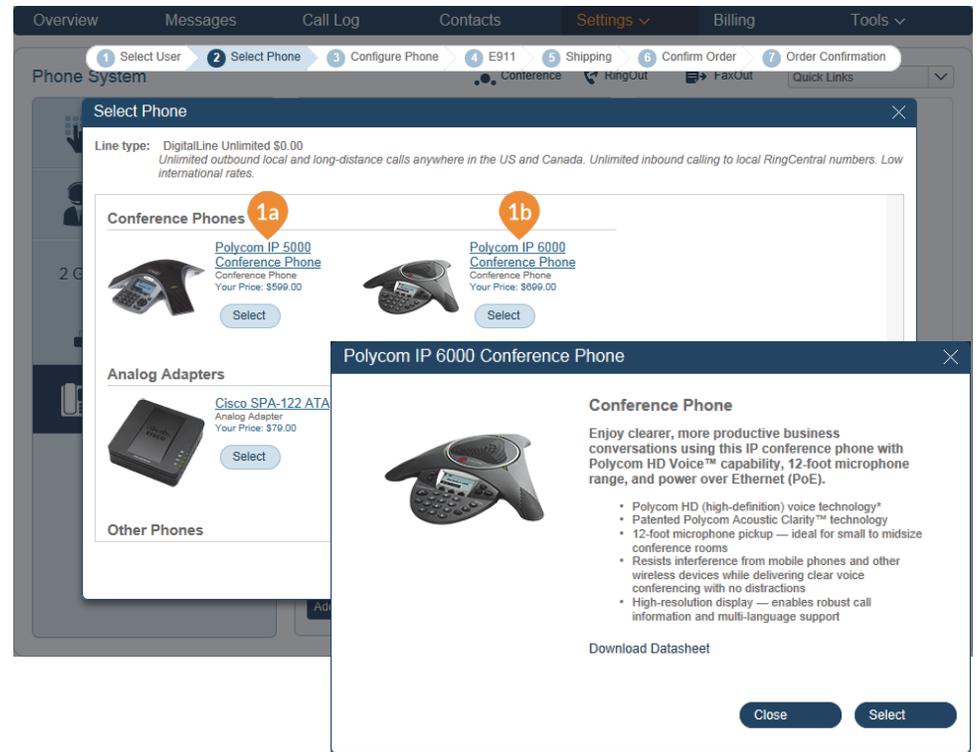
1. From the **Settings** tab, select **Phone System**.
2. Click **Phones & Devices**.
3. Click **Add Device** under **Phones & Devices** (bottom of middle panel).
4. Select **User Phone** from **Select Device Type** and click **Next**.
5. Assign the phone to an extension and click **Next**.
6. Select 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**.



## 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 (1a or 1b) to pop up a feature description.

To choose a paging device, follow steps 1 - 3 above, and select the Paging Device radio button (2), then **Next** (3). View the **Paging Device** choices and click **Next** (4) to see the provisioning information for the device. Click **Done** (5) to add the paging device to your system.



**Add Paging Device** ✕

Provisioning information for CyberData paging devices:

CyberData paging devices need to be programmed with the information given below to make them fully functional when assigned to paging group.

**Step 1:** Open a web browser session to the CyberData device. Please consult the vendor documentation for details on how to determine the IP address of your device and how to enter the relevant login credentials.

**Step 2:** Navigate to the Networking page and confirm that the device is configured for DHCP operation.

**Step 3:** Navigate to the SIP Configuration page and enter the following settings in the appropriate fields and Click "Save". The device may reboot.

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

**Done** 5

**Select Device Type** ✕

What device would you like to add?

User Phone  
*An activated IP phone assigned to a user.*

Unassigned Phone  
*An IP phone in your account that is not yet activated or assigned to a user.*

**Paging Device** 2  
*A special device that supports overhead paging e.g. CyberData Paging Speaker.*

**Cancel** **Next** 3

**Add Paging Device** ✕

Only the following paging devices are supported by RingCentral:

- CyberData SIP-enabled IP V2 Paging Speaker
- CyberData SIP-enabled IP V2 Paging Amplifier

Device Nickname:  4

**Cancel** **Next** >

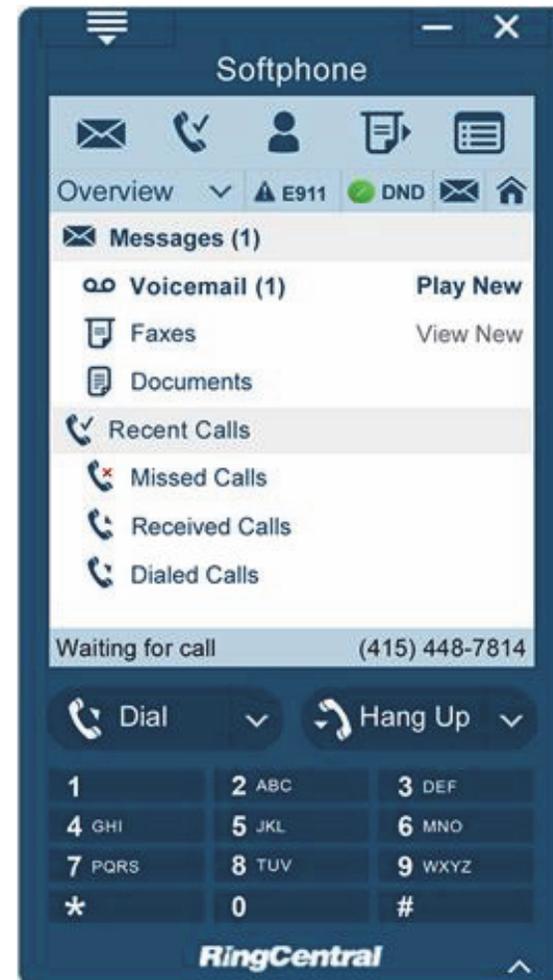


## Softphone

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 8, and iOS 10.6 or later 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 Office@Hand 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 Office@Hand 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 menu is open, showing options like Mobile Apps, Softphone, Meetings App, Directory Assistance, App for Salesforce, Tell a Friend, RingMe, Appearance, Account Validation, and IVR. The main content area is titled 'Softphone' and has a sub-header 'For Your Desktop'. It contains instructions to check the version of Microsoft Office and two download buttons: 'Download for 32-bit MS Office' and 'Download for 64-bit MS Office'. Below these are 'Known issues' and images of the PC and Mac versions of the softphone. To the right, there is a 'Download RingCentral Softphone' section with a description of the software's capabilities and a list of features including answering calls, screening messages, recording calls, conference calls, call transfer, and dialing out. System requirements for Windows XP, Vista, 7, and 8 are listed. A note at the bottom states that outbound calling requires optional VoIP Phone Service.



## Smartphone Apps

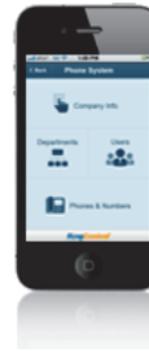
Take Office@Hand everywhere you go. Download our powerful app for Android, iPhone, or iPad, and carry your entire business phone system in the palm of your hand. Click **Tools > Mobile Apps** to download.

- 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.
- Host or join an audio conference at your desktop or on your mobile device.
- Host or join an HD video meeting at your desktop or on your mobile device.

### Apps for your smartphone and iPad tablet

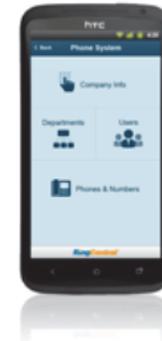
Select an app to download

#### iPhone



iOS 6.0 or higher

#### Android



Android 4.0 or higher



## Business SMS\*

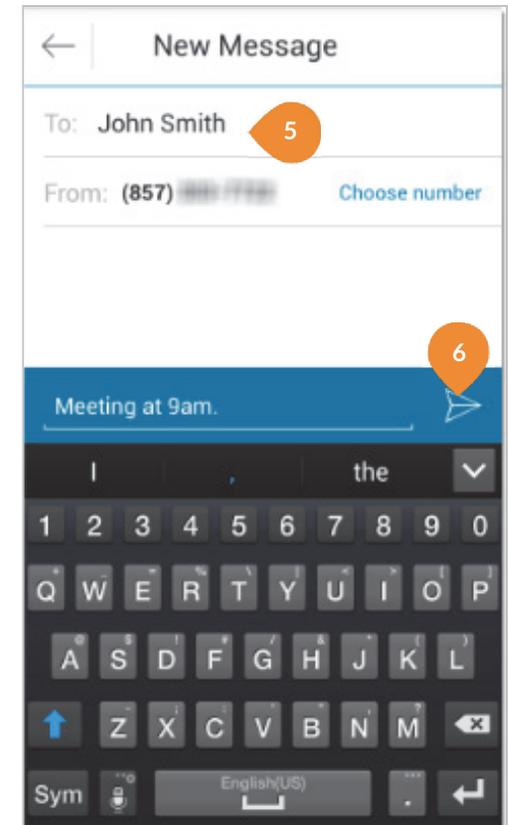
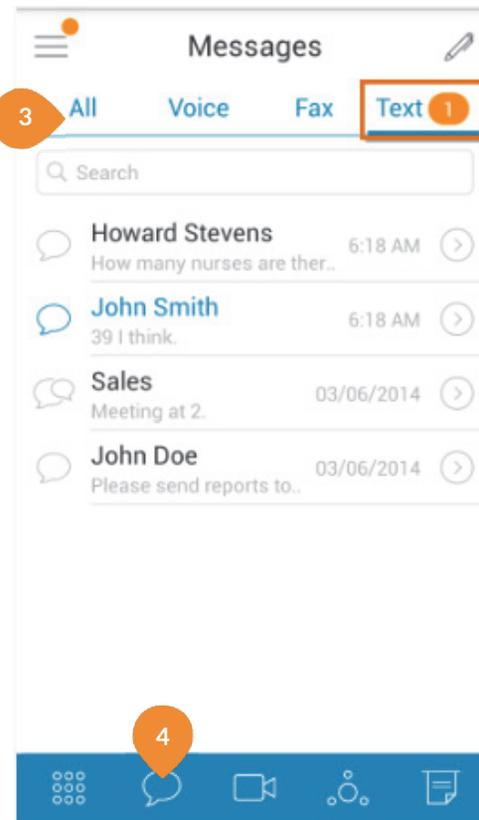
Use your Office@Hand number to send and receive unlimited texts with customers, colleagues, and even departments. It integrates with your smartphone (iPhone and Android) and iPad tablet. You can use it to text anyone with SMS capabilities, whether they're a Office@Hand customer or not.

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.

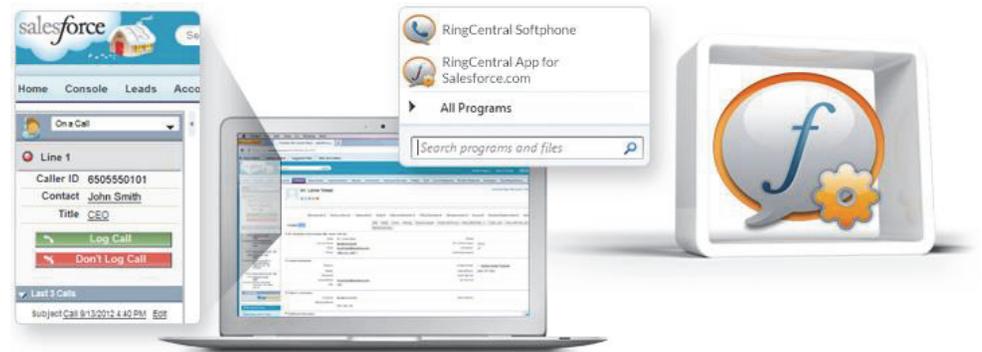
With the RingCentral App installed on your computer, you can place calls from within Salesforce by simply clicking on contact or account records. Your incoming calls trigger a pop-up window with the caller's account information. And you can attach call notes to specific contact records.

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_Administrator_Guide.pdf)

[http://netstorage.ringcentral.com/guides/Salesforce\\_User\\_Guide.pdf](http://netstorage.ringcentral.com/guides/Salesforce_User_Guide.pdf)

\*Available only 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 and 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 only 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.



# 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 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.

## 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

e911 service address ✓

**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  ✓

**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

**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 <span style="color: green;">●</span>
	Work	<input type="text"/>	Off <span style="color: red;">●</span>
	Mobile	<input type="text"/>	Off <span style="color: red;">●</span>
	Home	<input type="text"/>	Off <span style="color: red;">●</span>
	Other	<input type="text"/>	Off <span style="color: red;">●</span>

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

**Sequentially**  Simultaneously

Next



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**

-  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 >

Admin User (206) 555-1212 Ext. 101

Call Screening v

Call Handling v

### Messages and Notifications

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

Voicemail Greeting
Default ✓

Next >



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.

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

The screenshot shows the 'Set up basic system settings' step in the RingCentral Express Setup process. On the left is a navigation sidebar with the following items: 'Main Number (206) 555-1212', 'Auto-Receptionist', '1 Group' and '10 Users' (shown in separate boxes), and 'Phones & Numbers' (highlighted in a dark blue bar). The main content area is titled 'Phones & Numbers' and contains the following text: '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 states: 'The administrator can access settings for all the phones in their account in **Settings > Phone System > Phones & Devices.**' At the bottom right of the main content area is a dark blue button labeled '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 >](#)

