

# High-Density Analog Solution

Repurpose your existing phone hardware as you migrate your communications system to the cloud.



As businesses of all sizes grow and expand, they need to implement the latest state-of-the-art mechanisms to manage their communications and collaboration. Business applications today are increasingly being constructed in the cloud, and enterprises across all market segments are rapidly catching up to the trend of adopting cloud-based unified communications. In addition to delivering unrivaled security, quality, and reliability, RingCentral provides an easy-to-use interface as well as comprehensive onboarding, training, and support services to ensure a seamless transition for even the largest organizations. In some cases, larger enterprises wish to maintain their existing deployments of analog phones through their migration to the cloud but find that there is no scalable solution for doing so. In these cases, RingCentral recommends that customers deploy an on-premises high-density analog gateway that can connect multiple analog phones to RingCentral's system for scalable accessibility.

Reasons you might want to keep your existing analog phones:

- Past investments in analog phones were too costly to completely discard existing hardware for IP phones.
- Your end users are familiar with the old hardware and don't want to re-train to use new technology.
- There is no need for everyone across your entire business to have access to full IP feature capabilities for their day-to-day operations.

User migration to the cloud does not have to happen all at once; the High-Density Analog Solution provides flexibility to plan your transition over a longer timeframe, avoiding disrupting all your end users with new technology that some might not necessarily find relevant or valuable.



## Connecting analog phones to RingCentral through an on-premises gateway

To enable the High-Density Analog Solution, you begin by installing an AudioCodes Analog Gateway(s) with FXS ports (AudioCodes MediaPack 114, MediaPack 118, and MediaPack 124 are supported) on-premises at your site. The gateways will serve as the IP endpoint between the RingCentral cloud and the analog phones that you connect to the gateway's FXS ports. Consult with AudioCodes for details on how to properly install the gateways. RingCentral does not support deployment, configuration, monitoring, or troubleshooting of the AudioCodes gateways. Customers are fully responsible for procuring, deploying, and configuring the AudioCodes gateways.

You are also responsible for configuring the AudioCodes gateway with individual user endpoint SIP configurations, created for subscription to RingCentral's cloud VoIP service. The SIP configuration for each analog phone line must be generated in your RingCentral account's online service portal and provisioned as a third-party device on the gateway. RingCentral can provide support on how to acquire your account's third-party SIP configurations, but you will need to work with AudioCodes to provision them on their gateways. Once configured, the AudioCodes gateway will provide the SIP connectivity for your existing analog phones to RingCentral's system. Additional information on how to provision a third-party SIP phone with RingCentral is available in RingCentral's Knowledge Base.

Depending on which gateway is deployed, the supported AudioCodes MediaPack gateways can connect up to a maximum of 24 analog phones to the LAN. AudioCodes also offers a 288-port gateway (MediaPack 1288), which has not been tested by RingCentral at this time. RingCentral customers should contact AudioCodes for additional information on AudioCodes MediaPack 1288.

# Using existing phone hardware with a new VoIP phone system

Note that legacy hardware was not designed to be compatible with cloud infrastructures. While you can use this High-Density Analog Solution for your existing phones to be able to function with your new VoIP lines natively, those analog phones will not be capable of receiving any cloud services. The analog phones deployed with the AudioCodes gateway will only be able to support basic calling functionalities, including making and receiving incoming and outbound calls, emergency 911 calling, call hold, and resume, mute/unmute, and local conferencing using “Flash” key.

Additionally, because traditional analog phones are incompatible with VoIP services, RingCentral’s backend system can only interact with the connected gateway. RingCentral does not have the ability to service phones purchased from third-party vendors and will not be able to provide product support for the analog phones connected behind the gateway. For product or servicing support on third-party devices, customers will need to directly consult their product vendors.

For assistance with gateway deployment, installation, and/or configuration, please contact AudioCodes directly.

Email: [support@audiocodes.com](mailto:support@audiocodes.com)

North America: +1-732-652-1085, +1-800-735-4588

## About RingCentral

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions.

More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today’s mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact center solutions. RingCentral’s open platform integrates with leading business apps and enables customers to easily customize business workflows.

RingCentral is headquartered in Belmont, California, and has offices around the world.