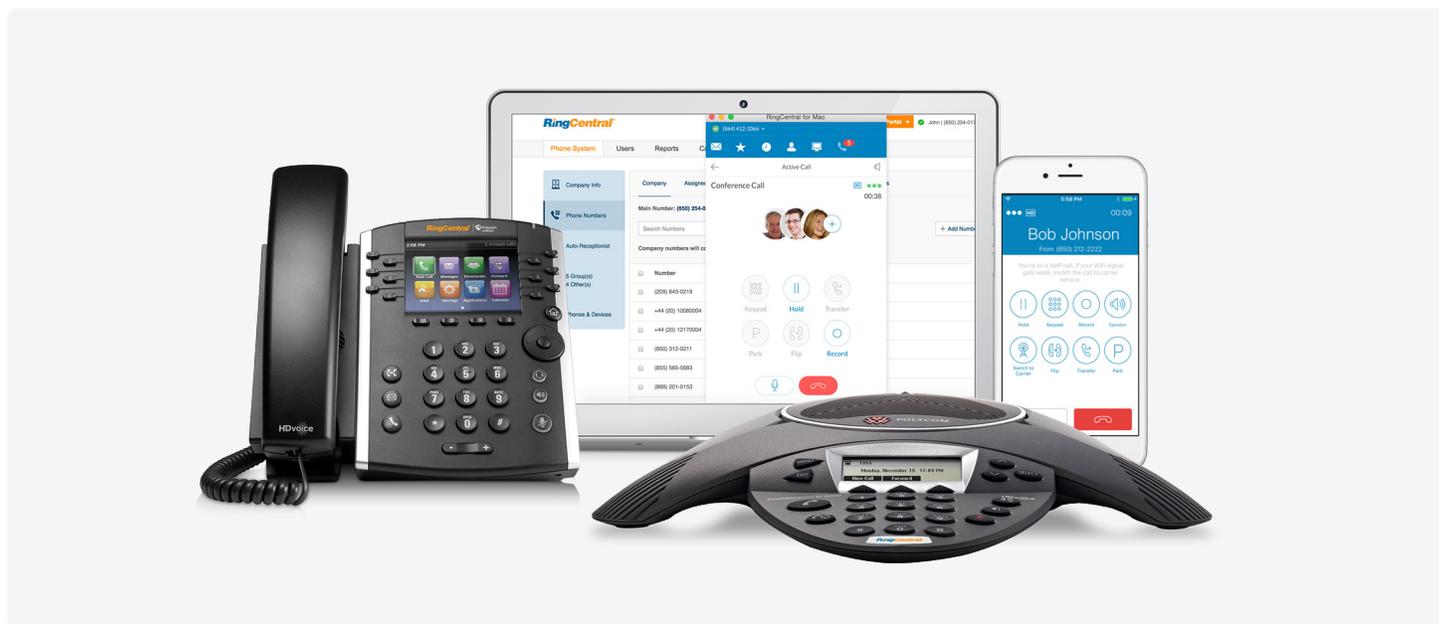# QuickStart Guide for Administrators

Primary users (account owners) and administrators may set up and change the RingCentral Office® phone system settings and assign users and extensions.

Assigned users may change their voicemail greetings and call handling rules for their extensions. Administering the settings in your RingCentral Office phone system is as simple as point, click, and type. Built-in short video tutorials guide you along.
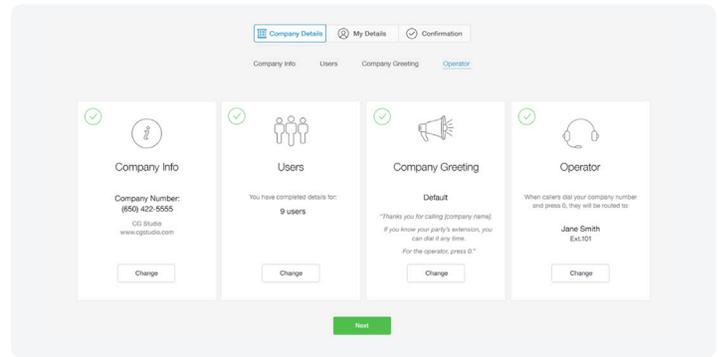
For more information on how to configure and optimize your phone system, please refer to the RingCentral Office Reference Guide.

1. Activate and set up RingCentral Office

- Click the activation link in your welcome email and follow the Express Setup wizard.

- Create your login credentials for accessing the RingCentral system.

- Enter your company info, users, company greetings, and operator information.

- Set up the Auto-Receptionist and call handling rules.

- Set up your own extension's call forwarding rules and voicemail.

- Download the RingCentral Phone™ application for iOS® or Android™ to manage your company's phone systems from your mobile phone anywhere, anytime.

- Download the RingCentral Phone for desktop application to manage your day-to-day communications from your desktop—including calls, faxes, texts, conferencing, and online meetings.

- Download the RingCentral app to message, call, and meet—all from a unified interface. Other features include team collaboration, file sharing, and task management.

- Download RingCentral Meetings™ to get connected with your colleagues or clients with HD video conferencing and screen sharing.

- Your RingCentral Office service is activated and operational… in just minutes.
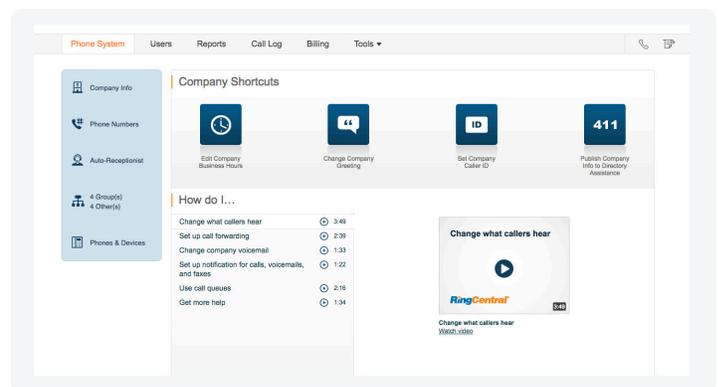
2. Set up your IP phone

- Attach your handset to your phone base using the coiled cord provided, if applicable.

- If you are not using PoE (power over Ethernet), connect your phone to the A/C adapter device.

- Plug the Ethernet cable into the WAN port on your phone.

- Plug the other end of the Ethernet cable into your router or internet jack in the wall.

- If you don't have a router or available internet jack, connect the LAN port on your IP phone to your PC (applicable for two-port phones only).

3. Set up your IP phone

Log in to service.ringcentral.com with your phone number and password. Select the **Admin Portal** to configure your company's phone system.

- Select **Phone System**. Administrators can edit company business hours, change company greeting, set company caller ID, and publish company info to directory assistance. Administrators can also manage all phone numbers within the company, as well as set up auto attendant, calling groups, and devices.

- Under **Users**, administrators can add, manage, or remove users and extensions.

- Administrators can view and export historic phone usage information in the **Reports** section.

- **Call Log** allows administrators to view the company's call and fax records within a selected time frame.

- Under **Billing**, administrators can review their service plan and payment method and check the international calling rates.

- Under **Tools**, administrators can add a logo to your RingCentral service site at the Appearance link. You also have access to additional tools for Meetings templates, IVR, Single Sign-on, and HIPAA setting, depending on your Office plan.

Transferring your existing phone numbers

If your existing phone number is still with your previous provider, you can transfer it to your RingCentral account. Administrators can check transportability using the Verify Number Transfer Eligibility tool available in the RingCentral Learning Center.

Verify number transfer eligibility

Enter Phone Number   Verify

Choosing a router

Quality of service (QoS) settings on your router enable it to give priority to voice traffic.
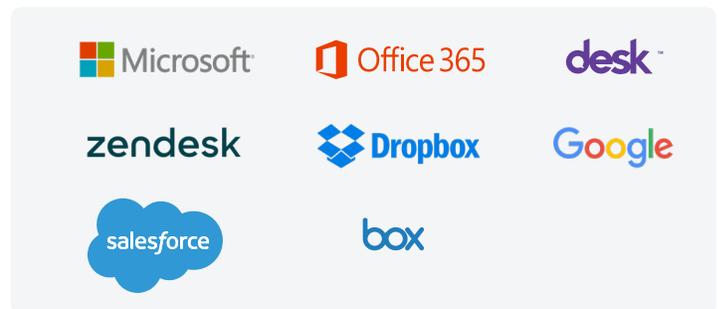
RingCentral has tested and approved a recommended set of QoS-enabled routers for use with RingCentral VoIP services.

Administrators should visit the RingCentral Customer Care Center.

Integrations with RingCentral

RingCentral offers several integrations that work with your existing CRM and customer services solution to cloud storage, CRM, and business applications. Simplify your business communications by integrating RingCentral into these applications.
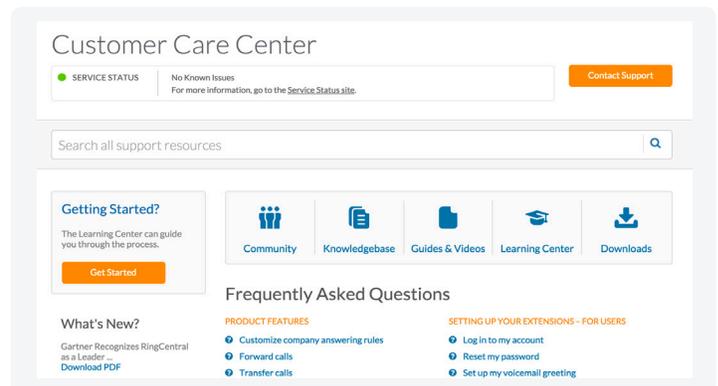
For more information on how to configure and enable RingCentral within various solutions, visit the RingCentral Customer Care Center for available admin and user guides.

RingCentral Customer Care Center

The Learning Center at RingCentral provides administrators and users with product guides and articles explaining call handling, app installation, number transfer, billing questions, troubleshooting, resetting passwords, notification settings, custom greetings, and setting up users and groups. Common tasks are supported by short video tutorials to guide you through the process.

A rich Knowledgebase provides ready answers to most questions.

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

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.

RingCentral®