

RingCentral Office offered by Pagoo™

# QuickStart Guide for Administrators



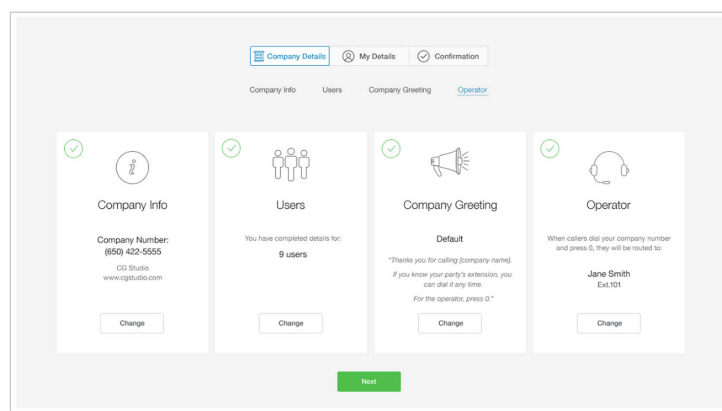
Primary users (account owners) and administrators may set up and change the RingCentral Office® phone system offered by Pagoo.

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-n-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 RingCentral for iOS or Android to manage your company's phone systems from your mobile phone anywhere, anytime.
- Download the RingCentral for Desktop application to manage your day-to-day communications from your desktop—including calls, faxes, texts, conferencing, and online meetings.
- Download RingCentral Glip to start 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 Administer your RingCentral phone system

- Log in to [service.ringcentral.com](https://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 Conduit, depending on your Office plan.

The screenshot shows the RingCentral Admin Portal interface. The top navigation bar includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The main content area is titled 'Company Shortcuts' and features four large buttons: 'Edit Company Business Hours', 'Change Company Greeting', 'Set Company Caller ID', and 'Publish Company Info to Directory Assistance'. Below this is a 'How do I...' section with a list of tasks and their durations, and a video player for 'Change what callers hear'.

Task	Duration
Change what callers hear	3:49
Set up call forwarding	2:39
Change company voicemail	1:33
Set up notification for calls, voicemails, and faxes	1:22
Use call queues	2:16
Get more help	1:34

## Transferring your existing phone numbers

Verify number transfer eligibility

Verify

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](#).

## 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](#).

## 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 [Knowledge Base](#) provides ready answers to most questions.

## 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.

### Customer Care Center

● SERVICE STATUS
 

No Known Issues  
 For more information, go to the [Service Status site](#).

Contact Support

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Getting Started?

The Learning Center can guide you through the process.

Get Started

**What's New?**

Gartner Recognizes RingCentral as a Leader ...  
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**Frequently Asked Questions**

**PRODUCT FEATURES**

- [Customize company answering rules](#)
- [Forward calls](#)
- [Transfer calls](#)

**SETTING UP YOUR EXTENSIONS - FOR USERS**

- [Log in to my account](#)
- [Reset my password](#)
- [Set up my voicemail greeting](#)