Quick Start Guide for RingCentral Professional Users

Learn how to use:

- Desk phones
- RingCentral for iOS®/Android™
- RingCentral for Desktop
## How to use your RingCentral desk phone

### Dial
- **Lift handset and dial an extension or phone number**
  (Dialing 1 before the area code is not required within US and Canada.)

### Flip
- 1 > a Call Flip number
  (Call forwarding numbers in an account are assigned with a Call Flip number.)

### Hold
- **While on a call:**
  - Polycom hardkeys/softkeys
  - **Hold**
  - Cisco softkeys
  - After prompt, enter **PIN**

### Voicemail
- **Lift handset:**
  - Polycom hardkeys/softkeys
  - **Hold**
  - Cisco softkeys
  - After prompt, enter **PIN**

### Transfer
- **While on a call:**
  - Polycom softkeys
  - **Transfer**
  - Cisco softkeys
  - **Transfer**
  - Number keys
  - # # > dial extension
  - # # * > dial number

### Conference
- **While on a call:**
  - Polycom softkeys
  - **Conference**
  - Cisco softkeys
  - **Conference**
  - Number keys
  - # # > dial second number & wait for response

### Park/Pickup
- **Park a current call:**
  - Polycom softkeys
  - **Park**
  - & note park location (* 8 - -)
  - Cisco softkeys
  - **Park**
  - & note park location (* 8 - -)
  - Number keys
  - # # # 3 & note park location (* 8 - -)

### Record*
- **While on a call:**
  - Number keys
  - 9 to start
  - 9 to end
  - Recordings available online:
    - Login > Messages > Recordings

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*When activated

For more information visit: [http://success.ringcentral.com](http://success.ringcentral.com)
How to use RingCentral for iOS/Android

**Get the app**

- [Download on the App Store](#)
- [Get it on Google Play](#)

Tap [Ring](#) to launch.

**Call management**

- For RingCentral calls forwarded to your mobile app with VoIP On:
  - Tap the photo to access the settings of your profile and phone configuration.

- For RingCentral calls forwarded to your mobile app with VoIP Off, use these key shortcuts:
  - **Call Recording**: *9 (toggle on/off)
  - **Call Flip**: * + assigned Call Flip no.
  - **Call Transfer**: ## + extension or ##* + phone number
  - **Call Park**: ##*3

**Account settings**

- Tab on the photo to access the settings of your profile and phone configuration.

- Status of phone availability
- VoIP Calling over Internet
- Application Settings: RingCentral mobile app configuration
- Extension Settings: User phone configuration

**Complete phone system**

- Tap the drawer to open more options.

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RingCentral® Professional Quick Start Guide | Mobile Apps
How to use RingCentral for Desktop

Get the app
- Log in to your RingCentral account.
- Click Tools > Desktop Apps.
- Choose either Download for Mac or Download for PC.
- Run through the install wizard.
- On your desktop, click to open it and log in with your same account credentials.

Mainscreen

Top navigation:
- **Your account presence**
  Set your availability status.
- **Messages**
  View all your messages in one place. Messages are always current and synced from your other devices.
- **Favorites**
  Add your frequent contacts in Favorites. Make call directly from this screen.
- **Call Log**
  Review all call activity on your account.
- **Contacts**
  Separate Personal and Company directories make it easy to quickly find the right person.
- **Dialpad**
  Dial a phone number to make calls from this screen.

Bottom navigation:
- **Fax**
  Send faxes, schedule faxes, and select cover pages from this screen.
- **Settings**
  Set your app preferences.

Active call control
When you’re on an active call:
- Mute call.
- Park the call.
- Flip the call to another phone.
- Transfer the call.
- Record the call.
- Add person to the call.

Incoming call
Single screen to view multiple calls—current call, incoming calls, and calls on hold—with options to answer call, send to voicemail, or add a caller to the current call.

When you can’t take a call right away, provide a courtesy response.