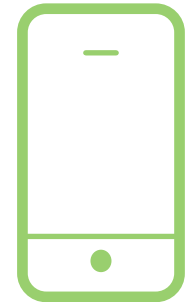
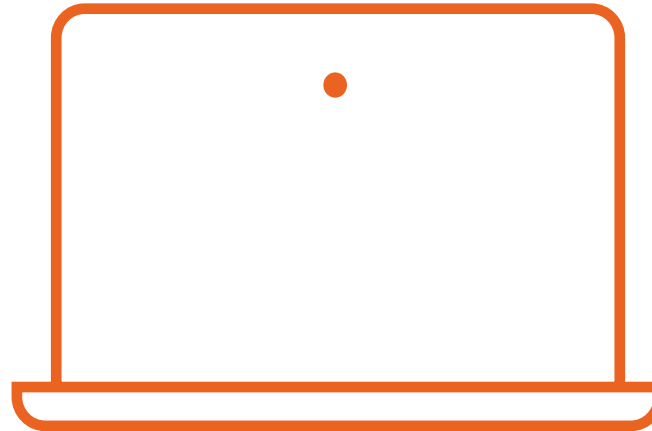
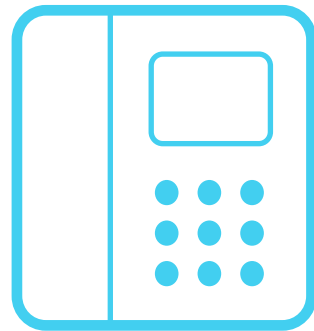
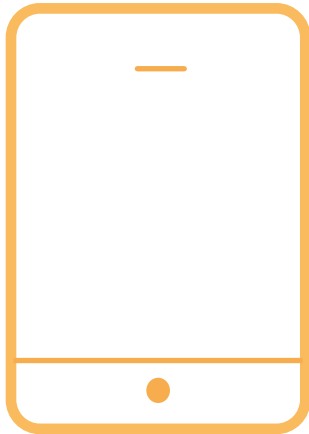




Quick Start Guide





for RingCentral Professional Users



Learn how to use:




- Desk phones
- RingCentral for iOS®/Android™
- RingCentral for Desktop

How to use your RingCentral desk phone

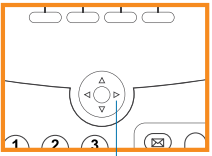
Dial	Flip	Hold	Voicemail
<p>Lift handset and dial an extension or phone number</p> <p>(Dialing 1 before the area code is not required within US and Canada.)</p>	<p>* > a Call Flip number</p> <p>(Call forwarding numbers in an account are assigned with a Call Flip number.)</p>	<p>While on a call:</p> <p>Polycom hardkeys/softkey Hold or Hold</p> <p>Cisco hardkeys </p>	<p>Lift handset:</p> <p>Polycom hardkeys Messages or  ></p> <p>after prompt, enter PIN</p> <hr/> <p>Cisco hardkeys  > after prompt, enter PIN</p> <hr/> <p>Number keys * 8 6 > after prompt, enter PIN</p>
Transfer	Conference	Park/Pickup	Record*
<p>While on a call:</p> <p>Polycom softkeys Transfer > dial second number or extension & wait for response Transfer</p> <hr/> <p>Cisco softkeys Transfer > dial second number or extension & wait for response</p> <hr/> <p>Number keys # # > dial extension # # * > dial number</p>	<p>While on a call:</p> <p>Polycom softkeys Conf. > dial second number > Conf.</p> <hr/> <p>Cisco softkeys Conf. > dial second number > wait till other person picks up Conf.</p>	<p>Park a current call:</p> <p>Polycom softkeys Park</p> <p>& note park location (* 8 - -)</p> <hr/> <p>Cisco softkeys  > Park</p> <p>& note park location (* 8 - -)</p> <hr/> <p>Pickup a parked call:</p> <p>Polycom & Cisco phone Enter a park location (* 8 - -)</p> <hr/> <p>Number keys # # * 3 & note park location (* 8 - -)</p>	<p>While on a call:</p> <p>Number keys * 9 to start * 9 to end</p> <p>Recordings available online: Login > Messages > Recordings</p>

Legend:

Softkeys for most Polycom and Cisco models

-  Polycom softkeys
-  Cisco softkeys
-  Number keys

*Transfer/Trans/Trnsfer




Navigation arrow button


* When activated

For more information visit:
<http://success.ringcentral.com>

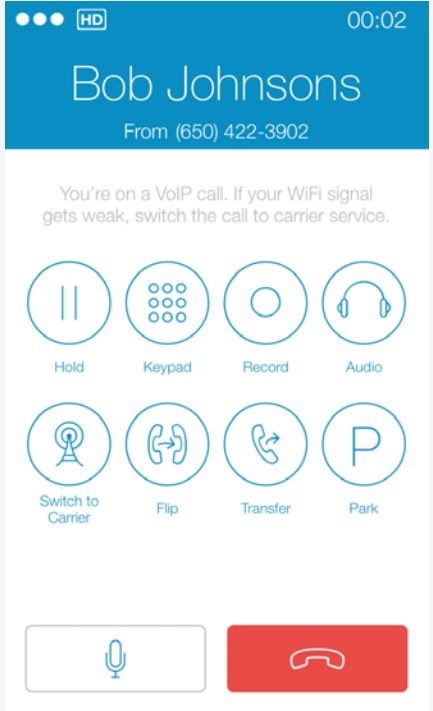
How to use RingCentral for iOS/Android

Get the app



Tap  to launch.

Call management

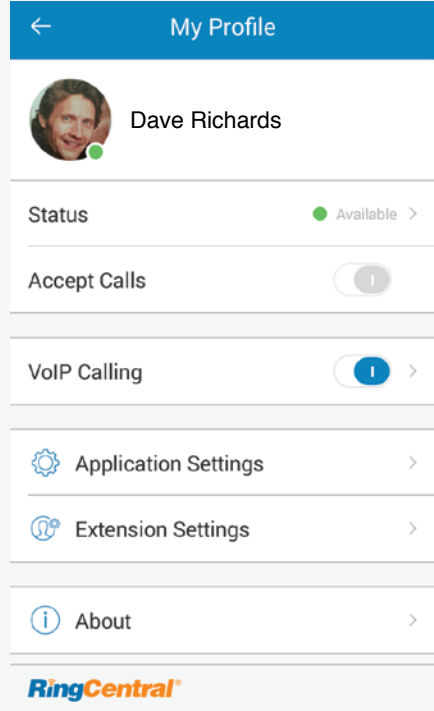


For RingCentral calls forwarded to your mobile app with VoIP On.

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

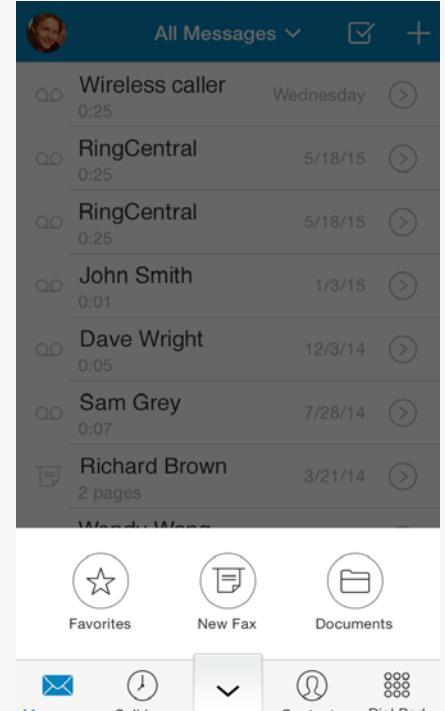
Account settings










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.

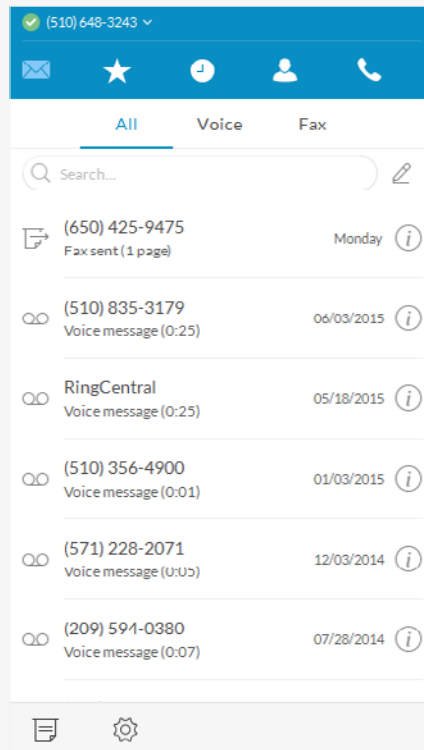
-  Messages
-  Call log
-  Contacts
-  Dial Pad
-  Documents
-  Favorites
-  New Fax

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:

 (800) 553 1212

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:

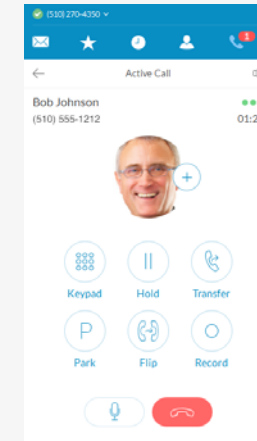
Fax

Send faxes, schedule faxes, and select cover pages from this screen.







Settings

Set your app preferences.

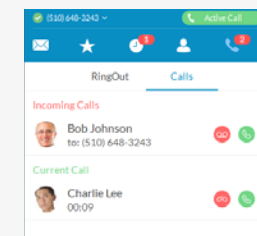
Active call control



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.