

QuickStart Guide for Administrators



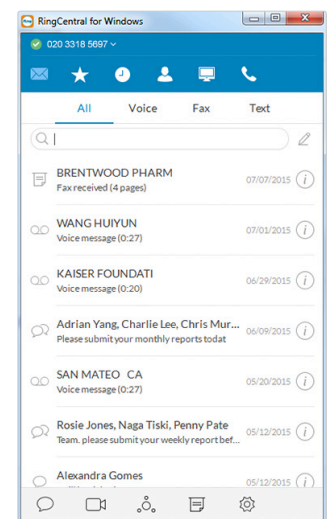
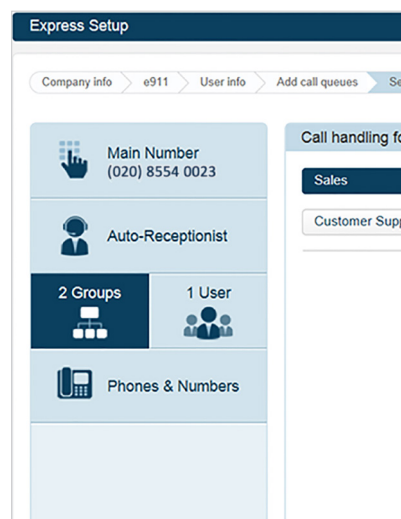
Primary users (account owners) and Administrators may set up and change the RingCentral Office phone system settings and assign users and extensions.

Assigned users may change their voicemail greeting and call handling rules for their extension. 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 optimise your phone system, please refer to the RingCentral Office Admin Reference Guide.

① Activate and Set up RingCentral Office

- Click the activation link in your Welcome email and follow the Express Setup wizard.
- Enter your Company info, e911 service address, Time Zone, and User and Extension Info.
- Add call queue groups and assign members and extensions.
- Set up the Auto-Receptionist and call handling rules.
- Select the default greeting or load your custom greeting.
- Download the RingCentral for Desktop application to manage your day-to-day communications from your desktop--including calls, faxes, messages, conferencing and online meetings.
- Download RingCentral for iOS or Android to manage your company's phone systems from your mobile phone anywhere, anytime.
- 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 2-port phones only).



③ Administer Your RingCentral Phone System

- Log in to RingCentral.co.uk 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 and Set Company Caller ID from the Company Shortcuts section.
- Under Phone System, administrators can add, manage or remove Groups, Users, and Phones & Devices.
- 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 Publish your Company Name, Number and Address, Add a logo to your RingCentral Service Site at the Appearance link, and check whether Account Validation for ALL users in your account is ON or OFF. You also have access to additional tools for Templates and IVR, depending on your Office plan.

Integration with RingCentral

RingCentral offers several integrations that work with your existing CRM or customer service solution. Simplify your business communications by integrating RingCentral into these applications.

For more information on how to configure and enable RingCentral within various solutions, visit [RingCentral Resources Center](#) for available Admin and User Guides.



Verify number transfer eligibility

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 RingCentral Verify number transfer eligibility tool available on the [RingCentral Customer Support 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 Support Center](#).

RingCentral Customer Support Center

The Learning Center at RingCentral provides Administrators and users with product operating guides and short articles explaining Call Handling, Softphone Installation, Number Transfer, Billing Questions, Troubleshooting, Resetting Passwords, Notification Settings, Custom Company Greetings, and Setting up Departments. Common tasks are supported by short video tutorials to guide you through the process. A rich Knowledge Base provides ready answers to most questions.