# RingCentral QuickStart Guide for Administrators

Primary users (account owners) and Administrators may set up and change the RingCentral 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 phone system is as simple as point-click-n-type. Built-in short video tutorials guide you along.

1 Activate & Set up RingCentral

- Click the activation link in your Welcome email and follow the setup wizard.

- Start the Express Setup wizard and enter your Company info, e999 service address, Time Zone, and User and Extension Info.

- Add department names and assign extensions.

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

- Select the default greeting or load your custom greeting.

- Download the RingCentral Softphone application to control your calls from your computer, where you can answer, screen and transfer calls, or send them to your voicemail.

- Download Mobile Apps to your Android, iPhone or Blackberry smartphone to take your RingCentral service on the go.

- Your RingCentral Service is activated and operational...in just minutes.
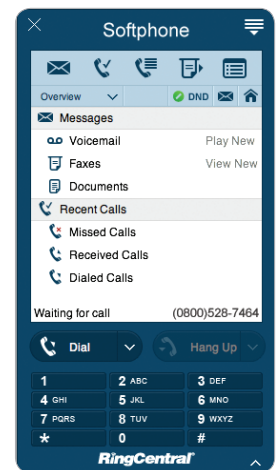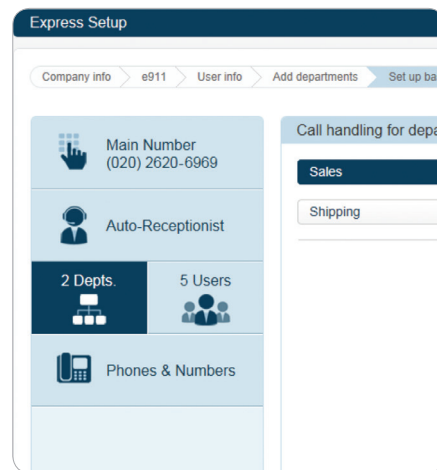
2 Setup your IP phone

- 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.

- To Edit Company Information:

- Log in to RingCentral.co.uk with your phone number and password and click Settings.

- Under the Settings tab, select Phone System. On the Company Shortcuts panel, RingCentral Administrators can Edit Company Business Hours, Change Company Greeting, Set Company Caller ID, and Publish Company Info to Directory Assistance.

- 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 in Directory Assistance, 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.
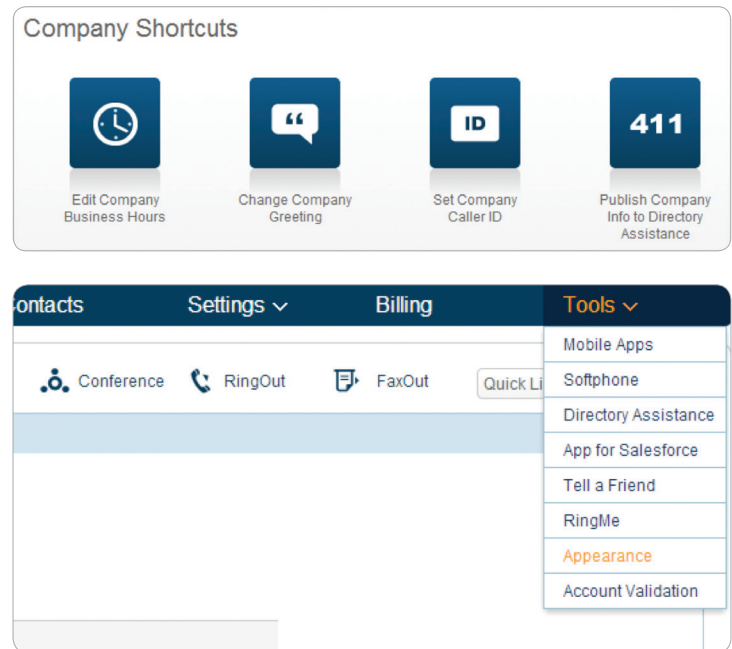
Salesforce Integration with RingCentral
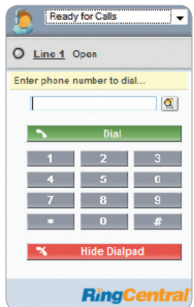
The RingCentral App for Salesforce.com enhances your CRM experience with integrated business communications. With the RingCentral App installed on your computer, you can place calls from within Salesforce by simply clicking on contact or account records. Your incoming calls trigger a pop-up window with the caller's account information. And you can attach call notes to specific contact records.

Administrators wishing to install the RingCentral App for Salesforce.com should visit 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.

Transferring Your Phone Numbers

If your existing phone number is still with your previous provider, you can transfer it to your RingCentral account

Just follow these steps:

1. Continue using your existing number. Don't cancel your current service.

2. Read the Tips to Speed up the Number Transfer Process and gather the documents you'll need.

Next Suggested Topic: Call Quality
Learn more in the Community

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.