

Five Powerful Tools

for RingCentral Office® Users



DESK PHONES | RINGCENTRAL MOBILE APP | RINGCENTRAL FOR DESKTOP
RINGCENTRAL MEETINGS® | RINGCENTRAL GLIP

Five Powerful Tools

for RingCentral Office® Users

RingCentral desk phone

Quality business phones featuring HD voice and powerful features that optimize productivity.



RingCentral mobile app

Take HD voice, fax, text, online meetings, conferencing and more with you anywhere on your smart devices.



Download for iPhone®/iPad®
Download for Android™

RingCentral for Desktop

Initiate a call, send a text, start a conference, or send a fax from your desktop computer with the click of a mouse.



Download for PC
Download for MAC

RingCentral Meetings

Hold HD online meetings from your favorite device, anytime and anywhere.



Download for iPhone/iPad
Download for Android
Download for PC
Download for MAC

RingCentral Glip

Collaborate with your teams through all-in-one messaging, file sharing, calendar, tasks, integrations, and more.



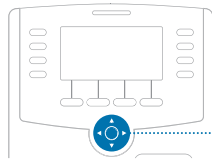
Log In
Download for iPhone
Download for Android
Download for PC
Download for MAC

HOW TO USE YOUR

RingCentral desk phone

Softkeys and hardkeys for most Polycom and Cisco models.

● Polycom keys | ● Cisco keys | ● Number keys



Navigation
arrow buttons



DIAL

Lift handset and dial number
(Do not dial **1** before the area code)

FLIP

* > assigned **Call Flip** number

HOLD

While on a call:

Polycom hardkeys/softkey

Hold or **Hold**

Cisco hardkeys



Number keys

* * to place on hold

* to end hold

VOICEMAIL

Lift handset:

Polycom hardkeys

Messages or **Messages** >
after prompt, enter PIN

Cisco hardkeys

Messages > after prompt, enter PIN

Number keys

* **8 6** > after prompt, enter PIN

TRANSFER

While on a call:

Polycom softkeys

Transfer > dial second number or
extension and wait for response

Cisco softkeys

Transfer > dial second number or
extension and wait for response

Number keys

> dial extension

* > dial number

CONFERENCE

While on a call:

Polycom softkeys

Conf. > dial second number
> **Conf.**

Cisco softkeys

Conf. > dial second number > wait
until other person picks up **Conf.**

PAGE^{\$}

Polycom softkeys

Page > follow prompt or
Page > **Page** > follow prompt

Cisco softkeys

Page > **Page** > follow prompt

Number keys

* **8 4** > follow prompt

INTERCOM^{\$}

Lift handset:

Polycom softkeys

Intercom > dial extension

Cisco softkeys

Intercom > follow prompt
or **Intercom** > follow prompt
or **Intercom** > follow prompt

Number keys

* **8 4** > follow prompt

PARK/PICK UP

While on a call:

Polycom softkeys

Park or **More** > **Park**
and note park location (* 8 - -)

Cisco softkeys

Park > **Park**
and note park location (* 8 - -)

Number keys

* **3**
and note park location (* 8 - -)

RECORD[‡]

While on a call:

Number keys

* **9** to start
* **9** to end

Recordings available online:
Login > Messages > Recordings

^{\$} Paging and Intercom features are only available if your administrator has enabled them. | [‡] When activated

If you change the physical location of this phone, you must register that new location in order to properly route calls to emergency services—such as 911 (US and Can.) or 999/112 (UK). Log in to service.ringcentral.com (US and Can.) or service.ringcentral.co.uk (UK).

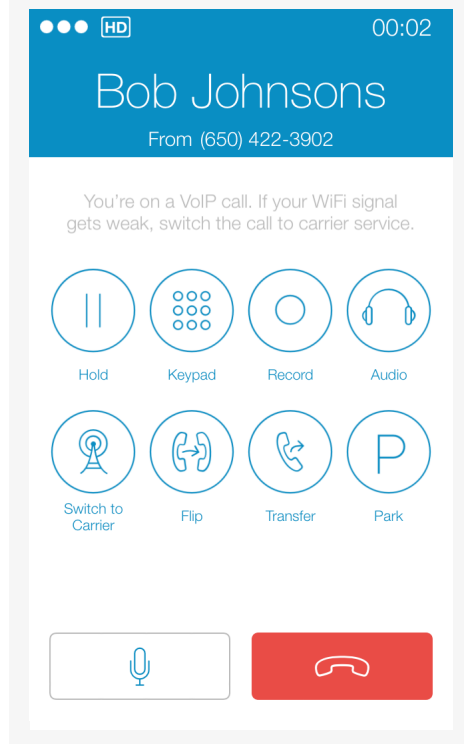
HOW TO USE

RingCentral mobile app

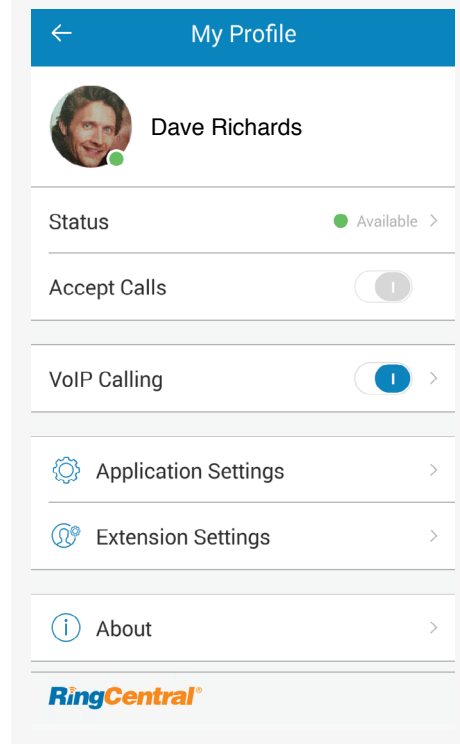
Take HD voice, fax, text, online meetings, conferencing and more with you anywhere on your smart devices.



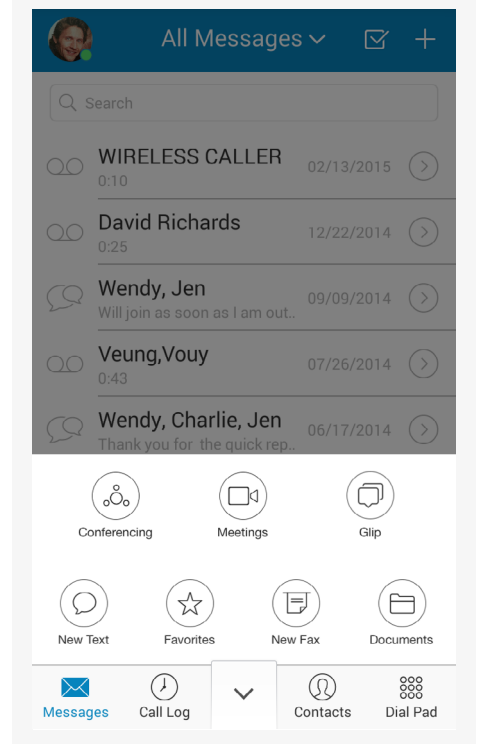
CALL MANAGEMENT



ACCOUNT SETTINGS



ALL-IN-ONE COMMUNICATION



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
Paging *84 + follow prompt
Intercom **85 + follow prompt

Tap on the photo to access profile and phone configuration settings.

Status of phone availability

VoIP Calling over internet

Application settings:
 RingCentral mobile app configuration

Extension settings:
 User phone configuration

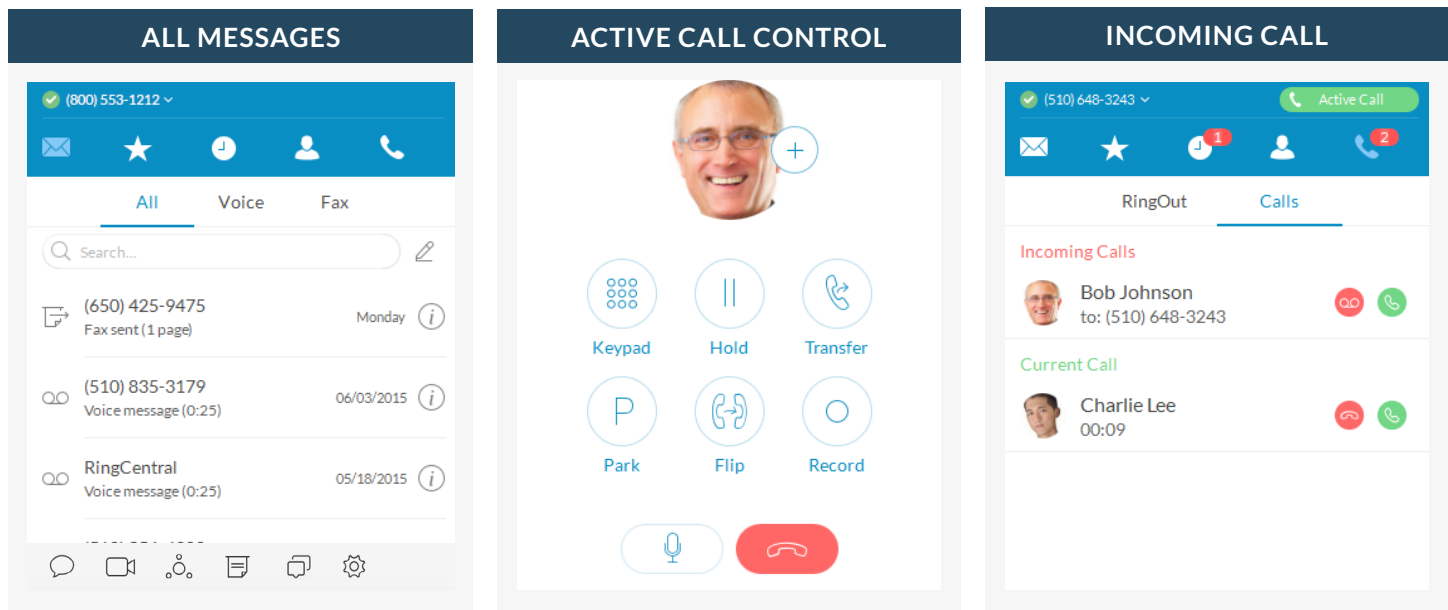
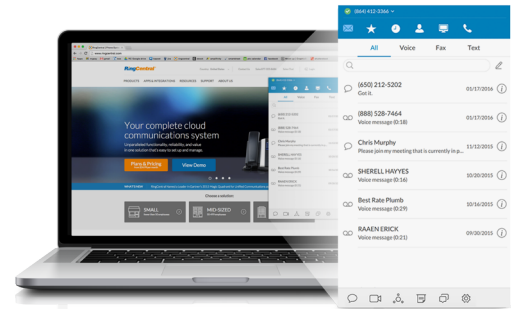
Tap the drawer to open more options.

- | | | | |
|--|------------|--|-----------|
| | Conference | | Documents |
| | Meetings | | Messages |
| | Glip | | Call Log |
| | Text | | Contacts |
| | Favorites | | Dial Pad |
| | Fax | | |

HOW TO USE

RingCentral for Desktop

Initiate a call, send a text, start a conference, or send a fax from your desktop computer with the click of a mouse.



✓ (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.

💻 HUD

Ideal for receptionists and executive assistants, manage multiple incoming calls with the ability to transfer, park, pick up, and join calls with ease.

☎ Dial Pad

Dial a phone number to make calls from this screen.

ACTIVE CALL CONTROL

When you're on an active call:

- Add person** to the call.
- Park** the call.
- Use Keypad.**
- Flip** the call to another phone.
- Put the call on Hold.**
- Record** the call.
- Transfer** the call.
- Mute** 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.

💬 SMS

Send text messages to one person or a group.

💻 Online meeting

Launch RingCentral Meetings to collaborate and screenshare with remote colleagues or clients.

🎤 Audio conference

Hold instant conference calls and easily invite participants.

📠 Fax

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

💬 Glip

Collaborate with contacts, including online chat, project management, file sharing, events, and more.

⚙ Settings

Set your app preferences.


HOW TO USE

RingCentral Meetings


Hold HD online meetings from your favorite device, anytime and anywhere.




START A MEETING



Screen Share Meeting



Video Meeting



Schedule Meeting



Join a Meeting

In a meeting: (desktop only)

**Mute** microphone**Turn on/off** camera**Start** screen sharing

When sharing a screen:

End Meeting**End/leave** meeting**Markup** features**Host** meetings controls

1. Pause or resume the meeting
2. Share a new window
3. Annotate content with tools to highlight or mark up shared content during the meeting
4. Mute/unmute your audio
5. Start/stop your video capability (camera)
6. View participants
7. Chat with an individual or group
8. Send a meeting invitation via email
9. Start recording the meeting
10. Access settings to configure audio, video, microphone, and more
11. End the meeting

HOW TO USE

RingCentral Glip

Increase productivity with team chat, file sharing, calendar, tasks, and more.



Left pane:

People

Active one-on-one conversations.

Teams

Active team conversations for projects you're working on.

Groups

Ad hoc conversations between three or more people.

Files

Manage tasks across all projects.

Links

View and share links.

Notes

View and create rich-text notes.

Tasks

Manage individual and shared tasks across projects and teams.

Calendar

Manage team projects in calendar.

Integrations

Use content from external applications and services.

Settings

View dashboard or set app preferences.

Conversation pane:

Start a video chat, schedule a calendar event, assign tasks, share links, compose a note, or share files.

Call any of your co-workers, or even your guests that are also RingCentral customers.

Start a video chat from any conversation on Glip by clicking the Video Chat button.

Right pane:

Access recently posted and important items in the current conversation.

DOWNLOAD RINGCENTRAL GLIP FROM [RINGCENTRAL.COM/DOWNLOADS](https://ringcentral.com/downloads)

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