

Ring Central CHEAT SHEET

LOG IN:

- Please click on this link <https://service.ringcentral.com/> or simply go to <http://www.ringcentral.com> and click on **LOG IN** on the upper right.
- Fill out the boxes with your main phone number, extension number assigned for yourself and password.

TO RESET PASSWORD:

- Once logged in, go to Settings tab and click on My Settings.
- Click on your NAME and EXT number; click on User Password. (Provide the current password eg:112233 and provide the new password you want to use)

NOTE: The password that is saved on the account is the same password will be used to access your voice mail.

Below is a cheat sheet that will be helpful on using your RingCentral Phones.

How to Record GREETINGS

Company Greeting:

- * Log-in to the On-Line account
- * Go to Settings Tab and click on Phone system
- * Click on Auto Receptionist
- * Click on Greeting & Company calls
 - ^ Choose the option Play company greeting
 - * Click on Greeting Default below
 - * On Pop-up window, choose "Custom"
 - * You may record the greetings either Over the phone or Import
 - * Follow the instructions on the window to finish the recording.

Voicemail Greeting:

- * Log-in to the On-Line account
- * Go to Settings Tab and click on Phone system
- * Click on Users and choose the extension you want to setup
- * Click on Message and Notifications on the bottom
- * Click on Voicemail Greeting Default
- * On Pop-up window, choose "Custom"
- * You may record the greetings either Over the phone or Import
- * Follow the instructions on the window to finish the recording.

CALL TRANSFERRING

USING NON-RINGCENTRAL PHONE: (for incoming on non-RingCentral device; landline, cellphone)

Cold Transfer for 3rd party phones: To blindly transfer the call to the extension.

- * Press # #
- * type the extension number of user you want to transfer
- * press # to transfer

3 WAYS OF SENDING FAXES

Faxout: (from online account)

self explanatory, simply fill out the info - fax number, cover page note, attachment.

* The best thing on this Faxout option is you can schedule the delivery.

* Schedule button at bottom of the page.

This option is good for your clients based on a different time zone and normally turns off company fax machines. You can set delivery to their business hours time.

Call Controller/Softphone: (softphone, free downloadable program)

This application can be installed on Windows and Mac computers. Can receive call, get voicemails and incoming fax notifications. Can also be used to send fax. (no feature for scheduling delivery)

^ **NOTE:** The call controller can be logged in specific to the extension - notifications will be based on the extension it is logged in.

You can download this app from online account Tools "Softphone" on the upper right. You can select if you are to download it on PC or Mac located on the bottom left corner of the page.

Email to Fax:

Your email can be used to send faxes. On the "To:" portion simply type in the fax number followed by **@rcfax.com**.

By default the email address that you used on the account can use this feature. However, for adding more trusted email go to:

- ^ > Settings Tab
- ^ > Users
- ^ > Choose the user you want to setup
- ^ > Outbound Fax Settings
- ^ > Faxes sent via Email
- ^ > and add the trusted email address on list.

NOTE: The fax document should always be attached. Anything on the body of the email will not be sent. (no feature for scheduling delivery)

When sending faxes via e-mail, the subject header becomes the cover sheet text or cover page. If you would like to have a custom cover page, you can create the first page of the document you are sending to serve as a custom cover page. You can also attach a different file to serve as the first page of your fax. In doing so, you will have to check the Omit cover page when email subject is blank option to suppress RingCentral cover page and to show your custom first page as the cover page for your fax. In creating your e-mail, make sure that the subject header is empty or blank in order for this function to work.