Softphone Quick Start Guide



Overview
All Messages
New Messages
Voicemail
Faxes
Documents
Recent Calls
Missed Calls
Received Calls
Dialed Calls
Extensions*

2. Navigation Shortcuts

- Messages
- Recent calls
- Contacts (PC)
 Online Call Log (Mac)
- Fax
- Online Account

	My <u>A</u> ccount
G	<u>R</u> ingOut
U	Send Fax
×	Messages
V	Recent Calls
C	Online Call Log
	Synchronize My Contacts
1	Inform My Contacts
	Tools
έΞ	Options
-	Help
	S <u>ig</u> n Out
A	Enable D <u>N</u> D
ப	Exit

4. Emergency Service Information

E911 (US + Canada)

5. Do Not Disturb

O DND

Disables incoming call and message notifications on the Softphone. When enabled, received calls will be logged to the Recent Calls list.

6. Messages/Recent Calls

Shows all voice and fax messages.

Shows all recent calls.

7. Open/Close Keypad

8. Status

Waiting for call appears when the softphone is properly connected.

Tips for best Softphone voice quality

Use a Headset with Microphone

Instead of your PC speakers and external microphone, use a headset with microphone. Recommended models: Plantronics 310 and 340, Cyber Acoustic AC 850, and A4 Tech HS 5P.

High speed DSL, cable, or fiber connection with an upload speed of 90kbps or greater

We provision the RingCentral DigitalLine® service at the High/Automatic bandwidth setting for better sound quality. If your broadband connection speed is less than 90kbps (and you experience choppy voice quality), you should adjust the bandwidth usage to Low by logging into https://service. ringcentral.com and clicking on Settings, Phones & Numbers, and then clicking the name associated with the Softphone. Test your PC's speed at http://ringcentral.com/support/qos-information.html

Run the Audio Tuning Wizard*

Ensure your speakers and microphone are working properly with the Audio Tuning Wizard. Click **Menu > Options > Audio** and press the **Audio Tuning Wizard** button to start.

Account Information	Audio			
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Audio	Audio Tuning Wizard		Advanced	

*Not available for Mac users

RingCentral

Troubleshooting

If the Softphone is properly connected you will see *Waiting for call (#8 on the Softphone image)*. If you are having trouble getting the Softphone to notify you of incoming calls, here is some troubleshooting advice.

Is the Softphone installed and up-to-date?

WINDOWS INSTRUCTIONS

- Click Start > select Control Panel.
- Click Program and Features.
- Check to see if *RingCentral Softphone* is on the list of installed programs.

SOFTPHONE INSTRUCTIONS

- You can check your current version by clicking **Menu** > scroll to help **Help** > **About.** The *build* version will be listed.
- If RingCentral Softphone is not installed or if you are unsure if you
 have the latest version, you will need to download and install the
 Softphone. The latest version of the softphone is available in
 your online account > click on Tools > Softphone.

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	da Java 7 Update 17	Oracle	3/26/2		
	Java 7 Update 17 (64-bit)	Oracle	3/18/2		
	KBOX Agent	Dell Inc.	2/5/20		
	Microsoft .NET Framework 4 Client Profile	Microsoft Corporation	2/5/20		
	Microsoft Office Standard 2010	Microsoft Corporation	2/5/20		
	Wicrosoft Silverlight	Microsoft Corporation	2/5/20		
	Microsoft Visual C++ 2005 Redistributable (x64)	Microsoft Corporation	2/5/20		
	Mozilla Firefox 20.0.1 (x86 en-US)	Mozilla	4/17/2		
	Mozilla Maintenance Service	Mozilla	4/17/2		
	Network Recording Player	Cisco WebEx LLC	2/5/20		
	CCN OCS Inventory NG Agent 2.0.5.0	OCS Inventory NG Team	3/28/2		
	RingCentral Softphone	RingCentral, Inc	5/6/20		
	Snapit 10	TechSmith Corporation	2/5/20		
	SonicWALL SSL-VPN NetExtender	SonicWALL, Inc.	2/11/2		
	Symantec Endpoint Protection	Symantec Corporation	2/5/20		
	WebEx Productivity Tools	Cisco WebEx LLC	2/5/20		

MAC INSTRUCTIONS

• In Finder mode, click **Command key** and **F** to search for **RingCentral** in your applications folder. If the app is installed, it will be listed in the finder.

SOFTPHONE INSTRUCTIONS

- You can check your current version by clicking Menu > scroll to help Help > About. The *build* version will be listed.
- If *RingCentral* is not installed or if you are unsure if you have the latest version, you will need to download and install the Softphone. The latest version of the softphone is available in your online account > click on Tools > Softphone.

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Do you have a firewall or proxy server?

If you have a firewall or proxy server, your Softphone may experience difficulties when trying to connect.

STEP 1

- On your Softphone, go to Menu > Options
- Expand the Account Information tab on the left. Click on Connection.
- Verify that the Local Port value is 5060. If any other VoIP software uses this port value, change the Local Port value to another number between 5060-5090.

STEP 2

- You will need to configure your router, firewall or proxy server to allow the port number you selected in Step 1 above.
- Refer to your device's user manual for instructions on how to configure your device.

Are you connected to the Internet?

Make sure that you are connected to the Internet. In order for Softphone to notify you of incoming calls, the software must detect an Internet connection.

Do you have Do Not Disturb (DND) turned on?

Do Not Disturb will bypass all features – FindMe, FollowMe, and the Softphone software.

For more information go to

US www.ringcentral.com | Canada www.ringcentral.ca Customer Support success.ringcentral.com



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