Softphone Quick Start Guide

1. Overview

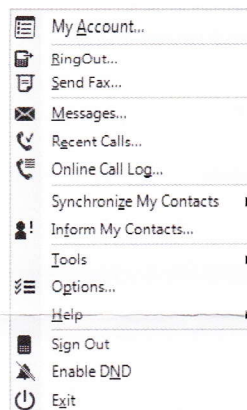| Icon	Label
🏠	Overview
✉	All Messages
📩	New Messages
☎	Voicemail
📠	Faxes
📄	Documents
📞	Recent Calls
📞	Missed Calls
📞	Received Calls
📞	Dialed Calls
☎	Extensions*
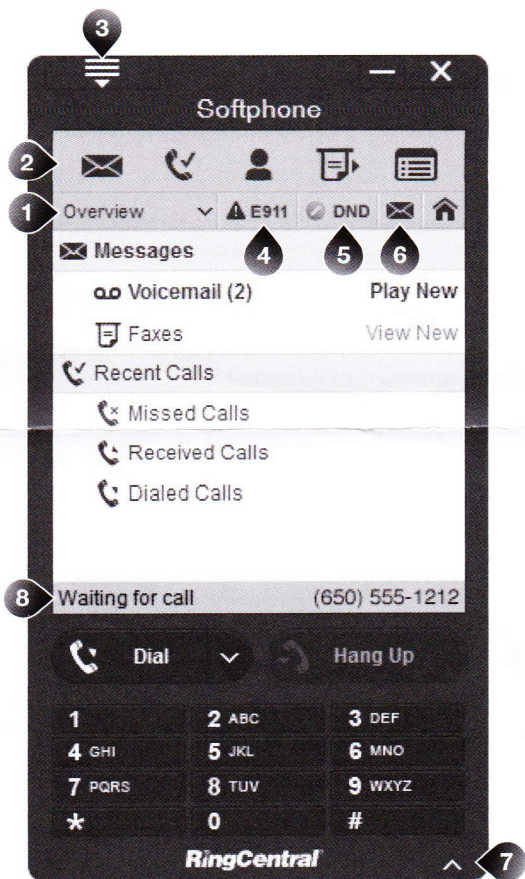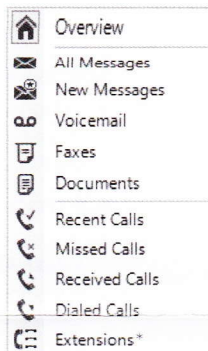
2. Navigation Shortcuts

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

3. Options

Icon	Label
📇	My Account...
📠	RingOut...
📠	Send Fax...
✉	Messages...
📞	Recent Calls...
📞	Online Call Log...
	Synchronize My Contacts ▶
✉!	Inform My Contacts...
	Tools ▶
≡	Options...
	Help ▶
▪	Sign Out
	Enable DND
⏻	Exit

4. Emergency Service Information

E911 *(US + Canada)*

5. Do Not Disturb

⊘ 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.
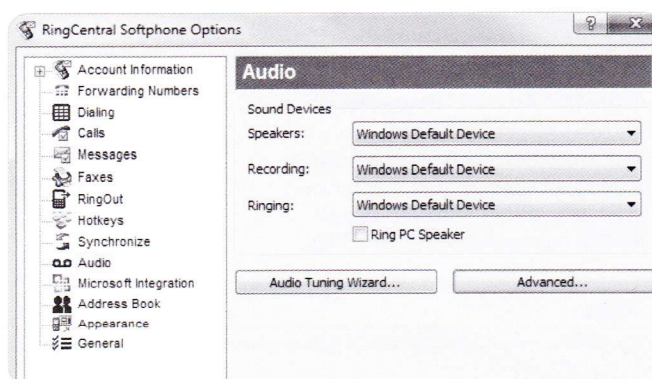
*Not available for Mac users

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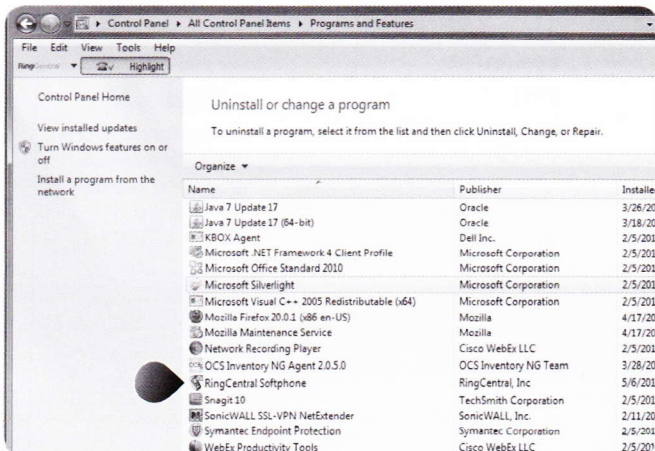
MAC INSTRUCTIONS
- In Finder mode, click **Command key** and **F** to search for **RingCentral** in your applications folder. If the app is installed, it will be listed in the finder.

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**.
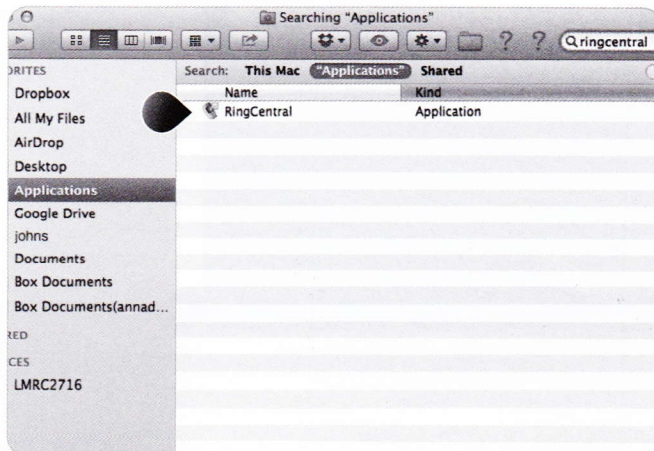
Do you have a firewall or proxy server?

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**

RingCentral

CT-1208