

RingCentral Office at Hand from AT&T

Admin Guide



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Getting Started



Introduction

RingCentral Office@Hand from AT&T is a business phone system that connects employees with one solution. It offers enterprise-grade features, including auto receptionist, multiple extensions, and more.

This guide will help system administrators set up and access the following Office@Hand features:

- Auto-Receptionist
- Multi-level IVR (Auto-Attendant)
- Visual IVR Editor
- Company directory
- Company numbers
- Call groups
- Presence
- Call queues
- Call monitoring
- Call handling and forwarding
- Call recording on demand and automatic
- Audio conferencing
- Paging
- Hot Desking
- Reports
- Roles and Permissions
- User Groups
- Templates
- Multi-Account Access
- Corporate email as user ID
- Gmail (or G Suite) email as user ID
- Single sign-on



How to Access Your Account

If you have created but not set up your administrator account, see [Appendix A: Express Setup for Admins](#) to learn how to set up your account first. Log in to your online account at <https://service-officeathand.att.com/>. The default method of account access is by using your main Office@Hand phone number and password.

Email or Google as User ID

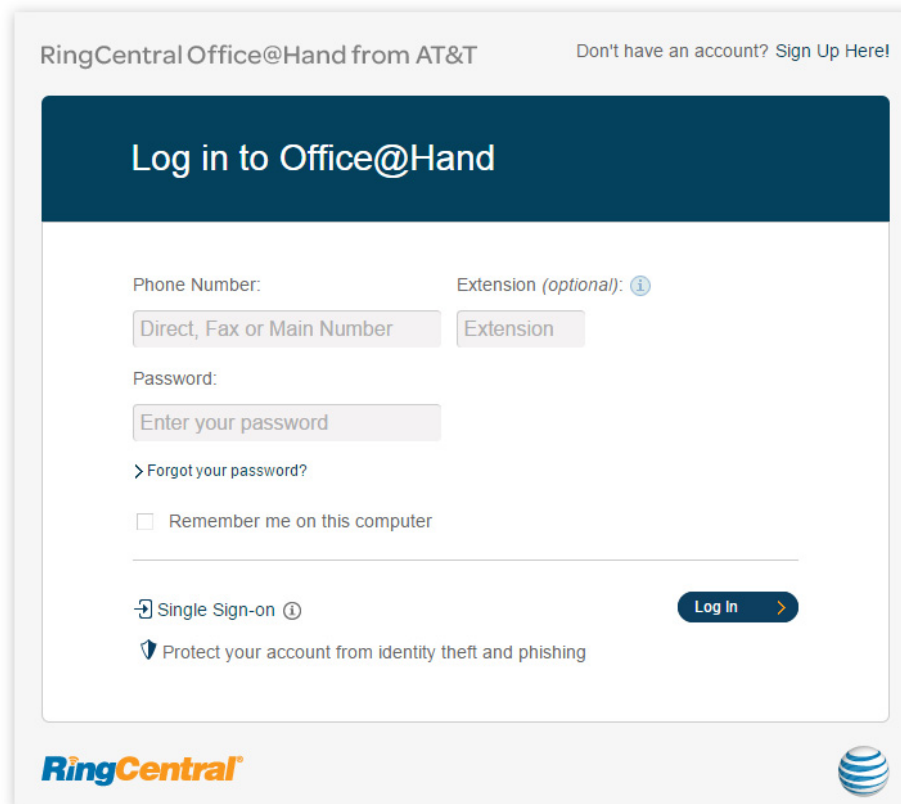
You may optionally configure users to log in with a unique corporate email address or Google (Gmail or G Suite) account. See [Use a Corporate Email Address to Log In](#) and [Use a Google Account to Log In](#).

Single Sign-on

If Single Sign-on is set up for your account, click **Single Sign-on** at the bottom of the screen. Enter your email address on the following screen, then log in with your corporate credentials. See [Single Sign-on*](#) in the Tools section of this guide.

Account Validation

Account Validation is a security feature that helps protect against fraudulent activity on your account. You will be asked for a security validation code when you log in from a new or unrecognized computer for the first time. Depending on your account settings, you will need to check your phone or email for the security code and enter it in the box before logging in.



RingCentral Office@Hand from AT&T Don't have an account? [Sign Up Here!](#)

Log in to Office@Hand

Phone Number: Extension (optional):


Password:

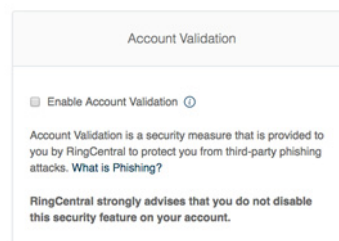
[> Forgot your password?](#)

☐ Remember me on this computer

[Single Sign-on](#) [Log In](#)

Protect your account from identity theft and phishing

RingCentral 

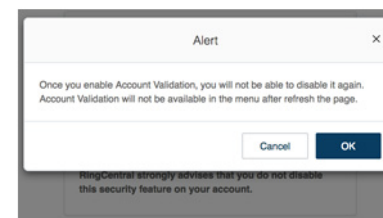


Account Validation

☐ Enable Account Validation ⓘ

Account Validation is a security measure that is provided to you by RingCentral to protect you from third-party phishing attacks. [What is Phishing?](#)

RingCentral strongly advises that you do not disable this security feature on your account.



Alert

Once you enable Account Validation, you will not be able to disable it again. Account Validation will not be available in the menu after refresh the page.

[Cancel](#) [OK](#)

RingCentral strongly advises that you do not disable this security feature on your account.



Use a Corporate Email Address to Log In

The Email as User ID feature allows users to log in using a unique email address. When users log in to an account, they receive a notification about the feature, and can enable the feature by specifying a unique email address.

This feature applies to accessing your Office@Hand online account, Office@Hand from AT&T Meetings, endpoints such as the Office@Hand Mobile App and Office@Hand for Desktop, integration applications, and the Multiple Account Access portal. This feature can also be configured during Express Setup of your Office@Hand account.

For information on automatically provisioning users from your corporate directory, see “Directory Integration” on page 184.

If not already configured, enable the feature:

1. Log into your account using RingCentral credentials.
2. Enable the feature as follows:
 - a. In the email popup, select **Enable now**, and click **OK**.
 - b. Or, in **User Settings**, select **Use email to log in**.
3. Verify the uniqueness of the email address.
4. Edit any duplicate email addresses.
5. Click **Save** and log out.

To Log In using Email as User ID:

1. In the login screen, click **Email**.
2. Enter the unique Email address and Password that has been associated with your Office@Hand account.

The screenshot shows the 'Sign In' page. At the top, there's a header 'Sign In'. Below it, there's a dropdown menu for country (USA) and a text input for 'Direct, Fax, Main Number'. Below that is an 'Extension (Optional)' field with a help icon. Then a 'Password' field. A 'Remember me' checkbox is checked. A dark blue 'Sign In' button is below. Below the button is a 'Forgot Password?' link. At the bottom, there's a section 'Or Sign In With' with three buttons: 'Email' (highlighted with an orange callout bubble), 'Google', and 'Single Sign-on'.

This screenshot is similar to the previous one but with additional orange callout bubbles. One bubble points to the 'Email' input field, and another points to the 'Password' input field. The 'Remember me' checkbox is checked, and the 'Sign In' button is visible. Below the button is a 'Forgot Password?' link. At the bottom, there's a section 'Or Sign In With' with three buttons: 'Phone', 'Google', and 'Single Sign-on'.



Use a Google Account to Log In

The Google login feature allows users native support for logging in using a Google email address and password. This feature requires a unique Google email address (Gmail or G Suite email). The admin configures a Google email address when assigning an extension, and verifies the uniqueness of the email address. By default, users can log in with their Google email address or Office@Hand credentials.

This feature applies to accessing your Office@Hand online account, Office@Hand from AT&T Meetings, endpoints such as the Office@Hand Mobile App and Office@Hand for Desktop, integration applications, and the Multiple Account Access portal. You can configure Google Email addresses during the Express Setup of your Office@Hand account.

If not already configured, set a Google email address.

1. Log in using your Office@Hand credentials.
2. Select **Users**.
3. Select a user. The user settings page is displayed.
4. In the **Email** field, specify a unique email address.
5. Click **Verify email uniqueness**; resolve duplicates.
6. Click **Save** and log out.

To Log In using Google:

1. In the login screen, click **Google**.
2. Enter your unique Gmail **Email** address and **Password**.
3. Edit any duplicate email addresses.
4. Click **Allow** to allow the application access.

The 'Sign In' screen shows fields for Country (USA), Direct, Fax, Main Number, Extension (Optional), and Password. There is a 'Remember me' checkbox and a 'Sign In' button. Below the button are links for 'Forgot Password?' and 'Sign In With'. At the bottom, there are three buttons: 'Email', 'Google' (highlighted with an orange callout), and 'Single Sign-on'.

The Google sign-in screen displays the Google logo and the text 'One account. All of Google.' Below this is 'Sign in with your Google Account'. A large grey box contains a placeholder for a profile picture, an 'Enter your email' input field (highlighted with an orange callout), a blue 'Next' button, and a link for 'Find my account'. At the bottom, there is a 'Create account' link and a row of Google service icons.

This screen shows the Google sign-in process for a specific user. It includes the Google logo, 'One account. All of Google.', and 'Sign in with your Google Account'. A grey box shows a profile picture, the email 'dave.richards@gmail.com', a 'Password' input field (highlighted with an orange callout), and a blue 'Sign in' button. Below the button are links for 'Stay signed in' and 'Forgot password?'. At the bottom, there is a 'Create account' link and a row of Google service icons.

The permissions screen shows the RingCentral logo and the text 'RingCentral would like to:'. It lists two permissions: 'Know who you are on Google' and 'View your email address', each with an information icon. Below the list is a paragraph of terms and conditions. At the bottom, there are 'Deny' and 'Allow' buttons, with the 'Allow' button highlighted by an orange callout.



Alphanumeric Password

The alphanumeric password feature enhances the RingCentral Office@Hand from AT&T security policy that requires users with a numeric password to switch to an alphanumeric password to provide a more secure password for online access that is difficult to crack or guess. Users with a numeric password receive an alert message when they attempt to log into their online account.

Grace Period

During the grace period, you are prompted to change your password by selecting **Change Now**, or change it later by selecting **Change Later**. A warning message in the Overview page provides a deadline for the change.

RingCentral Office@Hand from AT&T
Don't have an account? [Sign Up Here!](#)

Log in to Office@Hand

Phone Number:
Extension (optional): ⓘ

Password:

[Forgot your password?](#)

☐ Remember me

[Single Sign-On](#)

☐ Protect your account

Choose Strong Password

The grace period of changing password has expired, for your added security, you now need to maintain a password and a numeric PIN to access your account.

The password will be used to log into your online account from a web browser, mobile application or Softphone. The numeric PIN will be used to access your account from a phone.

[Change Now](#)

RingCentral Office@Hand from AT&T
Admin Portal ▾
Dave | (650) 555-0012 Ext. 101
Get Help | Log Out

Overview
Messages
Call Log
Contacts
Settings
Tools ▾

⚠ Our new security policy requires that you use a password and a numeric PIN to access your account. Please change your password and set your new PIN before 10/31/2015 to avoid disruption. [Change Password Now](#)

Recent Messages - 25 new messages

	From	Name	Date	Time	Length
<input type="checkbox"/>	📞 (866) 410-0011	RingCentral	Today	5:06 AM	0:25
<input type="checkbox"/>	📞 (866) 410-0011	RingCentral	Yesterday	9:35 AM	0:25
<input type="checkbox"/>	📞 (866) 410-0011	RingCentral	Yesterday	9:35 AM	0:25
<input type="checkbox"/>	📞 (866) 410-0011	RingCentral	Yesterday	7:10 AM	0:25
<input type="checkbox"/>	📞 (866) 410-0011	RingCentral	Yesterday	7:10 AM	0:25
<input type="checkbox"/>	📞 (866) 410-0011	RingCentral	Yesterday	4:59 AM	0:25
<input type="checkbox"/>	📞 (866) 410-0011	RingCentral	Yesterday	4:53 AM	0:25
<input type="checkbox"/>	📞 (866) 410-0011	RingCentral	Yesterday	4:53 AM	0:25

✕ Delete ☐ Block

Settings Shortcuts

Admin
User

[Manage Users](#)

[Company Call Handling & Greetings](#)

[Manage Phones & Devices](#)

[Manage Groups](#)



Grace Period Expiration

Once the grace period expires, you are prevented from logging into your online account.

Changing Your Password

To change the password:

1. Select **Change Now** in the Choose Strong Password dialog, or from the Overview page select the **Change Password Now** link.
2. Enter your current password, then enter a new password of at least 8 characters, with a mix of letters, numbers, and symbols.
3. Configure access to your account from a desktop phone by entering a PIN of 6-10 numbers which are non-repeating and non-sequential.

Choose Strong Password

The grace period of changing password has expired, for your added security, you now need to maintain a password and a numeric PIN to access your account.

The password will be used to log into your online account from a web browser, mobile application or Softphone. The numeric PIN will be used to access your account from a phone.

Change Now

User Password

Current Password:

Enter your current password

Change Password

Used to login to your online account

New Password:

At least 8 characters, mix of letters, numbers, and symbols

Confirm Password:

Please enter the password again

Change PIN ⓘ

Used to access your account from a phone

New PIN:

6-10 numbers, non-repeating, non-sequential

Confirm PIN:

Please enter the PIN again

Submit >



Admin Homepage

When you log in as an administrator, you will be taken to the Admin Portal which allows you access to admin-only tools and configure account-wide phone system settings. You can access your individual account overview and settings from the My Extension page. At the top of the screen, hover over Admin Portal and click **My Extension** to switch to your individual user homepage. .

Main Functions

There are a few main functions that administrators can access from any online page. These functions are Do Not Disturb, Conference, RingOut, and FaxOut.

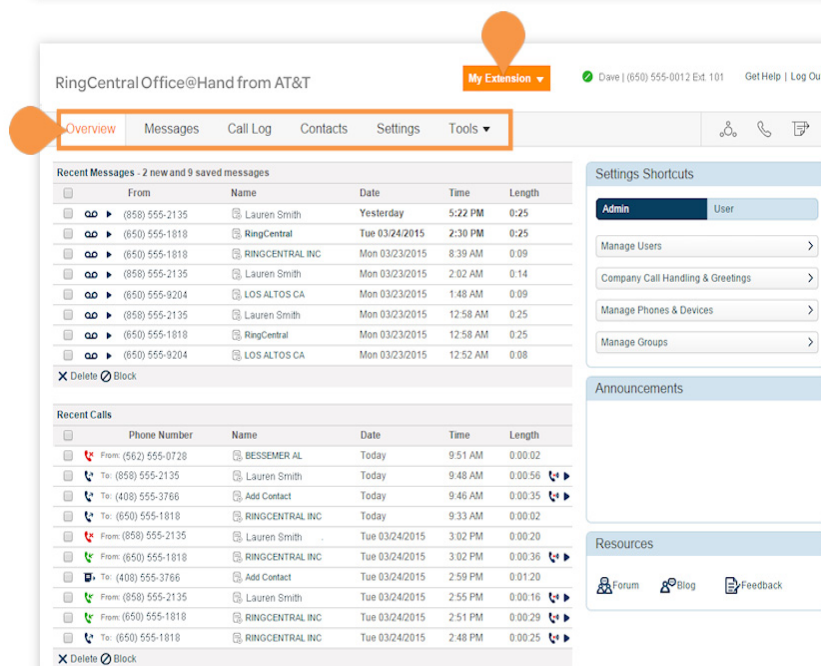
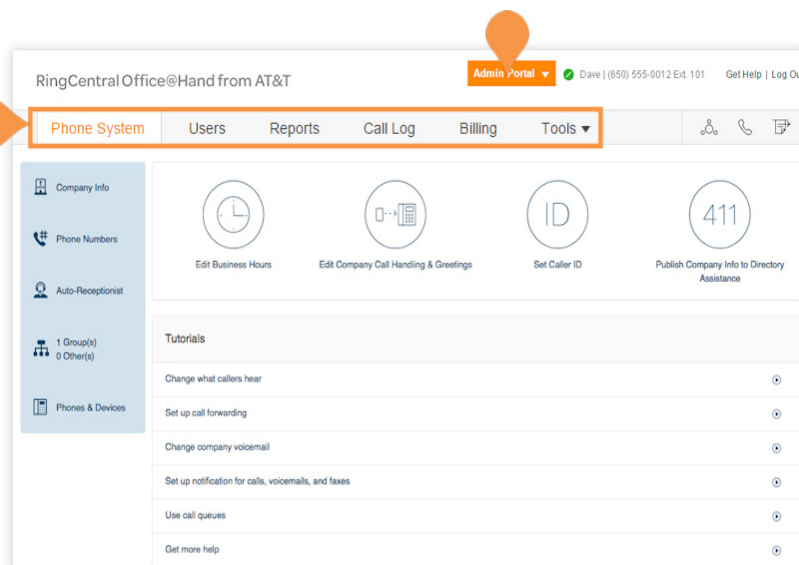
Tool tips are available in the user interface.

Admin Portal

From the Admin Portal, admins see admin-only tools. The Phone System tab is the main tab and landing page that houses all of the main settings for the entire phone system. Here, you have Company Info, Phone Numbers, Auto-Receptionist, Groups, and Phones and Devices. The Call Log, and Billing tabs display information about your phone system. The Tools tab has more setup options such as Session Timeout, IVR, and Templates.

My Extension

When you switch to the My Extension page, you will see the standard user settings view of Overview, Messages, Call Log, Contacts, Settings, and Tools. Click on **Settings** to access your individual settings. The My Extension tab houses the same settings a regular user has.



Do Not Disturb

In the upper right of every page of your online account is a small colored icon next to your name. This icon displays your Do Not Disturb status. Click the icon to toggle between statuses:

- **"Do Not Disturb Off - Green** means that you are available to take incoming calls.
- **"Do Not Disturb On - Orange** means "Do not accept call queue calls." These callers are sent to voicemail.
- **"Do Not Disturb On - Red** means "Do not accept any calls." All callers are sent to voicemail.

The screenshot shows the RingCentral Office@Hand from AT&T Admin Portal. In the top right corner, next to the user's name 'Dave | (650) 555-0012 Ext. 101', there is a small green icon with a checkmark. A dropdown menu is open, showing three options: 'Take all calls' (green checkmark), 'Do not accept call queue calls' (orange circle with a slash), and 'Do not accept any calls' (red circle with a slash). The main content area includes a left sidebar with navigation links like 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '5 Group(s) 3 Other(s)', and 'Phones & Devices'. The main area has sections for 'Company Shortcuts' (Edit Company Business Hours, Change Company Greeting, Set Company Caller ID, Publish Company Info to Directory Assistance) and 'How do I...' (Change what callers hear, Set up call forwarding, Change company voicemail, Set up notification for calls, voicemails, and faxes, Use call queues, Get more help). A video player titled 'Set up call forwarding' is also visible.



Audio Conference

Office@Hand customers can setup, host, and join conference calls anytime, anywhere. Click the Conference icon in the upper right corner of your online account to get started.

Each customer receives a unique conference bridge number, and each user on the phone system gets his or her own host and participant access code so that you and your team can hold independent conferences whenever you want.

You also have the option to add the international dial-in number in the invitation. Check the "I have international participants" option and select the needed countries in the list.

Each conference call can include up to 1000 attendees, enabling you to hold large meetings and broadcasts.



Launch the Conferencing Application

1. Click the **Conference** icon.
2. A pop-up will appear with conference numbers and settings.
 - a. View **Dial-in numbers**.
 - b. View **Host** and **Participant** codes.
 - c. If you have international participants, check the box next to **I have international participants**. Select international dial-in numbers at the bottom of the pop-up.
 - d. Check the box next to **Enable join before host** to allow participants to start a conference call without a host.
 - e. Click **Invite with Email** to open an email with prep-populated conference details - simply enter participant emails and send.
 - f. Click **Conference Commands** to view Conference Commands*.
3. Click **Close**.

*See Conference Commands on the next page.

The image shows two screenshots of the RingCentral Conferencing Application interface. The first screenshot is the 'Conference' pop-up, and the second is the 'Select International Dial-In Numbers' screen.

Conference Pop-up:

- 1:** Click the **Conference** icon (a circle with three dots) in the top navigation bar.
- 2:** The **Conference** pop-up appears. It contains:
 - Dial-in Numbers:** A table with columns 'Location' and 'Dial-in Number'. It lists 'Los Angeles, CA' (213) 291-9058 and 'Philadelphia, PA' (267) 930-4000.
 - Host:** 976-358-141
 - Participants:** 451-005-250
 - International Dial-In Numbers:** A section with a 'Select' button.
 - Enable join before host:** A checkbox that is checked.
 - Conference Commands:** A section with a 'View' button.
 - 2e:** A blue button labeled **Invite with Email** at the bottom right.

Select International Dial-In Numbers Screen:

- 3:** A blue button labeled **Done** at the bottom right.



Conference Commands

For the Conferencing feature, the host and participants have the same conference bridge number to dial into, but their call control depends on the access codes that they will use.

The Host has the full call control and can access the conference commands in the table to the right.

Participants, on the other hand, have limited control of the conference commands.

The commands are displayed with the conferencing dial-in information.

Preventing Music-On-Hold

On an demand parameter can be configured to prevent users from playing music-on-hold. When you request support to enable this parameter for your account, and a user with music on hold enabled joins a conference bridge, the client is prevented from playing music-on-hold during an explicit or implicit hold (such as answering an incoming call). This feature allows other participants on the bridge to continue without disruption.

Conference

Dial-In Number: (234) 203-2766

Host: 113-529-555

Participants: 593-553-232

☒ I have international participants ⓘ

☒ Enable join before host

Select International Dial-In Numbers

☐ Argentina +54 3814085011
☐ Australia +61 (38) 672-0111
☐ Austria +43 12650505
☐ Bahrain +973 16568305
☐ Belgium +1 (323) 294-1165
☐ Brazil +55 2123914719
☐ Brazil +55 2123911541
☐ Bulgaria +359 (2) 437-2638

Invite with Email

Conference Commands ⓘ

Use this command...	To do this...
* # 2	Caller Count: Keep track of how many people are on the call
* # 3	Leave Conference: Lets the host hang up and end the call
* # 4	Menu: Listen to the list of touchtone commands
* # 5	Set Listening Modes <ul style="list-style-type: none"> Press 1x: Mute callers - Callers can unmute with * # 6 Press 2x: Mute callers - Listen only. No unmuting option Press 3x: Unmute callers - Opens the line again
* # 6	Mute Host Line <ul style="list-style-type: none"> Press once to MUTE Press again to UNMUTE
* # 7	Secure the Call <ul style="list-style-type: none"> Press once to BLOCK all callers Press again to OPEN the call
* # 8	Hear sound when people Enter or Exit call <ul style="list-style-type: none"> Press 1x: Turns OFF sound Press 2x: Enter tone is ON Exit tone is OFF Press 3x: Enter tone is OFF Exit tone is ON Press 4x: Turns ON sound
* 9	Record your conference <ul style="list-style-type: none"> Press once to START recording Press again to STOP recording

Close



RingOut

RingOut enables one-touch calling from any phone or Internet-enabled computer, allowing you to make calls using your business caller ID from any location, such as a hotel room. The RingCentral system will call your phone first, then dial out to the number you'd like to call to get you connected. The RingOut icon is located in the upper right of every online account page.

1. Click the **RingOut** icon in the upper right corner.
2. A pop-up dialer will appear.
3. Dial a number or use your keyboard to type a number into the text field. You can also choose from recent calls or your contact list.
4. Select the **From** number you'd like to show as your caller ID. You also have the option to choose Custom phone number from the drop-down menu and enter the desired number in the text field below the drop-down menu.
5. Once you have entered From and To numbers, the **Call** button will turn green.
6. Check the box next to **Prompt me to press 1 before connecting the call** if you'd like the system to confirm that you would like to make the call before you are connected. When the system calls you, you will hear "Please press 1 to connect." This protects you in case you mistyped your own number, or if your voicemail picks up too quickly.
7. Click the **Call** icon. The system first calls you. When you answer (and press 1 as instructed if you've selected this option), it then calls the other number and connects you.

3a.

Type	Phone Number	Date/Time	Length
To:		Today 1:50 PM	00:00:00
To:		Today 1:49 PM	00:00:00

Call Logs Cancel Insert

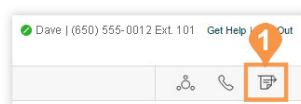


FaxOut

To quickly send a fax from your online account, click the FaxOut icon located in the upper right corner. Fill in the form with recipient's fax number and cover page information, and attach or scan a document, which will automatically be converted into a fax.

A wide variety of standard document types, including word processing and spreadsheet and PDF documents, are recognized by FaxOut. You can also send files from Dropbox, Box or Google Drive with just a few clicks.

1. Click the **FaxOut** icon in the upper right corner.
2. Enter up to 50 recipients and add a cover page message.
3. Attach files from Dropbox, Box, Google Drive or your computer and authorize RingCentral Office@Hand to access your files (you have to do this only once).
4. Click **Send Now** and your fax is on its way.



Send a Fax

To: +

"Jonny Test" (+1234567895)

Cover Page

☐ Enable

Attach Files ⓘ

Google Drive ▼

[Browse](#)

1234567.rtf 32.2K [Delete](#)

Schedule

☒ Enable

Send on: 10/17/2017 11:00 PM 📅

[Cancel](#) [Schedule](#)

Select Contacts

Contacts **Groups**

Select contact to insert

Search Contact 🔍

Show All | **Show Selected (2)**

	First Name	Last Name	Fax
<input checked="" type="checkbox"/>	Jason	Zhang	Business Fax: +6512345667
<input checked="" type="checkbox"/>	a	a	Other Fax: +12052345688
<input type="checkbox"/>	a	a	Other Fax: +12052345688
<input type="checkbox"/>	q	q	Business Fax: +441132345678
<input type="checkbox"/>	q	q	Business Fax: +441132345678
<input type="checkbox"/>			Business Fax: +18662643332
<input type="checkbox"/>			Business Fax: +12051234
<input type="checkbox"/>			Business Fax: +1205346

Total: 8

Show: 10 ⏪ ⏩ 1

[Cancel](#) [Insert](#)



Phone System



Phone System

The Phone System tab is the main tab of the Admin Portal. It houses all of the main settings for your entire phone system. Here you will find settings for:

- Company Info
- Phone Numbers
- Auto-Receptionist Settings
- Multi-Level Auto-Receptionist
- Groups
- Phones & Devices

On your Phone System page, you have Shortcuts that allow you to quickly access commonly used functions such as:

- Edit Company Business Hours
- Change Company Greeting
- Set Company Caller ID
- Publish Company Info to Directory Assistance

How do I...

If you need help setting up your phone system, check out the How do I... section to watch short, helpful videos.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (650) 555-0012 Ext. 101 | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info

Phone Numbers

Auto-Receptionist

5 Group(s)
3 Other(s)

Phones & Devices

Company Shortcuts

Edit Company Business Hours

Change Company Greeting

Set Company Caller ID

Publish Company Info to Directory Assistance

How do I...

Change what callers hear	2:51
Set up call forwarding	2:19
Change company voicemail	1:10
Set up notification for calls, voicemails, and faxes	0:57
Use departments	1:42
Get more help	1:17

Change what callers hear

Watch video



Company Info

The Company Info settings include **Company Address**, **Caller ID Name**, and **Directory Assistance**. Select the appropriate tab to access each section.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (650) 555-0012 Ext. 101 | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info

Phone Numbers

Auto-Receptionist

5 Group(s)
3 Other(s)

Phones & Devices

Company Numbers and Info

Company Caller ID: MY COMPANY

Company Address: 123 Main Street

Company Numbers

Main Number: (650) 555-9449

Fax Number: (650) 555-0196

Direct Extension Numbers

Ben Smith - Ext. 103: (650) 555-6551

Dave Richards - Ext. 101: (650) 555-0012

Jess Jones - Ext. 104: (510) 555-1561

Main Menu - Ext. 100: (650) 555-5074

Add Local Number

Add Toll-Free/Vanity Number

Use My Existing Number

Shortcuts

411

Publish Company Info to Directory Assistance

Video Tutorials

Overview: Company Info

Company Info overview
6073 views
[Watch video](#)

> Additional Help



Caller ID Name

Set your Company Caller ID to your company's name so that your customers will know who is calling when you call them.

This name along with the phone number is displayed to the called party whenever an outbound call is made using the local number as the caller ID.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Company Info**.
3. Click **Caller ID Name**.
4. Enter your company name exactly the way you want it to appear on Caller ID displays, for local calls made from your main company phone number. You can enter up to 15 characters.
5. Click **Save**.

The screenshot shows the RingCentral Admin Portal interface. At the top, the title is "RingCentral Office@Hand from AT&T". On the right, there's a user profile for "Dave | (650) 555-0012 Ext. 101" with links for "Get Help" and "Log Out". Below the title bar is a navigation menu with tabs: "Phone System" (highlighted with a red circle 1), "Users", "Reports", "Call Log", "Billing", and "Tools". On the left side, there's a sidebar menu with options: "Company Info" (highlighted with a red circle 2), "Phone Numbers", "Auto-Receptionist", "5 Group(s) 3 Other(s)", and "Phones & Devices". The main content area has three sub-tabs: "Company Address", "Caller ID Name" (highlighted with a red circle 3), and "Directory Assistance". Under the "Caller ID Name" tab, there's a text input field with the placeholder "My Company" (highlighted with a red circle 4). Above the input field, there's a note: "This name along with the phone number will be displayed to the called party whenever an outbound call is made using the local number as the caller ID. Max 15 characters. Note: Does not apply to toll-free numbers." Below the input field, there's a "Save" button (highlighted with a red circle 5).



Directory Assistance

Directory Assistance is a free and convenient way to publish your business name, address, main number, and main fax number to increase your company's visibility in local directory assistance listings.

For more information about Directory Listing, go to [Directory Listing Frequently Asked Questions](#).

To publish your information:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Company Info**.
3. Click **Directory Assistance**.
4. Enter your listing information.
5. Click **Next**.
6. Check the box next to "I agree to the terms of service."
7. Click **Publish**.

Please allow five business days for your listing to appear. Edit or delete your listing any time by following these same steps.

The screenshot displays the RingCentral Admin Portal interface. At the top, the 'Admin Portal' tab is selected, and the user 'Dave' is logged in. The 'Phone System' tab is active in the main navigation. On the left sidebar, 'Company Info' is selected, leading to the 'Directory Assistance' section. The main content area shows a form for submitting business information to Directory Assistance. The form includes fields for Main Number, Fax (optional), Company Name, City, Company Address, State/Province, Email, and Zip Code. A 'Next' button is at the bottom right. A modal window titled 'Review Listing Details' is open, showing a summary of the entered information and a checkbox for agreeing to the terms of service. The 'Publish' button is highlighted in the modal.

RingCentral Office@Hand from AT&T

Admin Portal Dave | (650) 555-0012 Ext. 101 Get Help | Log Out

Phone System Users Reports Call Log Billing Tools

Company Info Phone Numbers Auto-Receptionist 5 Group(s) 3 Other(s) Phones & Devices

Company Address Caller ID Name Directory Assistance

The following information will be submitted to Directory Assistance:

Main Number: (650) 530-0164

Fax (optional): (650) 530-0170 ☒ I don't want my fax number listed

Company Name: My Company City: San Mateo

Company Address: 123 Main Street State/Province: California

Email: dave.richards@example.com Zip Code: 94404

Status: Unpublished

Note: if you change the details on this screen, the information will also be updated in the Company Address.

List your business phone number and address in Directory Assistance:

Features:

- Publish your Company Name, Number and Address
- Enable potential customers to readily find your business

Review Listing Details

The following information will be submitted to Directory Assistance:

Main Number: (650) 555-9449

Company Name: My Company

Company Address: 123 Main Street

City: San Mateo

State: California

Zip Code: 94404

Email: dave.richards@mycompany.com

The terms of service for Directory Assistance can be found in the RingCentral End User License Agreement and Terms of Service, available at: <http://www.ringcentral.com/legal/eulatos.html>.

Please confirm that you agree to these terms by checking the box:

☒ I agree to the terms of service.

Back Publish

Next



Phone Numbers

The Phone Numbers tab allows you to view your numbers by category of number, and add additional numbers to your account.

The tabs contains these types of numbers:

- **Company:** numbers that will connect the caller to the Auto-Receptionist.
- **Assigned:** numbers in your account assigned specifically to an extension.
- **Unassigned:** numbers in your account not assigned to any user.
- **Transferred and Vanity:** existing numbers that have been transferred, and vanity numbers to help customers remember your business phone number.
- **Common Phones:** numbers that are dedicated for use as phones for Hot Desking. For more information, see See “Hot Desking” on page 121..

RingCentral Office@Hand from AT&T

[Admin Portal](#)

🟢 Dave | (650) 555-0012 Ext. 101

[Get Help](#) | [Log Out](#)

[Phone System](#)
[Users](#)
[Reports](#)
[Call Log](#)
[Billing](#)
[Tools](#)

[Company Info](#)
[Phone Numbers](#)
[Auto-Receptionist](#)

5 Group(s)
3 Other(s)

[Phones & Devices](#)

Company
Assigned
Unassigned
Transferred and Vanity
Common Phones

Main Number: (650) 530-0164
Fax: (650) 530-0170

Company numbers will connect the callers to auto-receptionist.

Number	Location	Type	
(650) 217-7777	CA	Forwarded	Assign to Ext Delete
(650) 257-8504	CA	Forwarded	Assign to Ext Delete

Total: 2
Show: 10 < 1 >



Add Company Numbers

Adding additional company numbers to your Office@Hand account is simple. Select from a list of local numbers by city and area code, choose an available toll-free number or create your own vanity (personalized) number. You can also use an existing number.

Each Office@Hand number can function as a voice and fax line for incoming calls. This means that one number can be used for both calls and faxing. This flexibility allows you to maximize the use of your service.

To add a company number:

1. From the **Admin Portal**, select **Phone System**.
2. Click **Phone Numbers**.
3. Click **Company**.
4. Click **Add Number** to add a new number. Follow these instructions for the type of number you choose:
 - a. **Local (Domestic)**: Provide the State/Province and Area Code. Select one or more numbers and click **Add Numbers**.
 - b. **Toll-Free Number**: Select the button for **Toll-Free Number** and select a Toll-Free prefix. Select one or more numbers and click **Add Numbers**.
 - c. **Vanity**: Select the button for **Vanity Number**. Enter a number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if it is available. Select a number and click **Add Numbers**.
5. Click **Next**.
6. Assign the number as **Auto-Receptionist** or **Selected Extension**.
7. Review any changes to your number plan.
8. Click **Done**.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (650) 555-0012 Ext. 101 | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Auto-Receptionist | 5 Group(s) | 3 Other(s) | Phones & Devices

Company | Assigned | Unassigned | Transferred and Vanity | Common Phones

Main Number: (650) 530-0164 | Fax: (650) 530-0170

Search Numbers | All Locations | All Types | + Add Number | Forward Number

Company numbers will connect the callers to auto-receptionist.

Number	Location	Type	
(650) 217-7777	CA	Forwarded	Assign to Ext Delete
(650) 257-8504	CA	Forwarded	Assign to Ext Delete

Add Number

1 Select Numbers | 2 Assign to Ext. | 3 Select Number Plan | 4 Order Confirmation

Select Number Type

☒ Local (Domestic) ☐ Toll-Free ☐ Vanity

Select State/Province: California | Select Area Code: Select

Add Numbers | Cancel | Next

Add Number

✓ Select Numbers | 2 Assign to Ext. | 3 Select Number Plan | 4 Order Confirmation

Assign selected number to:

☒ Auto-Receptionist ☐ Selected Extension

Back | Next

Add Number

✓ Select Numbers | ✓ Assign to Ext. | ✓ Select Number Plan | 4 Order Confirmation

Review and Confirm Charges:

Up to 1 additional numbers | Per month: \$5.00*

* Does not include taxes and fees

Back | Done



Name or Label Definition

You can label phone numbers in a meaningful way to help identify locations or users in your system. Larger businesses with multiple locations and advanced call handling rules might involve selecting from lists of numbers. Many numbers may appear similar unless they are renamed.

An admin can assign an alternative name to a particular number using the following steps:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click the phone number to which you want to apply a label. The **Direct Number** window opens.
 - You can designate the kind of number by using **Number Type**.
4. Enter the label text in the **Name** field.
5. Click **Save**.

*This option is available for Enterprise users.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (650) 555-0012 Ext. 101 | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Auto-Receptionist | 0 Group(s) | 0 Other(s) | Phones & Devices

Company | Assigned | Unassigned | Transferred and Vanity

Main Number: (650) 555-0012 | Fax: Add

Search Numbers | All Locations | All Types | + Add Number | Forward Number

Company numbers will connect the callers to auto-receptionist.

Number	Name	Location	Type
(205) 304-5555	Alabama Office	United States, Alabaster, AL	Direct
(650) 555-0012	CA Branch	United States, Hayward, CA	Direct

Assign to Ext. | Delete

Assign to Ext. | Delete

Phone System | Users | Reports | Call Log | Billing | Tools

< Back | Direct Number: (650) 555-0012

Phone Number: 1(650) 555-0012 | Location: United States, Hayward, CA

Name: Hayward Branch

Number Type: Voice and Fax

Calls to this number will be connected to:

Auto-Receptionist | Extension

Delete Number | Cancel | Save



Add Assigned Numbers

Under Assigned, you will see all of the numbers assigned to a user that have been set for your phone system.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click **Assigned**.
4. Click **Add Number** to add a new number. Follow these instructions for the type of number you choose:
 - a. **Local (Domestic)**: Provide the State/Province and Area Code. Select one or more numbers and click **Add Numbers**.
 - b. **Toll-Free Number**: Select the button for **Toll-Free Number** and select a Toll-Free prefix. Select one or more numbers and click **Add Numbers**.
 - c. **Vanity**: Select the button for **Vanity Number**. Enter a number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if it is available. Select a number and click **Add Numbers**.
5. Click **Next**.
6. Assign the number as **Auto-Receptionist** or **Selected Extension**.
7. Review any changes to your number plan.
8. Click **Done**.

RingCentral Office@Hand from AT&T

Admin Portal Dave | (850) 555-0012 Ext. 101 Get Help | Log Out

Phone System Users Reports Call Log Billing Tools

Company Info Phone Numbers Auto-Receptionist 5 Group(s) 3 Other(s) Phones & Devices

Company Assigned Unassigned Transferred and Vanity Common Phones

Search Numbers All Extensions All Locations + Add Number Forward Number

All Types

Number	Location	Assigned to	Ext.	Type
(205) 406-0306	Alabaster, AL	George Mc Lennon	103	Desk Phone
(205) 419-0268	Alabaster, AL	Donald Harrison	104	Softphone
(205) 419-0285	Alabaster, AL	John Smith	101	Softphone

Add Number

1 Select Numbers 2 Assign to Ext. 3 Select Number Plan 4 Order Confirmation

Select Number Type
☒ Local (Domestic) ☐ Toll-Free ☐ Vanity

Select State/Province
 California

Select Area Code
 Select

Add Numbers Cancel Next

Add Number

✓ Select Numbers 2 Assign to Ext. 3 Select Number Plan 4 Order Confirmation

Assign selected number to:
☒ Auto-Receptionist ☐ Selected Extension

Back Next

Add Number

✓ Select Numbers ✓ Assign to Ext. ✓ Select Number Plan 4 Order Confirmation

Review and Confirm Charges:
 Up to 1 additional numbers Per month \$5.00*

* Does not include taxes and fees

Back Done



Forward a Number

To maintain your phone number with your current provider, and forward calls automatically to your Office@Hand account:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone**.
3. Click **Assigned**.
4. Click **Forward Number**.
5. Enter an existing phone number and click **Next**.
6. Select **Auto-Receptionist**, or **Select Extension**. Click **Next**.
7. Review the information about ordering Busy Call Handling and No Answer Call Handling from your local telephone company, and local telephone company charges.
8. Click **Done**.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (850) 555-0012 Ext. 101 | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Auto-Receptionist | 5 Group(s) | 3 Other(s) | Phones & Devices

Company | Assigned | Unassigned | Transferred and Vanity | Common Phones

Search Numbers | All Extensions | All Locations | + Add Number | Forward Number

Forward My Calls to RingCentral Office@Hand from AT&T

1 Enter Existing Numbers | 2 Assign to Ext. | 3 Confirmation

This lets you maintain a phone number with your current provider and have calls forwarded automatically to your RingCentral Office@Hand from AT&T phone account.

Existing Phone Number

Phone Number

Cancel | Next

Forward My Calls to RingCentral Office@Hand from AT&T

✓ Enter Existing Numbers | 2 Assign to Ext. | 3 Confirmation

Your phone number will be added to RingCentral Office@Hand from AT&T account as forwarding number.

Inbound Calls → (650) 555-1212 If my line is BUSY or I DO NOT ANSWER → RingCentral Office@Hand from AT&T Auto-Receptionist

Forward calls from (650) 555-1212

* Auto-Receptionist

Selected Extension

Forward My Calls to RingCentral Office@Hand from AT&T

✓ Enter Existing Numbers | ✓ Assign to Ext. | 3 Confirmation

Your RingCentral Office@Hand from AT&T phone system is now configured to accept calls from your (650) 555-1212 number.

In order for RingCentral Office@Hand from AT&T to answer your existing home or home office telephone line, you will need to order **Busy Call Handling** and **No Answer Call Handling** from your local telephone company. Please print this screen for easy reference.

Ordering Call Handling

1. Contact your local telephone company's Customer Service department and request that the telephone features **Busy Call Handling** and **No Answer Call Handling** be installed on your telephone line.
2. Be sure to indicate that you would like **Fixed** call handling, and not variable or basic.
3. Your telephone company will ask you to which number you would like your calls forwarded. This number is (866) 622-0107.
4. The telephone company must enter this forwarding number exactly as listed, including the "1" before the 866 number, in order for RingCentral Office@Hand from AT&T to work. Ask the Customer Service Representative to repeat the number back to you to verify that it was entered into their system correctly.
5. When ordering **No Answer Call Handling**, you must choose how many rings you would like to hear before your calls are forwarded to RingCentral Office@Hand from AT&T. You may choose as many or as little as you like, however we recommend that you set it to four (4) rings.

* If the Customer Service Representative says these features are not available, ask to speak to a supervisor. These features are available almost everywhere in the US.

Telephone Company Charges

Your local phone company may charge you a small activation fee and an ongoing monthly fee for these call handling services. Please check with your phone company for details on these charges.

Print | Done



View Unassigned Numbers

Under Unassigned, you will see all of the numbers that have not yet been assigned to a user.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click **Unassigned**. You can filter results by **Location** and **Type**.
4. Click a number to see more details. You can select **Phone Properties** to see more details in the Phones and Devices view.

RingCentral Office@Hand from AT&T

Admin Portal John | (650) 530-0164 Ext. 101 Get Help | Log Out

Phone System Users Reports Call Log Billing Tools

Company Info Phone Numbers Auto-Receptionist 5 Group(s) 3 Other(s) Phones & Devices

Company Assigned **Unassigned** Transferred and Vanity Common Phones

Search Numbers All Locations All Types

Number	Location	Type
(650) 491-0148	San Bruno, CA	Desk Phone
(650) 491-0149	San Bruno, CA	Desk Phone
(650) 491-0153	San Bruno, CA	Unassigned User
(650) 515-0157	San Bruno, CA	Desk Phone
(650) 515-0161	San Bruno, CA	Unassigned User
(650) 763-0151	San Bruno, CA	Unassigned User
(650) 763-0153	San Bruno, CA	Desk Phone

Total: 21 Show: 10 < 1 2 3 >



View Transferred and Vanity Numbers

Under Transferred and Vanity Numbers, you will see all of the numbers that you have transferred, and your vanity numbers.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click **Transferred and Vanity Numbers**. You can filter results by **Location** and **Type**. Click a number to see more details.
4. To transfer a number to Office@Hand select **Transfer Number**.
 - a. Select a Local US Number or Toll Free Number.
 - b. Confirm that the transfer may incur charges to your plan.
 - c. Answer the questions to verify that your transfer meets requirements.
 - d. Enter the **Billing Number** and click **Check** to verify that the number can be transferred.
 - e. Enter the numbers to be transferred, separated by commas or semi-colons.
 - f. Click **Next**.
 - g. Enter one or more email addresses that will receive emails about the status of the transfer request. If you do not enter an address, all notification emails will be sent to the system admin user.
 - h. Click **Next**.
5. Confirm the transfer order.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (850) 555-0012 Ext. 101 | Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Auto-Receptionist | 20 Groups | 8 Others | Phones & Devices

Company | Assigned | Unassigned | **Transferred and Vanity** | Common Phones

Search

Transfer Numbers

Transferred Orders

Status	Order Number	Date Created	Date Completed
✓	813456645	01/20/2016	01/20/2016
✗	813456345	04/07/2016	N/A
✗	813456234	04/20/2016	N/A
✓	813412345	01/09/2016	01/09/2016

Pending Vanity Numbers

Phone Number	Date Created
813456645	01/20/2016

Use My Existing Number

Transfer my number to RingCentral Office@Hand from AT&T

Local US Number | Toll Free Number | Cancel

Confirm

On numbers porting completion your Additional Numbers plan may be changed and this will cause extra monthly fee.

Cancel | Confirm

Transfer My Existing Numbers: Pre-Check

Are the numbers you are transferring ACTIVE with your current Service Provider? ☒ Yes ☐ No

Do you have the latest bill ready to be uploaded for the number you are transferring? ☒ Yes ☐ No

Do you currently have DSL/Broadband on any of the numbers you are transferring? ☐ Yes ☒ No

Are you transferring more than one local number? ☐ Yes ☒ No

Do you currently have any open orders with your current Service Provider? ☐ Yes ☒ No

Are you transferring all of your numbers from your current Service Provider? ☒ Yes ☐ No

Have you received your RingCentral Office@Hand from AT&T phones? ☒ Yes ☐ No

Back | Next

Send emails to

Please enter email address below to receive all number porting notification emails, it is optional and if you leave it empty, all notification emails will be sent to system admin user.

Email:

Use comma or semi-colon to separate multiple email addresses.

☐ I also want system admin user receive emails

Back | Next



View Common Phones

Under Common Phones, you will see all of the numbers that have been assigned for hot desking.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phone Numbers**.
3. Click **Common Phones**. You can filter results by **Location** and **Type**.
4. Click a number to see more details. You can select **Phone Properties** to see more details in the Phones and Devices view.

The screenshot shows the RingCentral Admin Portal interface. At the top, the header reads 'RingCentral Office@Hand from AT&T'. Below this is a navigation bar with tabs: 'Phone System' (selected), 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. On the right of the header, there is an 'Admin Portal' button and a user status indicator 'Dave | (650) 555-0012 Ext. 101' with 'Get Help | Log Out' links.

The left sidebar contains a list of menu items: 'Company Info', 'Phone Numbers' (selected), 'Auto-Receptionist', '5 Group(s) / 3 Other(s)', and 'Phones & Devices'. The main content area is titled 'Common Phones' and features a search bar labeled 'Search Numbers' and a dropdown menu for 'All Locations'. Below this is a table with two columns: 'Number' and 'Location'. The table contains one entry: '(650) 555-5654' in the 'Number' column and 'Woodside, CA' in the 'Location' column. At the bottom of the table, it says 'Total: 0' and 'Show: 10' with pagination controls.



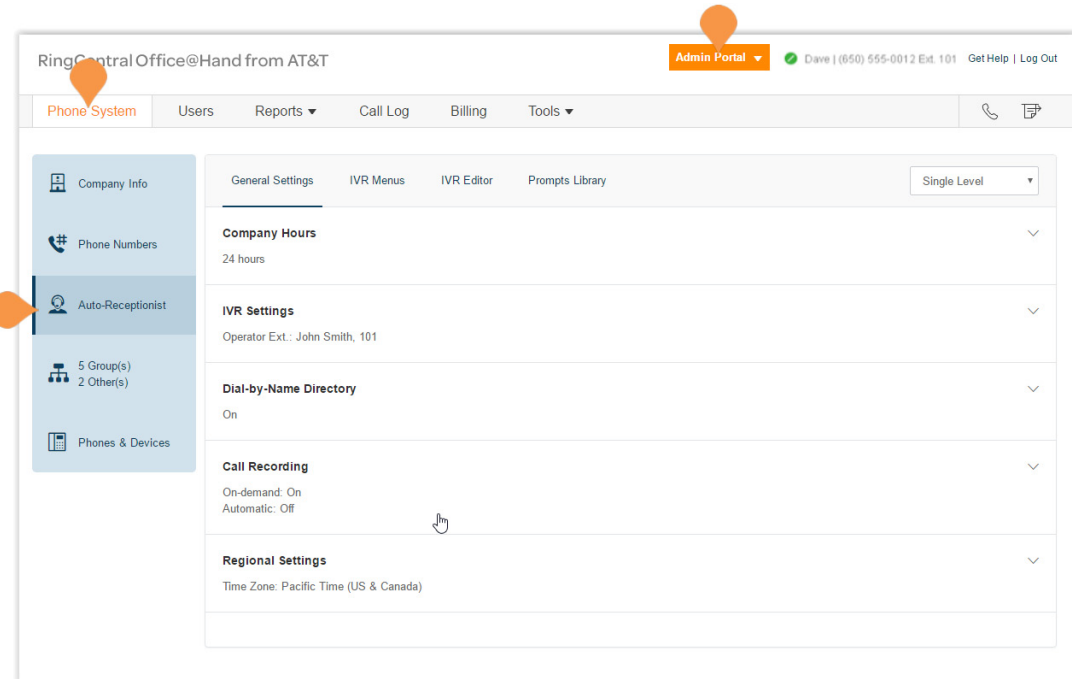
Auto-Receptionist



Auto-Receptionist Settings

Create your own Auto-Receptionist for your phone system. Customize your options for effective call management, for example: choose your company hours, set your company greeting, define rules for call handling and more.

Note: The Auto-Receptionist defaults to IVR Mode: single level. You can change the IVR mode to multi-level for a more intricate IVR menu. Once the settings are changed to multi-level IVR mode, options are slightly different. For more information see [Multi-Level Auto-Receptionist](#).



Company Business Hours

Customize your company's business hours. You can specify the opening and closing time for each day of the week or select 24 hours. This establishes the settings for the Business Hours and After Hours tabs in other settings areas (such as call queue settings and user settings).

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Select **Company Hours**.
4. Set your Company Hours to:
 - a. **24 hours** to have incoming calls handled the same way all the time.
 - b. **Custom hours** lets you specify hours for each day of the week. You can also set separate call-handling rules and greetings for Business Hours and After Hours.

To copy hours from one day to all weekdays, or to the entire week, select **Copy Settings to Weekdays** or **Copy Settings to All Days**.
5. Click **Save**.

The screenshot shows the RingCentral Admin Portal interface. At the top, the header includes the title 'RingCentral Office@Hand from AT&T', the 'Admin Portal' dropdown, and user information. The left sidebar contains navigation links: 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '5 Group(s) / 2 Other(s)', and 'Phones & Devices'. The 'Auto-Receptionist' link is highlighted. The main content area is titled 'Company Hours' and includes a 'Set Your Company's Business Hours' section. Below this, there are two radio button options: '24 hours / 7 days a week' (selected) and 'Custom hours'. A 'Cancel' and 'Save' button are located at the bottom right of the 'Company Hours' section. Below the 'Company Hours' section, there are expandable sections for 'IVR Settings', 'Dial-by-Name Directory', 'Call Recording', and 'Regional Settings'.



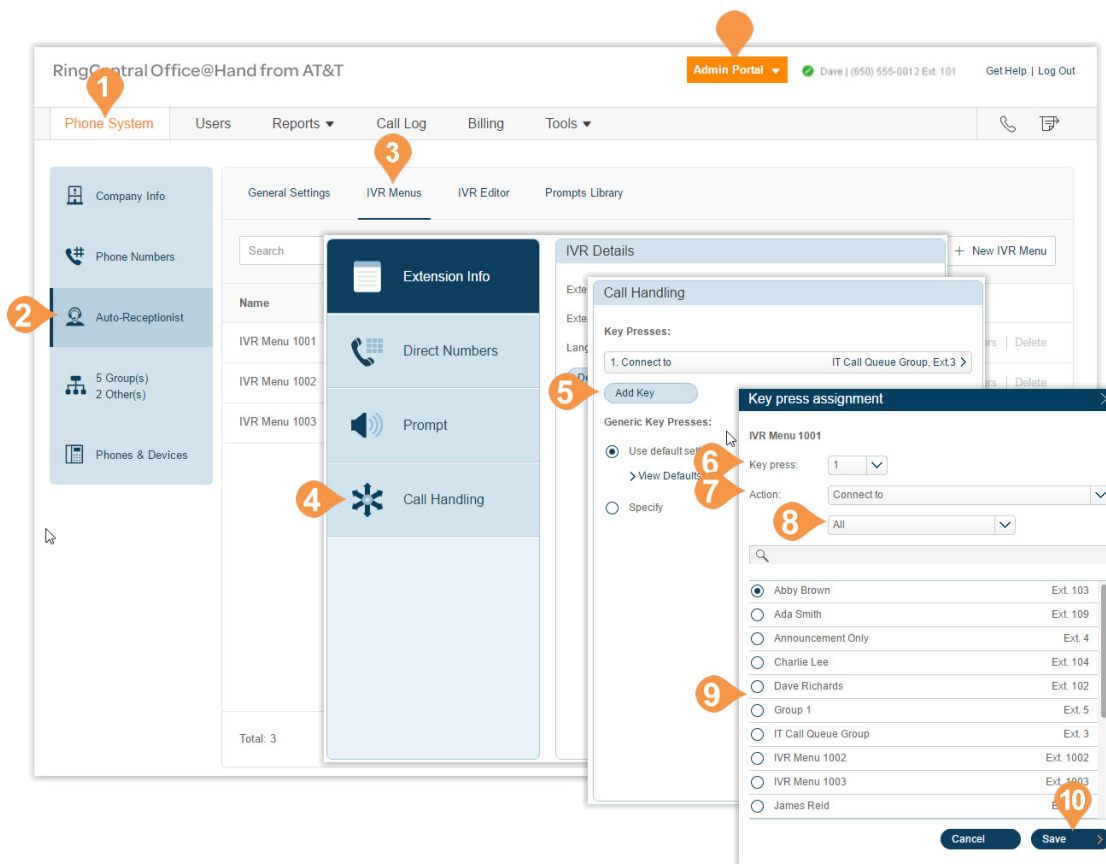
Company Call Handling

The Auto-Receptionist greets callers with a recorded message when they call your company. Your Auto-Receptionist is initially set to play a default greeting with your company name using text-to-speech technology. You can set a custom greeting by recording through your phone or computer or by uploading a sound file. You can also connect the Auto-Receptionist calls directly to an extension of your choice.

Set Call Handling:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click **IVR Menus** and select one of them. The **IVR Details** pop-up appears.
4. Click **Call Handling**.
5. Click **Add Key**. The **Key Press Assignment** pop-up appears.
6. Set the **Key Press**.
7. Select a **Connect to** action.
 - Transfer to voicemail of
 - Connect to dial-by-name directory
 - External transfer
8. Then select to whom the setting will apply.
 - All
 - IVR Menus
 - Users
 - Groups
 - Others
9. Select **Users**.
10. Click **Save**.

You can learn more about visual IVR settings in [“Visual IVR Editor” on page 54](#).

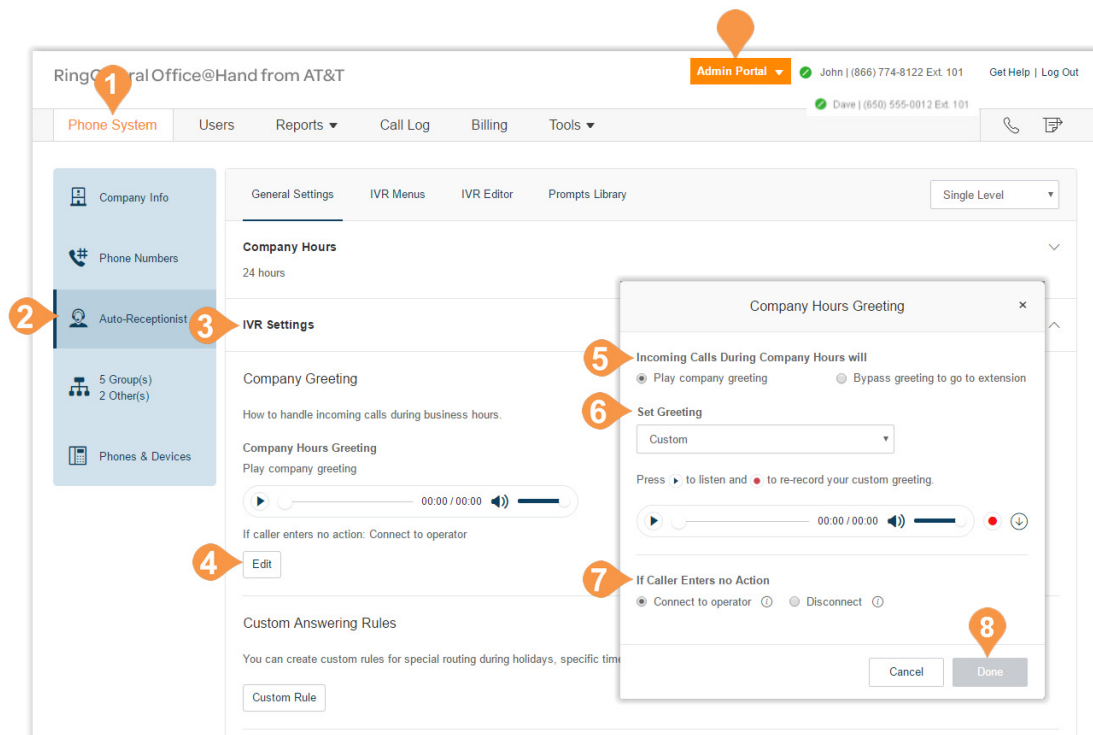


Company Greeting and Menu

The Company Greeting provides additional call handling options, including hearing the **Default** greeting and recording a **Custom** greeting.

Set a Company Greeting

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click **IVR Settings**. **Company Greeting** appears under **IVR Settings**.
4. Click **Edit** under **Company Greeting**. The **Company Hours Greeting** pop-up appears.
5. Set the **Incoming Calls During Company Hours will** to one of these:
 - Play company greeting
 - Bypass greeting to go to extension
6. For **Set Greeting**
 - a. **Default**: Select **Default** and set the language the greeting for **View In**.
 - b. **Custom**: Select **Custom** to set your custom recording:
 - Follow the directions for “Recording Greetings and Messages” on page 63.
7. Under **If caller enters no action**, choose **Connect to an operator** or **Disconnect**
8. Click **Done**.



Zero Dialing

Directly routes calls to a specified destination. Three options let you designate the call handling when the caller dials zero within your IVR.

To set zero dialing,

1. From the **Admin Portal**, select the **Phone System** tab.



2. Select **Auto-Receptionist**.
3. Select **IVR Settings**.
4. Scroll down and click **Zero Dialing**.
5. Select one of three options:

- **Connect to Company Greeting**
- **Do Nothing**

System ignores any '0' dialed by caller and continues uninterrupted. This applies regardless of the number of times the caller dials '0'.

- **Connect to Extension**
Choose from **Connect to Operator** or **Connect to Extension**

If you choose **Connect to Extension**, the system prompts you for an extension number.

Removal of the destination extension:

A warning shows that the extension being removed is in use for 0-dial handling and you are given the option to cancel the removal.

When an extension is removed, the 0-dial option defaults to the company greeting.

6. Click **Save**.

The screenshot displays the RingCentral Admin Portal interface. On the left sidebar, the 'Phone System' tab is active, and the 'Auto-Receptionist' option is selected, indicated by an orange circle with the number 2. The main content area shows the 'IVR Settings' tab selected, indicated by an orange circle with the number 3. The 'IVR Settings' section includes 'Company Hours' (24 hours) and 'Company Greeting' settings. The 'Zero Dialing' section, marked with an orange circle and the number 4, contains three radio button options: 'Connect to Company Greeting', 'Do nothing', and 'Connect to Extension'. The 'Connect to Extension' option is selected, and its sub-options, 'Connect to Operator' and 'Connect to Extension', are listed below. The 'Connect to Extension' sub-option is selected, indicated by an orange circle and the number 5. At the bottom right of the page are 'Cancel' and 'Save' buttons.



On-demand Call Recording

On-demand Call Recording makes it easy for Office@Hand users to record calls they make or receive. When you enable On-demand Call Recording, users can activate it by pressing *9 on their phone's dial pad.

Note: State and federal laws require that your callers hear a call-recording notification before and after a call is recorded. As an administrator, you need to ensure your company's call recording procedures comply with federal and state laws; RingCentral or AT&T are not responsible for your company's compliance..

Choose an On-demand Call Recording Announcement

This explains how to select a particular recording announcement once On-demand call recording is enabled.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Click **Call Recording**. Slide the button on for **On-demand Call Recording**.
4. Click **Edit** to change,
 - Announcement on Start
 - Click **Set Greeting** and choose **Default** or **Custom**.
 - Click **Done**.
 - Announcement on Stop
 - Click **Set Greeting** and choose **Default** or **Custom**.
 - Click **View in**, choose the language for viewing the message text.
5. Click **Done**.
6. Click **Save**.

To enable On-demand call recording, see page 41.

The screenshot displays the RingCentral Admin Portal interface for configuring call recording. The top navigation bar includes 'Phone System' (1), 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The left sidebar shows 'Company Info', 'Phone Numbers', 'Auto-Receptionist' (2), '5 Group(s)', '2 Other(s)', and 'Phones & Devices'. The main content area is titled 'Call Recording' and features a toggle for 'On-demand Call Recording' (3). Below this, there are two 'Announcement on Start' and 'Announcement on Stop' sections, each with an 'Edit' button (4). The 'Announcement on Start' modal (5) shows a 'Set Greeting' dropdown set to 'Custom' and a 'View in' language selector set to 'English (U.S.)'. The 'Announcement on Stop' modal (5) shows a 'Set Greeting' dropdown set to 'Default' and a 'View in' language selector set to 'English (U.S.)'. Both modals have a 'Done' button (5). The 'Announcement on Stop' modal also has a 'Save' button (6).



Enable On-demand Call Recording Announcement

To enable the on-demand call recording feature:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Click **Call Recording**.
4. Move the slider button to the right next to, **Enable your users to record calls at any time by pressing (*) (9) on a phone dial pad.**
5. Click **Save**.

The screenshot shows the RingCentral Admin Portal interface. At the top, the 'Admin Portal' dropdown is highlighted with an orange circle and the number 1. Below the header, the 'Phone System' tab is selected, and the 'Auto-Receptionist' option in the left sidebar is highlighted with an orange circle and the number 2. In the main content area, the 'Call Recording' section is expanded, highlighted with an orange circle and the number 3. Within this section, the 'On-demand Call Recording' toggle switch is moved to the 'On' position, highlighted with an orange circle and the number 4. The text next to the toggle reads: 'Enable your users to record calls at any time by pressing (*) (9) on a phone dial pad.' At the bottom right of the 'Call Recording' section, the 'Save' button is highlighted with an orange circle and the number 5. The 'Automatic Call Recording' section is also visible but not interacted with.



Automatic Call Recording*

Automatic Call Recording allows you to record incoming and outgoing calls automatically. You can also play back the recordings or download the recorded call logs for sales and support training, compliance, etc.

NOTE: State and federal laws require that your callers hear a call-recording notification before and after a call is recorded. As an administrator, you need to make sure your company's call recording procedures comply with federal and state laws; RingCentral or AT&T are not responsible for your company's compliance.

Choose an Automatic Call Recording Announcement

First enable automatic call recording. See page 43.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Click **Call Recording**.
 - Ensure that Automatic Call Recording is on.
4. Click boxes for the desired options:
 - Play periodic tones for outbound calls
 - Play Call Recording Announcement for Outbound Calls
 - Allow mute in auto call recording

You can also listen to your recording announcement or specify extensions to record.

5. Click **Edit** to select the call recording announcement. The Call Recording Announcement pop-up appears.
 - Select **Default** to use the provided greeting.
 - Select **Custom** to record a greeting.
6. Click **Done**.
7. Click **Save**.

*This option is available for Office Premium and Enterprise only.

The screenshot displays the RingCentral Admin Portal interface. At the top, the 'Admin Portal' tab is selected. The left sidebar contains navigation options: 'Company Info', 'Phone Numbers', 'Auto-Receptionist' (highlighted with a red circle 2), '5 Group(s)', '2 Other(s)', and 'Phones & Devices'. The main content area shows the 'Call Recording' settings under the 'Auto-Receptionist' section. A red circle 3 highlights the 'Call Recording' link in the sidebar. The 'Call Recording' section includes options for 'On-demand Call Recording' and 'Automatic Call Recording'. A red circle 4 highlights the 'Automatic Call Recording' toggle, which is currently turned on. Below this, there are checkboxes for 'Play periodic tones for outbound calls', 'Play Call Recording Announcement for Outbound Calls', and 'Allow mute in auto call recording'. A red circle 5 highlights the 'Edit' button. A modal window titled 'Call Recording Announcement' is open, showing options for 'Set Greeting' (Custom), 'Recording by' (Phone), and 'Call me at'. A red circle 6 highlights the 'Done' button in the modal. At the bottom of the main settings page, a red circle 7 highlights the 'Save' button. The bottom of the page contains a legal disclaimer about call recording laws and a 'Save' button.



Enable an Automatic Call Recording Announcement

To enable the automatic call recording feature:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Click **Call Recording**.
4. Slide the button on for **Automatic Call Recording**.
5. Click **Save**.

The screenshot displays the RingCentral Admin Portal interface. At the top, the header shows 'RingCentral Office@Hand from AT&T' and an 'Admin Portal' dropdown menu. Below the header, a navigation bar includes tabs for 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and the left sidebar shows a tree view with 'Auto-Receptionist' selected. The main content area is divided into sections: 'General Settings', 'IVR Menus', 'IVR Editor', and 'Prompts Library'. The 'Call Recording' section is expanded, showing 'On-demand Call Recording' and 'Automatic Call Recording' options. The 'Automatic Call Recording' toggle is currently off. At the bottom right, there are 'Cancel' and 'Save' buttons. Numbered callouts (1-5) indicate the steps: 1. Admin Portal, 2. Auto-Receptionist, 3. Call Recording, 4. Automatic Call Recording toggle, and 5. Save button.



Planning for Interactive Voice Response (IVR)

In the Office@Hand system, you can create a multi-level

IVR as an additional option to the Auto-Receptionist. It extends the Auto-Receptionist menu with more powerful and efficient call handling.

Layout Your Multi-level IVR Plan

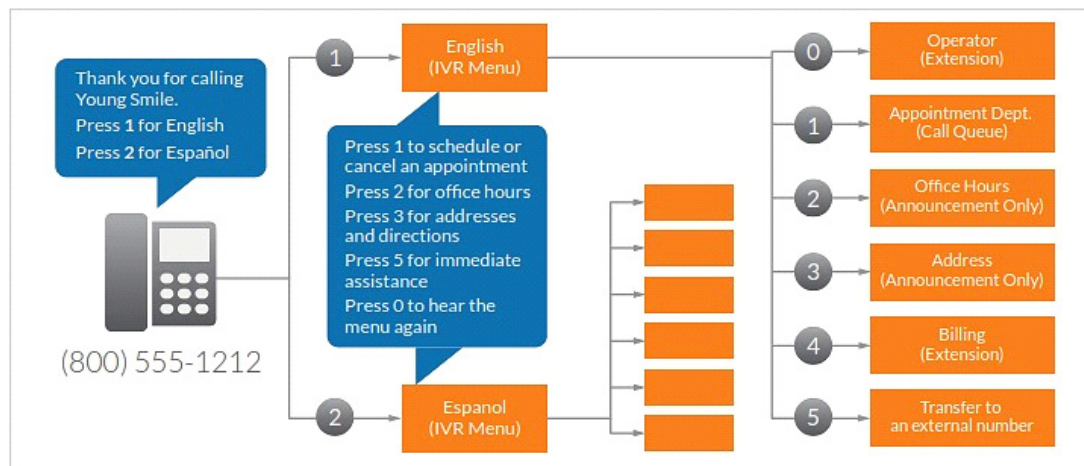
The Office@Hand Multi-level IVR facility supports up to 250 menus for each account you create. It provides callers with options to self-select how they can reach a person or a department in your company. The first step in creating a multi-level IVR menu is to lay out a call-routing plan similar to the examples shown on this page.

Single-Location IVR Use Case

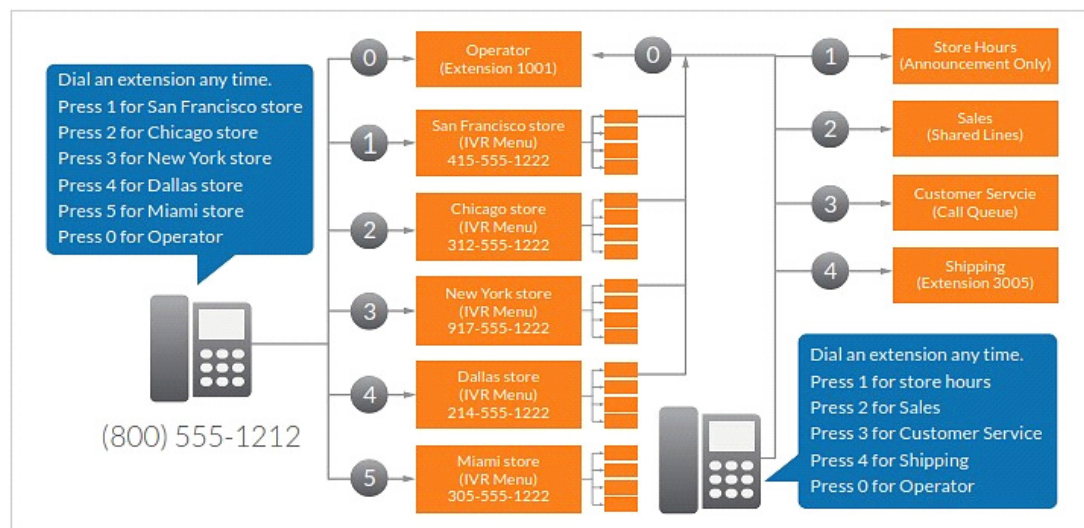
A local dentist office provides services to both English- and Spanish-speaking customers. The dental office IT Manager configures the phone routing system with identical prompts in two languages.

Multiple-Locations IVR Use Case

A nationwide furniture retailer has 5 stores located in San Francisco, Chicago, New York, Dallas, and Miami. The IT Manager sets up a toll-free number for the automated attendant system that can route incoming calls to the proper stores in the entire retail chain.



Multi-Level IVR, single location use case: bilingual dentist office



Multi-Level IVR, multiple location use case: nationwide furniture retailer



Switch to Multi-level IVR Mode

As an option, you can change your Auto-Receptionist from a single-level to a multi-level IVR to serve users at multiple locations or to provide callers with multi-lingual menus.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. On the Auto-Receptionist panel, click the **Single Level** button **Multi-level**. A pop-up will appear with a warning message. By switching to multi-level IVR mode, all of your company call handling settings will be discarded.
Confirm that you wish to proceed.
4. Click **Continue** to confirm switching to multi-level IVR.
5. The **Switch to Multi-level IVR** pop-up appears. Do one of the following:
 - Enter a top level menu in the **Select the top level menu to connect to** search field.
 - Select the button next to one of the listed **Names**.
6. Click **Save**.

NOTE: Because your call handling settings are discarded, you will need to reset your call handling settings.

NOTE: Your IT department should validate and test the IVR configuration to ensure the routing and prompts in a root menu work well before connecting them to the Auto-Receptionist.

For more details, see [“IVR Menus” on page 51](#).



Set General IVR Settings

When you have set multi-level IVR mode, you can see general IVR settings from the Auto-Receptionist menu.

To set general IVR settings:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Select **IVR Settings**.
4. Scroll down to **General IVR Settings**.
5. Under **General IVR Settings**, select options:
 - Configure the actions for the general navigation keys. When callers press # (hash/pound) or * (star/asterisk), the following actions are available:
 - **Repeat menu greeting**
 - **Return to root menu**
 - **Return to previous menu**
 - If the caller enters no action after the prompt is played three times, the following actions are available:
 - **Disconnect:** The call will be disconnected.
 - **Connect directly to an extension:** The caller is routed to the extension you specify.
6. Click **Save**.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (850) 555-0012 Ext. 101 | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Auto-Receptionist | 5 Group(s) | 2 Other(s) | Phones & Devices

General Settings | IVR Menus | IVR Editor | Prompts Library | Multi-level

Company Hours
24 hours

IVR Settings

Top Level IVR Menu

Incoming calls to company number will be connected to the following top menus.

Company Hours Top Menu
IVR Menu 1001, Ext. 1001
No prompt defined for the selected IVR Menu.
Select IVR Menu

After Hours Top Menu
After Hours call handling go into effect when your business is closed. The Business Hours is currently set to 24 hours a day. To change business hours, go to Auto-Receptionist > Company Hours.

Custom Answering Rules

You can create custom rules for special routing during holidays, specific time of the day (e.g. lunch break) or for special callers.

Custom Rule

General IVR Settings

Specify general navigation keys. All the menus will follow these settings unless you overwrite them on an individual menu level.

Press #
Repeat menu greeting

Press *
Return to previous menu

If caller enters no action after the prompt played 3 times
☒ Disconnect the call
☐ Connect to extension

Company Fax/SMS Recipient

Select the extension below to receive all faxes and Business SMS when connecting incoming calls to company numbers to IVR menu with Multi-level IVR enabled.

Charlie Lee, Ext. 104
Select Extension

Cancel Save



IVR Tool*

Office@Hand provides additional IVR tools to help you create and manage your IVR Menus. Auto-Receptionist consists of three parts that help you configure your IVR: IVR Menus, IVR Editor, Prompts Library.

Use the IVR tool to:

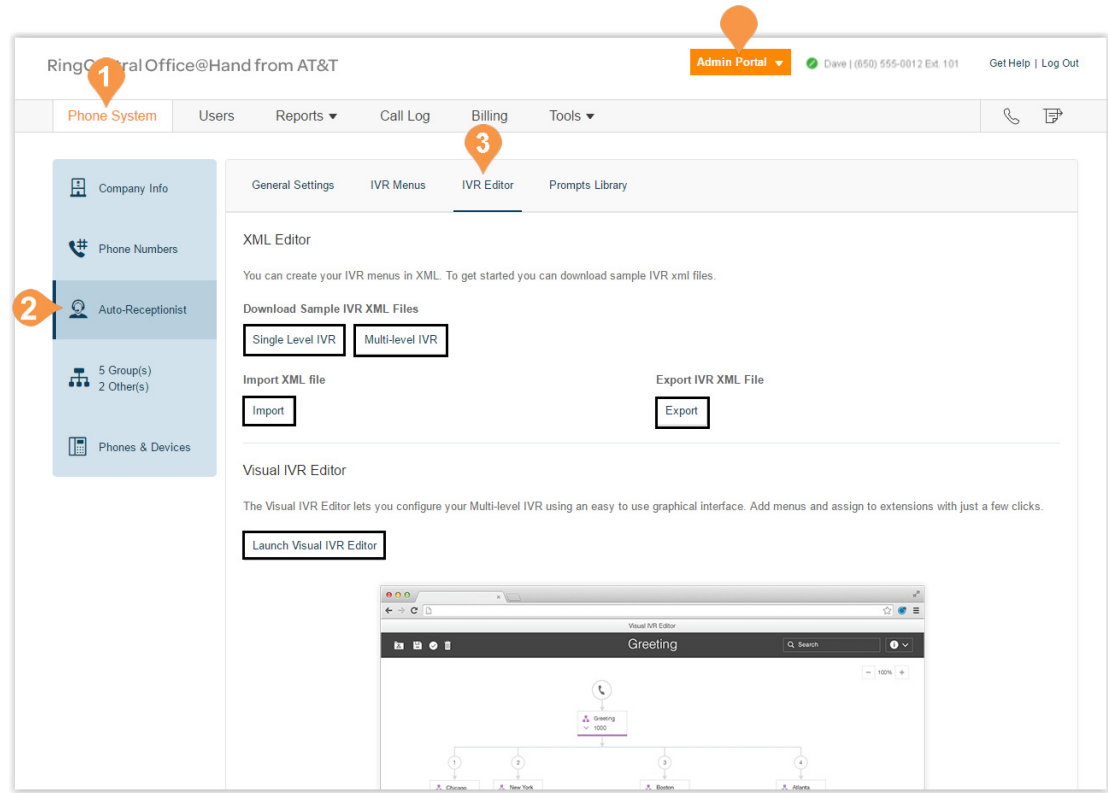
- Configure IVR menus with the Visual IVR Editor
- Import prompt recordings
- Record prompts
- Import and export XML files

Note: Any change on the IVR menu overwrites the imported XML file. It is suggested that you export and save a new XML file after making changes.

Access the IVR Tool by using the following steps:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Select **Auto-Receptionist**.
3. Select the **IVR Editor** tab.

*Available for Office Premium and Enterprise users only.



Import or Export XML Files

In the XML section, you can import and export XML files for your IVR. Your IVR Menus are validated by Office@Hand once you import an XML file.

Download a Sample XML File

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Editor** tab. the XML Editor displays.
4. Under **Download Sample IVR XML Files**,
 - Click Single Level IVR
 - Click Multi-level IVR

The sample XML file is downloaded to your browser.

The screenshot displays the RingCentral Admin Portal interface. At the top, the 'Admin Portal' button is visible. The left sidebar shows the 'Phone System' tab selected, with 'Auto-Receptionist' highlighted. The main content area shows the 'IVR Editor' tab selected. Under 'Download Sample IVR XML Files', there are buttons for 'Single Level IVR' and 'Multi-Level IVR'. Below that, there are 'Import' and 'Export' buttons for XML files. The 'Visual IVR Editor' section includes a 'Launch Visual IVR Editor' button. A preview of the Visual IVR Editor shows a 'Greeting' menu with options like 'Chicago', 'New York', 'Boston', and 'Atlanta'.



Export an XML File

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Editor** tab. The XML Editor displays.
4. Under **Export IVR XML File**, click **Export**. The sample XML file is exported to your browser.

The screenshot displays the RingCentral Admin Portal interface. At the top, the 'Admin Portal' tab is selected. The 'Phone System' tab is active in the main navigation. The left sidebar shows the 'Auto-Receptionist' section, which is expanded to show the 'IVR Editor' option. The main content area is titled 'XML Editor' and contains the following sections:

- General Settings**: Includes a link to 'Download Sample IVR XML Files' with buttons for 'Single Level IVR' and 'Multi-level IVR'.
- Import XML file**: Includes an 'Import' button.
- Export IVR XML File**: Includes an 'Export' button.
- Visual IVR Editor**: Includes a 'Launch Visual IVR Editor' button.

The 'Visual IVR Editor' section shows a graphical interface for configuring a multi-level IVR menu. The menu structure is displayed as a tree diagram with nodes for 'Greeting', '1. Chicago', '2. New York', '3. Boston', and '4. Atlanta'.



Import an XML File

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Editor** tab. the XML Editor displays.
4. Under **Import XML file**, click **Import** to browse and locate the XML file. then click **Import**.

Office@Hand detects configuration issues as soon as you click **Import**. You can manually fix the errors in the XML file and upload it again or you can click **Accept and Continue** to manually fix the errors using your Office@Hand online account.

The screenshot displays the RingCentral Admin Portal interface for 'RingCentral Office@Hand from AT&T'. The top navigation bar includes the 'Admin Portal' dropdown, a status indicator 'Dave | (855) 555-0012 Ext. 101', and links for 'Get Help' and 'Log Out'. The main navigation tabs are 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the left sidebar shows 'Auto-Receptionist' as the active section. The 'IVR Editor' sub-tab is selected, displaying the 'XML Editor' interface. The 'XML Editor' section includes a 'Download Sample IVR XML Files' area with 'Single Level IVR' and 'Multi-Level IVR' buttons. Below this is the 'Import XML file' section with an 'Import' button. To the right is the 'Export IVR XML File' section with an 'Export' button. The 'Visual IVR Editor' section is also visible, featuring a 'Launch Visual IVR Editor' button. A preview window at the bottom shows a graphical IVR flowchart for a 'Greeting' menu with options for 'Chicago', 'New York', 'Boston', and 'Atlanta'. Orange callout numbers 1 through 4 are placed over the 'Admin Portal', 'Auto-Receptionist', 'IVR Editor', and 'Import' buttons respectively, corresponding to the numbered steps in the text.



IVR Menus

Office@Hand offers various tools to help manage and create IVR (interactive voice response) menus. Administrators can add new IVR menus as shown in the following instructions, use the Visual IVR Editor, or import an XML file.

Add an IVR Menu Group

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Click **New IVR Menu** button. The **Add IVR Menu** pop-up appears.
5. Enter the **Extension Number** and **Extension Name**.
6. Click **Save**.

The new IVR Menu appears listed under the **IVR Menus** tab. Configure an IVR Menu

After you have created an IVR Menu, configure the Extension Info, Direct Numbers, Prompt, and Call Handling.

The screenshot displays the RingCentral Admin Portal interface for managing IVR menus. The top navigation bar includes the 'Admin Portal' link. The left sidebar shows the 'Phone System' tab selected, with 'Auto-Receptionist' as a sub-tab. The main content area is divided into tabs: 'General Settings', 'IVR Menus' (selected), 'IVR Editor', and 'Prompts Library'. A table lists existing IVR menus with columns for Name, Numbers, Ext., and Language. A '+ New IVR Menu' button is visible. A pop-up window titled 'Add IVR Menu' is open, showing fields for 'Extension Number' (1004) and 'Extension Name' (IVR Menu 1004), with 'Save' and 'Cancel' buttons.

Name	Numbers	Ext.	Language
IVR Menu 1001		1001	English (U.S.)
IVR Menu 1002		1002	English (U.S.)
IVR Menu 1003		1003	English (U.S.)



Configure Extension Info

After you select an existing IVR Menu, edit your extension number, name, or delete your menu.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Select an existing **IVR Menu**. The **Extension Info** pop-up appears.
5. Enter the **Extension Number**, **Extension Name**, and set the **Language**.
 - If you would like to delete this IVR menu, click **Delete Menu**.
6. Click **Save**.

The screenshot displays the RingCentral Admin Portal interface. At the top, the 'Admin Portal' dropdown is highlighted with an orange circle 1. The 'Phone System' tab is selected in the top navigation bar, with an orange circle 2 pointing to it. In the left sidebar, the 'Auto-Receptionist' option is highlighted with an orange circle 2. The 'IVR Menus' tab is selected in the sub-navigation bar, with an orange circle 3 pointing to it. A table of IVR menus is shown, with 'IVR Menu 1001' selected and highlighted by an orange circle 4. An 'Extension Info' pop-up window is open, showing fields for 'Extension Number' (1001), 'Extension Name' (IVR Menu 1001), and 'Language' (English (U.S.)). An orange circle 5 points to the 'Extension Name' field. The 'Delete Menu' button is highlighted with an orange circle 6. The 'Save' button is also visible. The bottom of the page shows a 'Total: 3' and a 'Show: 25' dropdown.



Add a Direct Number .

To add a direct number for an IVR menu:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Click an existing **IVR Menu**.
5. Click **Direct Numbers**.
6. Click **Add Direct Number**.
7. Select one of the number types. Follow these instructions for the type of number you choose:
 - a. **Local (Domestic)**: Select the button for Local (Domestic). Provide the State/Province and Area Code and Select Number.
 - b. **Toll-Free**: Select the button for **Toll-Free Number**. Select a Toll-Free prefix and a number from the drop-down menu.
 - c. **Vanity**: Select the button for **Vanity**. Choose a number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if it is available.
 - d. **International**: Select the button for **international**. Select the button next to **Geographic Number** or **Toll-Free Number**. Select the Country, call the phone number in the instructions to order an international number.
8. Click **Next** when finished choosing your number. Proceed to the completion of your order

The screenshot illustrates the process of adding a direct number to an IVR menu in the RingCentral Admin Portal. The interface is divided into a sidebar and a main content area. The sidebar on the left contains navigation links: 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '5 Group(s)', '2 Other(s)', and 'Phones & Devices'. The 'Auto-Receptionist' link is highlighted. The main content area shows the 'IVR Menus' tab selected, with a list of IVR menus (IVR Menu 1001, IVR Menu 1002, IVR Menu 1003). The 'Direct Numbers' section is expanded, and the 'Add Direct Number' button is clicked. A modal window titled 'Add Direct Number' is displayed, showing the 'Select Number Type' step with options for Local (Domestic), Toll-Free, Vanity, and International. The 'Local (Domestic)' option is selected. The modal also shows fields for 'Select State/Province' and 'Select Area Code', and a 'Next' button.

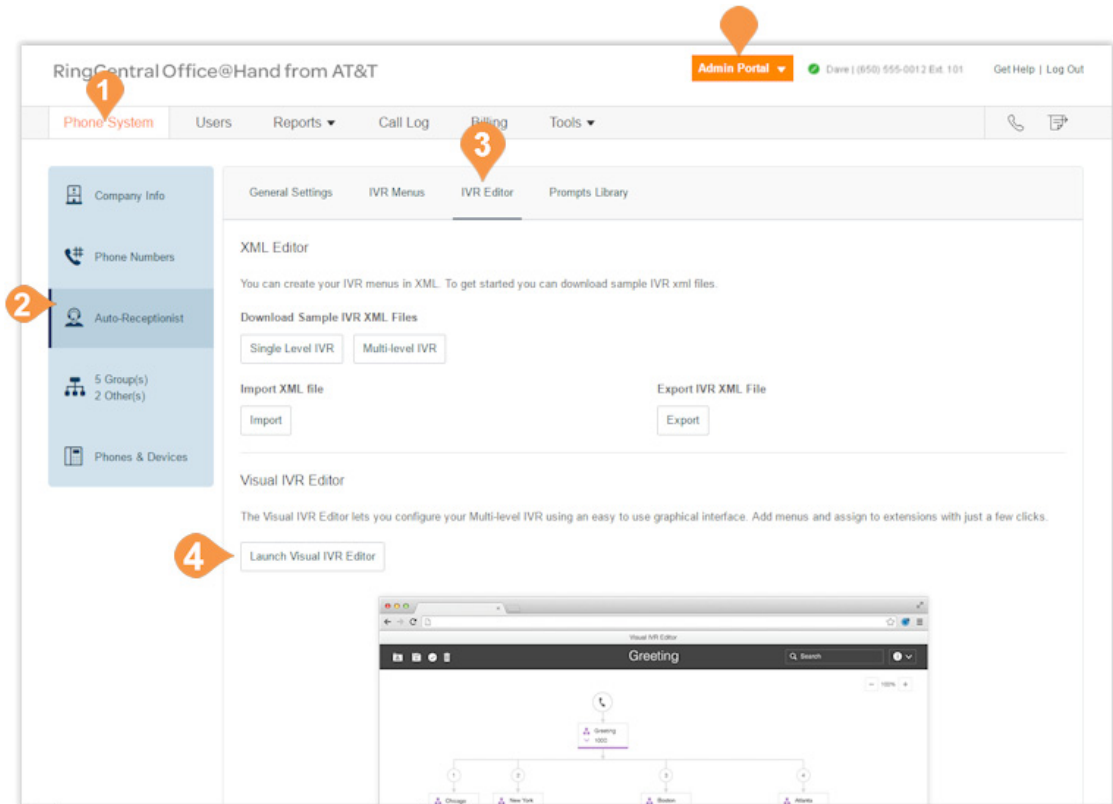


Visual IVR Editor

The Visual IVR Editor lets you configure your Multi-level IVR using an easy-to-use graphical interface. Add menus and assign to extensions with just a few clicks.

Launch the Visual Editor

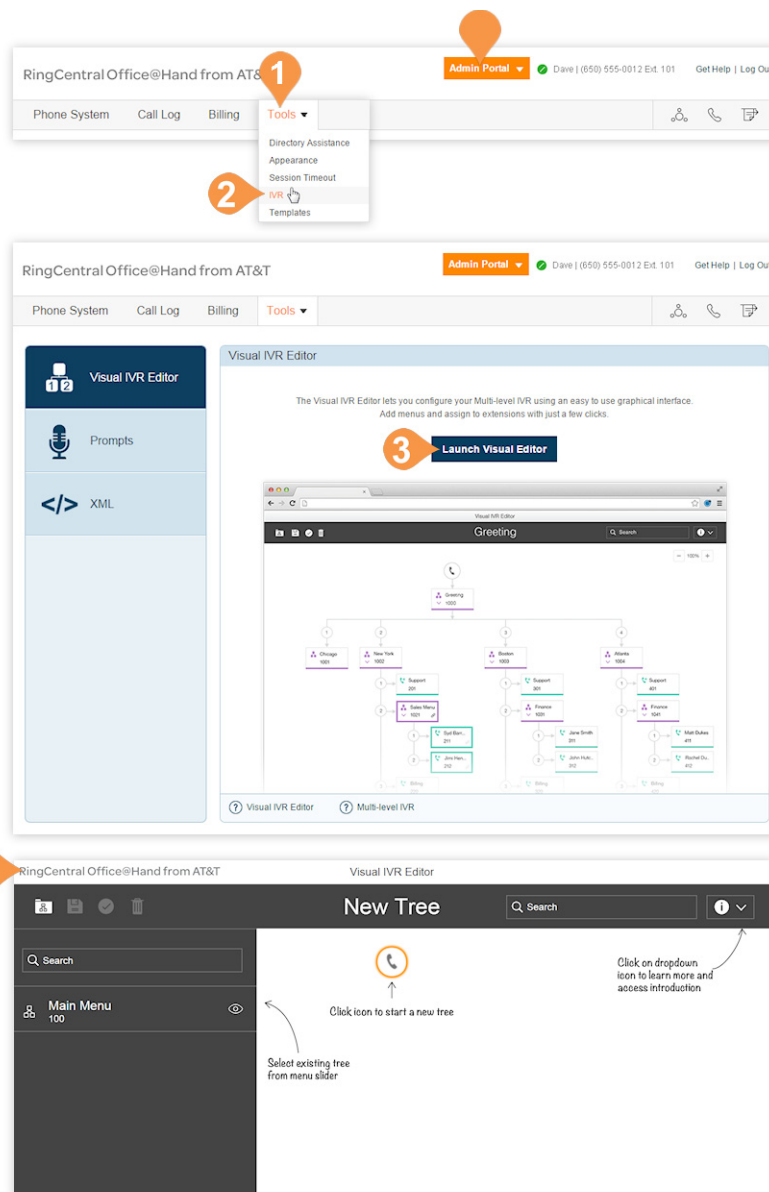
1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Editor** tab.
4. Click **Launch Visual IVR Editor**. The **Visual IVR Editor** opens in a new browser tab.



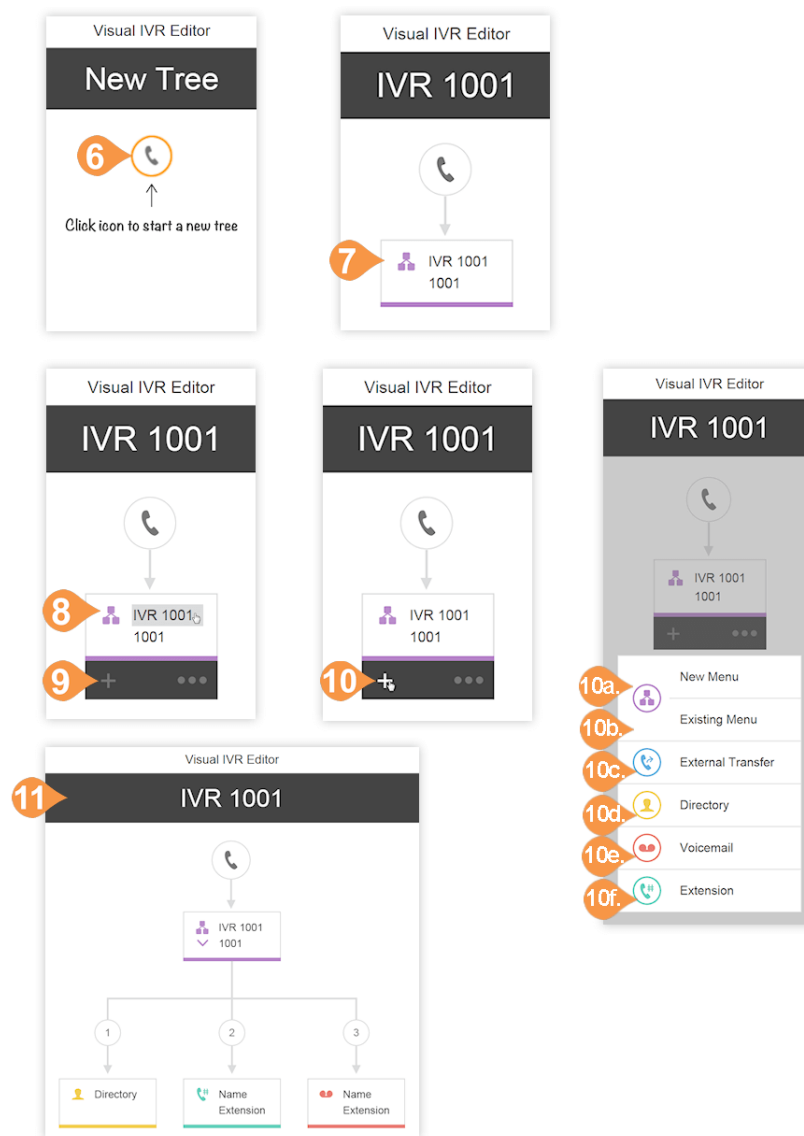
Create a New IVR Menu or Open an Existing IVR Menu

Use these steps to create a new IVR menu with the visual editor.

1. Open the Visual IVR Editor.
2. In the new tab, you will see your **Visual IVR Editor**. On this page, you will have a **New Tree** waiting to be created. You have the option to create a new IVR from this screen, or open an existing IVR and edit it in the Visual IVR Editor.
 - a. In the upper-left corner of the screen you have icons for **Open Existing Menu**, **Save**, **Validate**, and **Clear Workspace**.
3. In the upper-right corner you have a **search bar**, an **information drop-down menu** with options for **Take a Tour** and **Learn More**, and when you are viewing an IVR menu, you will see zoom in and out buttons.



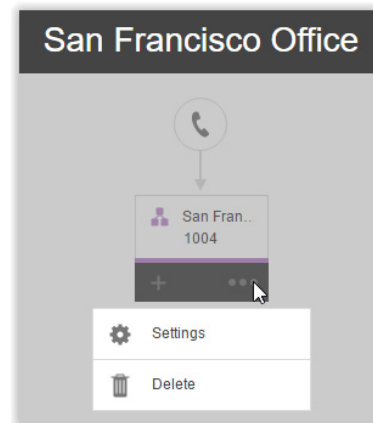
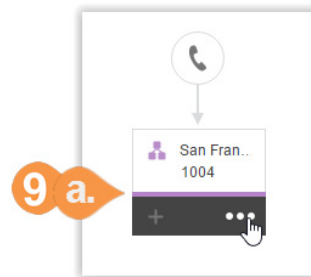
4. Click the **Phone icon** to start a new tree.
5. Your new tree will be automatically assigned a name and extension number.
6. Click the name or extension number to edit the text field and enter your preferred name and extension. Press enter when you are finished and the title will change automatically.
7. Hover over your new IVR menu to see more options.
8. Click “+” to add sub-items to your tree. Sub-items include:
 - a. **New Menu:** Create a new IVR menu as an option within your tree.
 - b. **Existing Menu:** Choose an existing IVR menu from a different IVR tree.
 - c. **External Transfer:** Include an external number in your tree.
 - d. **Directory:** Attach your company’s dial-by-name directory to your tree.
 - e. **Voicemail:** Give the option to leave a voicemail.
 - f. **Extension:** Add a specific extension to your tree.



9. As you add sub-items to your tree, they will appear in the Visual IVR Editor. Once you have added your items to your menu, hover over an item to edit it and see more options. For some items you will see a “+” and “...” and other items will only have the trash can icon.

a. IVR Menus

- Click the IVR name and extension text fields to edit them.
- Click “+” to add sub-items to your tree.
- Click “...” to open the menu for Settings and Delete.
- Click **Settings** to edit your IVR Menu settings just as you would edit them in the IVR Group settings.
- Click **Delete** to delete this item.



Menu Settings

San Francisco Office

1004

Select Language:

English (U.S.)

Use Text to Speech:

Select Prompt File

Generic Key Presses

Use Default Settings:

Press #:

Repeat menu greeting

Press *:

Return to previous menu

If caller enters no action after the prompt played 3 times:

Call will disconnect

Cancel

Save



b. External Transfer

- Click the phone number text field to enter the external transfer number of your choice.
- Click the trash can icon to delete this item.

c. Directory

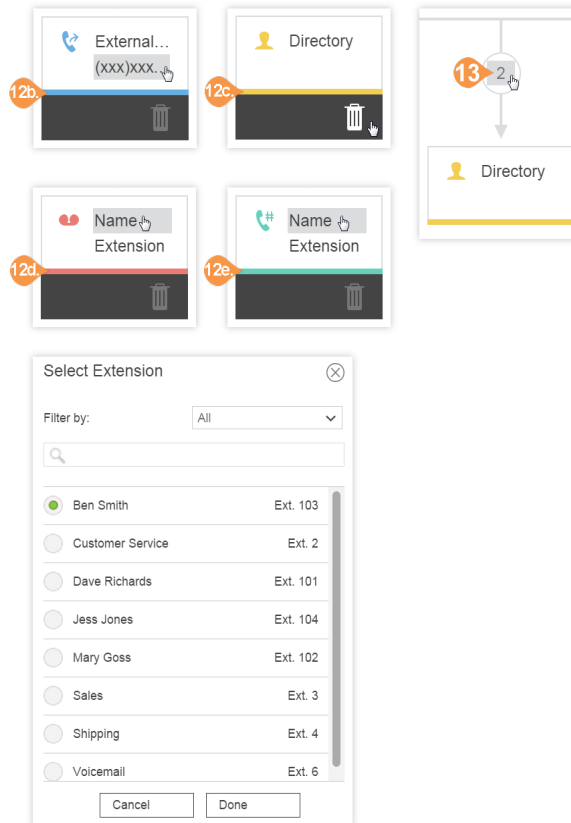
- No further configuration is needed.
- Click the trash can icon to delete this item.

d. Voicemail

- Click the name or extension text fields to open a menu to choose an existing user's extension.
- Click the trash can icon to delete this item.

e. Extension

- Click the name or extension text fields to open a menu to choose an existing user's extension.
- Click the trash can icon to delete this item.
- You can also change the order and key press of an item by click on the existing number and typing a new number.
- Click out to save.



Select Extension

Filter by: All

Search

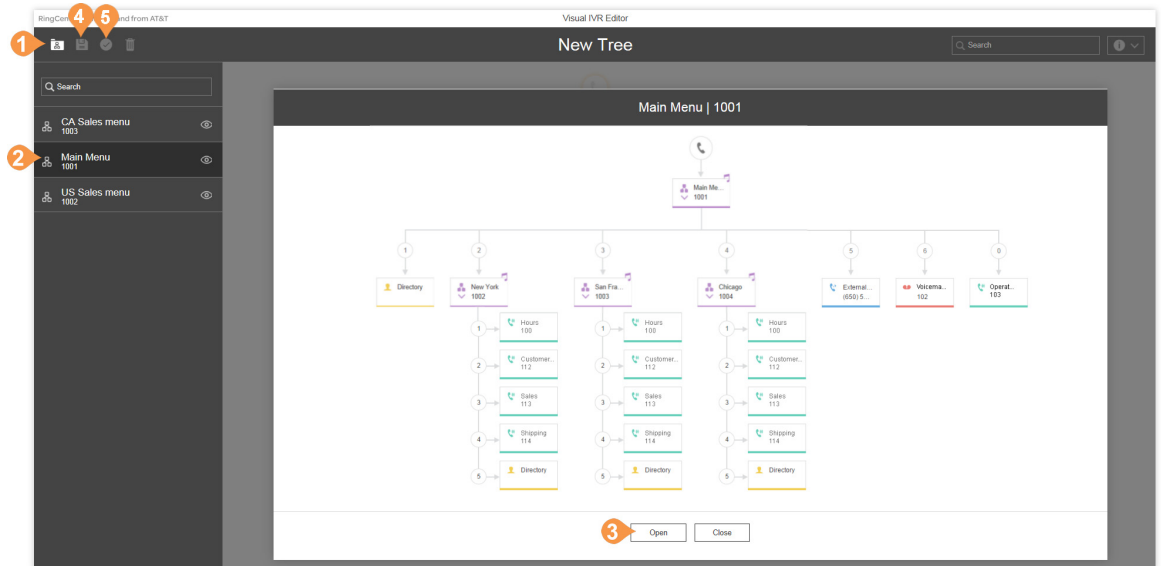
<input checked="" type="radio"/> Ben Smith	Ext. 103
<input type="radio"/> Customer Service	Ext. 2
<input type="radio"/> Dave Richards	Ext. 101
<input type="radio"/> Jess Jones	Ext. 104
<input type="radio"/> Mary Goss	Ext. 102
<input type="radio"/> Sales	Ext. 3
<input type="radio"/> Shipping	Ext. 4
<input type="radio"/> Voicemail	Ext. 6

Cancel Done



Edit an Existing IVR Menu with the Visual IVR Editor

1. From the **Admin Portal**, launch the Visual Editor, then click the **Open Existing Menu** icon.
2. Click on an existing menu to see a preview of the menu.
3. Click **Open** to be able to edit the menu in the Visual IVR Editor.
4. After editing your menu, click the **Validate** icon to check your IVR menu.
5. Click the **Save** icon once you are done editing to save your IVR.



Prompts

Prompt recordings guide callers with instructions on keys to press. Prompts can be pre-uploaded and saved to the Prompt Library, which you can then set up as prompts using the IVR Tool.

There are two prompt modes: audio and text-to-speech.

- Audio prompts are voice recorded.
- Text-to-speech prompts are written by you, then Office@Hand's automated system reads the prompt to your callers.

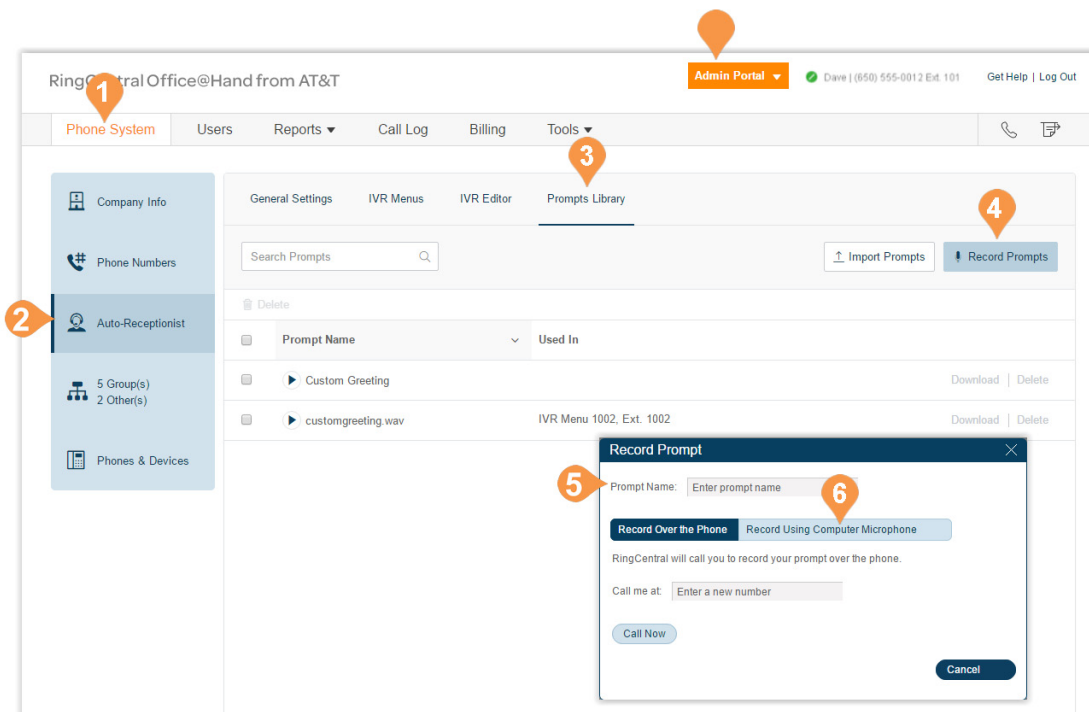
Note: An IVR menu can function independently from the Auto-Receptionist, so it does not have to be set up for an Auto-Receptionist greeting.

Record an Audio Prompt

To record a new audio prompt for your system,

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Select the **Prompts Library** tab.
4. Click **Record Prompts**. The **Record Prompts** pop-up appears.
5. Enter a name for your prompt in the **Prompt Name** field.
6. Select one of these prompt methods and follow the on-screen instructions:
 - Record Over the Phone
 - Record Using Computer Microphone.

Follow the remaining on screen instructions to record your prompt.



Select Prompt Mode: Audio

To select a previously recorded audio prompt, do the following:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Select an existing **IVR Menu**. The **Extension Info** appears.
5. Click **Prompt**. The **IVR Prompt** pop-up appears.
6. Under **Prompt mode**, select the button next to **Audio**.
7. Click **Select from Prompt Library**.
8. The **Select Prompt** pop-up appears with a list of pre-uploaded prompts.
9. Select the button next to the prompt you'd like to set.
10. Click **Save**.

You can listen to your new prompt by dialing into the extension and re-recording it until you are satisfied.

The screenshot displays the RingCentral Admin Portal interface with numbered callouts (1-10) indicating the steps to select an audio prompt. The interface includes a top navigation bar with 'Admin Portal', user information, and a 'Get Help | Log Out' link. The main navigation menu on the left includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is selected, and the 'Auto-Receptionist' sub-tab is active. The 'IVR Menus' tab is selected, showing a table of IVR menus (1001, 1002, 1003) with columns for Name, Numbers, Ext., and Language. The 'Extension Info' pop-up is visible, showing the 'Prompt' button selected. The 'IVR Prompt' pop-up is also visible, showing the 'Audio' prompt mode selected. The 'Select Prompt' pop-up is visible, showing a list of pre-uploaded prompts (Main Menu.mp3, Sales Menu.mp3) with the 'Main Menu.mp3' prompt selected. The 'Save' button is highlighted in the 'Select Prompt' pop-up.



Select Prompt Mode: Text-to-Speech

Office@Hand's text-to-speech utility converts the text greeting you typed into a voice file and saves it to the IVR Prompt Library. Set an IVR prompt using text-to-speech. The text you enter must contain only letters, digits, space, commas, and periods. No special symbols. Use the words "hash" or "pound" or "star" instead of "#" or "*" if needed.

To set up a text-to-speech prompt for an IVR menu:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **IVR Menus** tab.
4. Select an existing **IVR Menu**. The **Extension Info** appears.
5. Click **Prompt**. The IVR Prompt pop-up appears.
6. Under **Prompt mode**, select the button next to **Text to speech**.
7. In the box for **Text**: type your desired greeting and connection instructions for your callers.
8. Click **Save**.

The screenshot displays the RingCentral Admin Portal interface. At the top, the 'Admin Portal' dropdown is highlighted with a callout 1. The 'Phone System' tab is selected in the top navigation bar, with a callout 2. The 'Auto-Receptionist' option is selected in the left sidebar, with a callout 3. The 'IVR Menus' tab is active in the main content area, with a callout 4. A table lists IVR menus, and 'IVR Menu 1007' is selected, with a callout 5. The 'Extension Info' pop-up is shown, and the 'Prompt' button is clicked, with a callout 6. The 'IVR Prompt' pop-up appears, showing 'Text to speech' selected under 'Prompt mode' (callout 7) and a text input field (callout 8). The 'Save' button is visible at the bottom of the pop-up.



Recording Greetings and Messages

Several tasks require admins to record messages or greetings for your Office@Hand system. These steps explain how to do the following:

- Record Over the Phone
- Record Using the Computer Microphone
- Import a WAV or MP3 file.

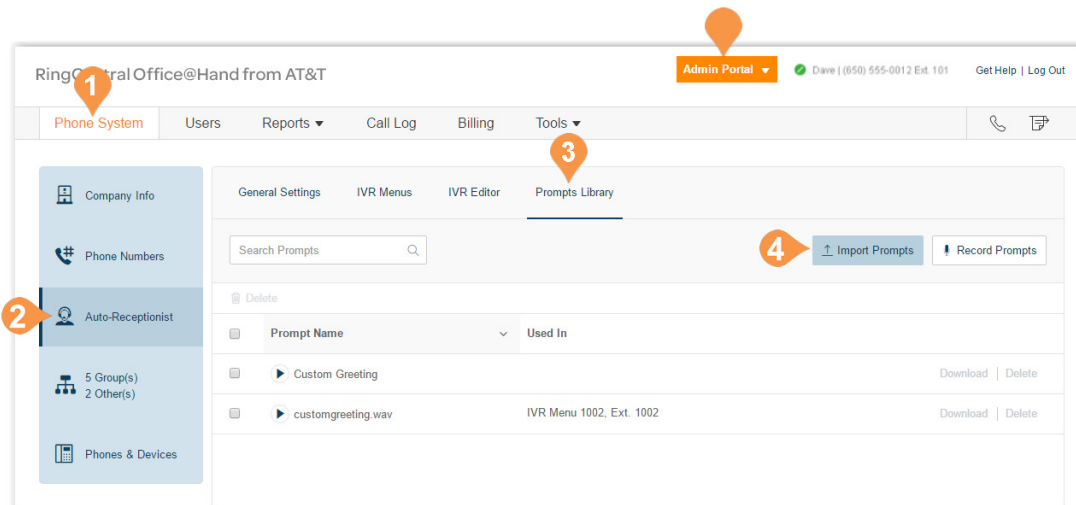
Import a WAV file for Your IVR Prompt

In the Prompts section, you can import or record your IVR prompts and edit prompts that have already been imported. To import a WAV file, do the following:

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click the **Prompts Library** tab.
4. Click the **Import Prompts** button.

A browser appears.

- Navigate to the prompt file location.
- Select the file and click **Open**.



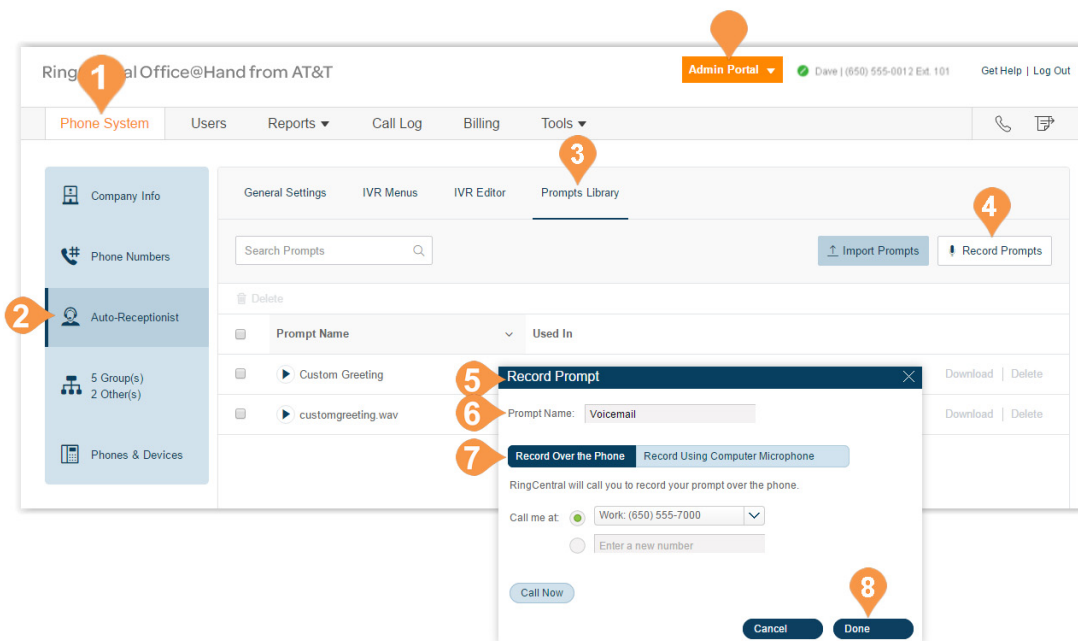
Record a Prompt over the Phone

Account admins and users with permissions can create a custom audio prompt. One way to create this prompt is to record the prompt using your Office@Hand phone.

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click **Prompts Library**.
4. Click **Record Prompts**.
5. The **Record Prompt** pop-up appears.

Enter a name in the text field next to **Prompt Name**.

6. Click **Record Over the Phone**.
 - Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field.
 - Click the **Call Now** button, and Office@Hand will call you to record your message. Record your IVR prompt over your phone when prompted.
7. Click **Done**.



Record a Prompt Using Your Computer Microphone

Account admins and users with permissions can create a custom audio prompt. One way to create this prompt is to record the prompt using your computer microphone.

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Click **Prompts Library**.
4. Click **Record Prompts**.
5. A pop-up will appear.
6. Enter a name for your prompt.
7. Click **Record Using Computer Microphone**. Click **Allow** if Office@Hand asks to record through your computer.)
8. The **Record Prompt** pop-up appears.
 - a. When ready, click the red **Record** button to record or re-record your IVR prompt through your computer microphone.
 - b. Click the **Play** button to listen to your prompt and then click the **Record** button to re-record your IVR prompt.
 - c. Click the **Download** button to and save your recording to your computer.
9. Click **Done**.

The screenshots show the following sequence of actions:

- Admin Portal** navigation: The 'Tools' menu is expanded, and 'IVR' is selected.
- Prompts Library**: The 'Record Prompts' button is clicked.
- Record Prompt** dialog: The 'Record Using Computer Microphone' button is selected.
- Recording interface**: The recording controls (play, record, download) and the 'Done' button are shown.

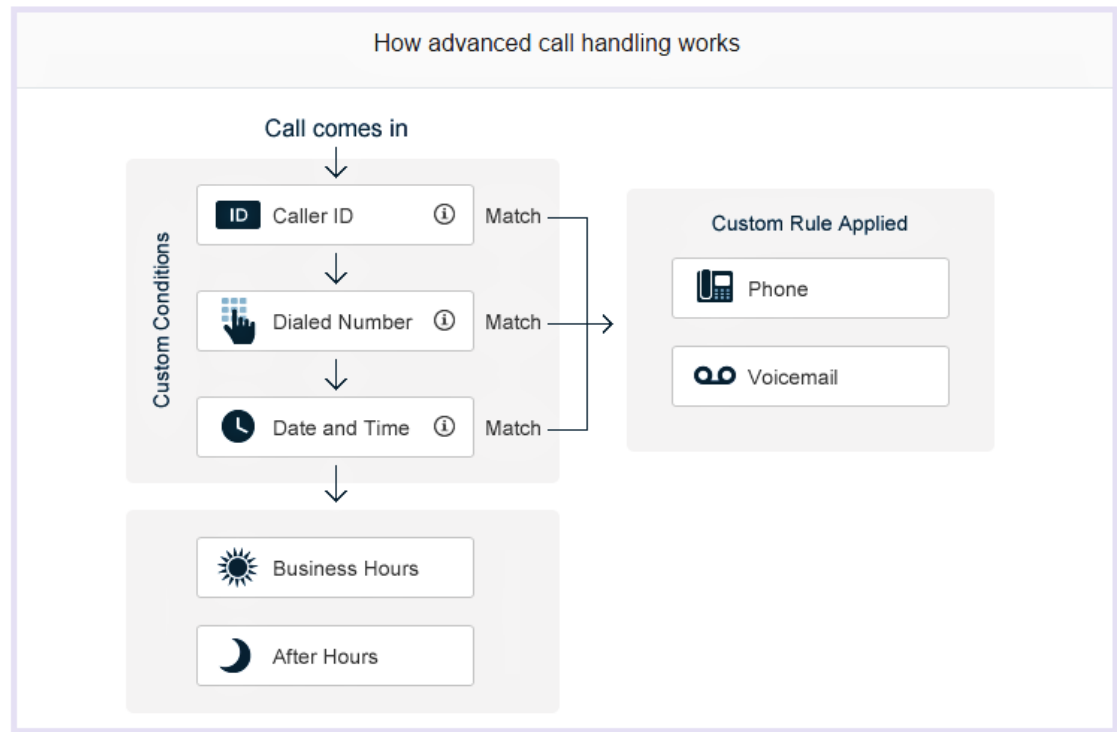


Custom Rules

Custom rules let you manage call handling enabling you to create efficient processes and streamline your work flow.

When your call enters the Office@Hand system it is filtered through any conditions you have set, for example Caller ID, Dialed Number, or Date and Time. You can also apply business hours or after hours conditions to incoming calls. These conditions are passed to the destination phone or voicemail.

Once you create a custom rule, be sure to test the rule to verify it works as you expect.



Create a Custom Rule

Additionally, any previously-created rules are listed in the pop-up that appears.

1. From the **Admin Portal**, click the **Phone System** tab.
2. Click **Auto-Receptionist**.
3. Under the **General Settings** tab, click **IVR Settings**.
4. Under **Custom Answering Rules**, click **Custom Rule**.
5. Click **Add Rule**. The **Custom Answering Rule** pop-up appears.

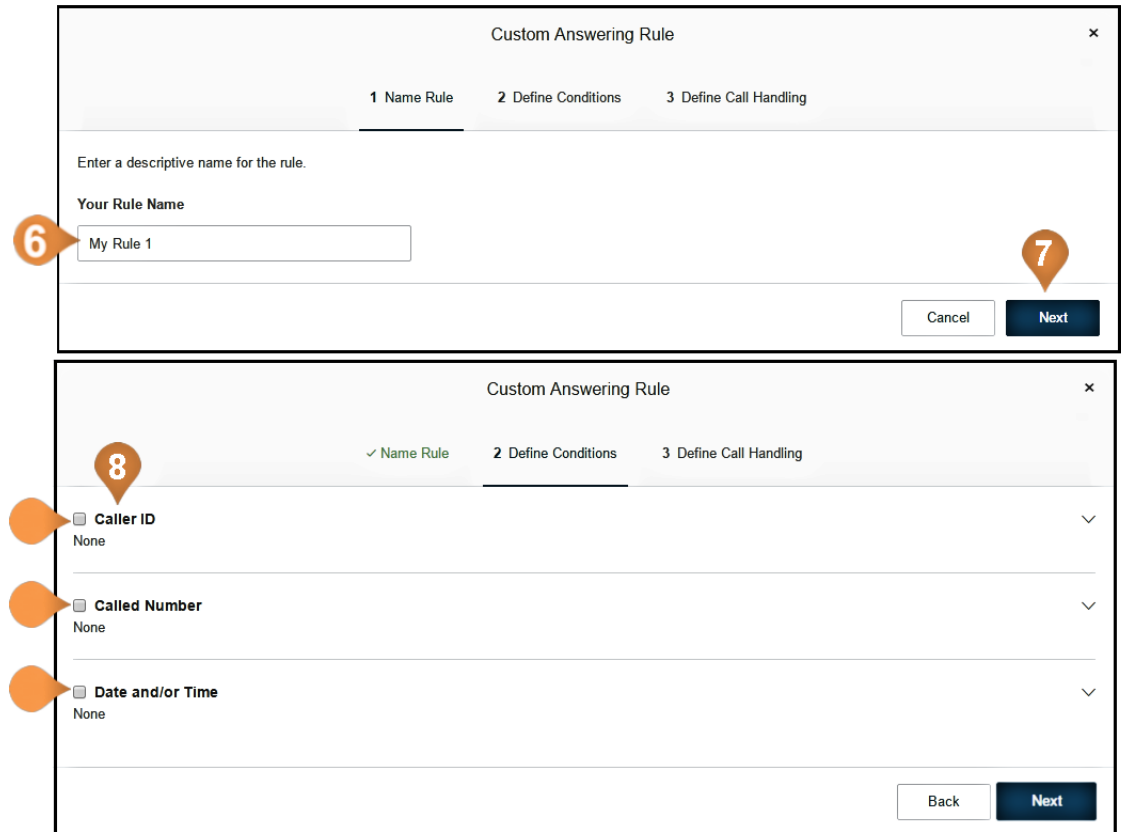
Instructions continue on the following pages.

The screenshot displays the RingCentral Admin Portal interface. At the top, the header shows 'RingCentral Office@Hand from AT&T' and the user 'Dave | (650) 555-0012 Ext. 101' with options for 'Get Help' and 'Log Out'. The main navigation bar includes 'Phone System' (highlighted with a red circle 1), 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. On the left sidebar, 'Auto-Receptionist' is selected (highlighted with a red circle 2). The main content area shows the 'General Settings' tab for the 'Auto-Receptionist'. Under 'General Settings', 'IVR Settings' is selected (highlighted with a red circle 3). The 'IVR Settings' section includes 'Company Hours' (set to 24 hours), 'Company Greeting' (with a play button and a timer set to 00:00 / 00:00), and 'After Hours Greeting'. Below these, the 'Custom Answering Rules' section is visible, with a 'Custom Rule' button highlighted by a red circle 4. A pop-up window titled 'Custom Answering Rule' is open at the bottom, showing instructions on creating multi-condition advanced call handling rules and an 'Add Rule' button highlighted by a red circle 5.



6. Enter the **Rule Name**.
7. Click **Next**.
8. Click one of the answering rule conditions:
 - CallerID
 - Called Number
 - Date and/or Time.

Instructions continue on the following pages.



The image displays two sequential screenshots of the 'Custom Answering Rule' configuration window.

Top Screenshot: The window title is 'Custom Answering Rule'. It has three tabs: '1 Name Rule', '2 Define Conditions', and '3 Define Call Handling'. The '1 Name Rule' tab is active. Below the tabs, it says 'Enter a descriptive name for the rule.' and 'Your Rule Name'. A text input field contains 'My Rule 1'. At the bottom right, there are 'Cancel' and 'Next' buttons. An orange callout bubble with the number '6' points to the 'Your Rule Name' label, and another orange callout bubble with the number '7' points to the 'Next' button.

Bottom Screenshot: The window title is 'Custom Answering Rule'. It has three tabs: '1 Name Rule' (marked with a green checkmark), '2 Define Conditions', and '3 Define Call Handling'. The '2 Define Conditions' tab is active. Below the tabs, there are three conditions, each with a checkbox and a dropdown menu:

- ☐ **Caller ID** (dropdown shows 'None')
- ☐ **Called Number** (dropdown shows 'None')
- ☐ **Date and/or Time** (dropdown shows 'None')

At the bottom right, there are 'Back' and 'Next' buttons. An orange callout bubble with the number '8' points to the 'Caller ID' condition.



Custom Rule Condition - Caller ID

Caller ID - applies the rule according to phone numbers you specify. Be sure the specified number is caller ID enabled.

Follow the previous steps, “Custom Rules” on page 66, then:

1. Click the answering rule conditions, CallerID.
2. Enter the phone number or contact name and press **Add**.
3. Click Next. the **Custom Answering Rule** pop-up appears. Go to “Custom Rule Call Handling Definitions” on page 72.

Custom Answering Rule

✓ Name Rule

2 Define Conditions

3 Define Call Handling

1

☒ **Caller ID**

Caller ID rules apply to calls coming from specific phone numbers. You can create a list of phone numbers to be used for this setting. (Numbers selected must be using Caller ID.)
When I receive calls from callers specified below.

2

Type Phone Number or Contact Name ⓘ

☐ **Called Number**

None

☐ **Date and/or Time**

None

Back

Next



Custom Rule Condition - Called Number

Called Number applies the rule to the phone number dialed.

From the previous steps, then:

1. Click the answering rule condition, **Called Number**.
2. Click the check box **Select Number**. The **Select Number** pop-up appears.
3. Click the **Select Number** button.
4. Click **Save**.
5. Click Next. Go to “Custom Rule Call Handling Definitions” on page 72.

The image displays two screenshots from the RingCentral Admin interface, illustrating the steps to configure a 'Called Number' condition for a custom answering rule.

Top Screenshot: Custom Answering Rule

- The window title is "Custom Answering Rule".
- Progress indicators show: 1. Name Rule (checked), 2. Define Conditions (active), 3. Define Call Handling.
- Under "Caller ID", the value is "None".
- 1** Under "Called Number", the checkbox is checked. A description states: "Called Number rules are based on the phone number the caller dialed; for example, a phone number you are using for a customer promotion campaign."
- 2** Under "When Selected Company Number(s) is Called:", there is a "Select Number" button.
- Under "Date and/or Time", the value is "None".
- At the bottom right, there are "Back" and "Next" buttons. **5** is next to the "Next" button.

Bottom Screenshot: Select Number

- The window title is "Select Number".
- There is a search bar at the top.
- A table lists available phone numbers:

Phone Number	Name
(850) 555-0012	

- 3** is next to the "Select Number" button in the top screenshot, and **3** is next to the row containing "(850) 555-0012".
- At the bottom, it shows "Total: 1", a "Show:" dropdown set to "10", and pagination controls "< 1 >".
- At the bottom right, there are "Cancel" and "Save" buttons. **4** is next to the "Save" button.



Custom Rule Condition - Date and/or Time

This condition applies rules based on a time of day, week, or date range.

1. Click the answering rule condition, **Date and/or Time**.
2. **Select When this rule Should be Active.**
3. Click **Next**. Go to “Custom Rule Call Handling Definitions” on page 72.

Custom Answering Rule

✓ Name Rule

2 Define Conditions

3 Define Call Handling

☐ Caller ID

None

▼

☐ Called Number

None

▼

1 ☒ Date and/or Time

▼

Date and/or Time rules apply based on a time of the day and week every week, or on a specific date range.

2 Select When This Rule Should be Active: ⓘ

☒ Weekly Schedule

☐ Specific Date Range

☐ Sunday

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

☐ Saturday

Back

3 Next



Custom Rule Call Handling Definitions

From setting a rule condition, now define the call handling for that rule.

1. **Select Action to Take When Incoming Calls Match This Rule:**
 - Choose to **Play Company Greeting** or **Bypass greeting to go to extension**.
 - **Set Greeting** - Choose **Default** or **Custom**.
The default greeting is shown in the window.
Select **Custom** to create your own.
 - **If Caller Enters no Action** - Choose whether the call is routed to the operator or disconnected if the caller does not enter an action.
2. Click **Done**.





Call Groups



Call Groups

Office@Hand offers many different types of groups for your phone system needs.

Call Queues are different from extensions. Call queues increase the efficiency of your company by directing the calls to the right employees. Call queues can support up to 25 calls waiting in a call queue.

Paging Only groups enable real-time one-way broadcasting through multiple desk phones and overhead paging devices.

Shared Lines allow calls made to one phone number to be answered by multiple phones. Answered calls can easily be handed off to other phones sharing the same phone number. This feature is commonly required in many industries, such as retail, restaurant, warehouse, etc.

Park Locations are private locations for your employees to park and pick up calls. Create up to 100 park locations for different groups of users in your phone system.

Call Monitoring allows you to set of permissions that allow specific users to monitor the calls of other users. Available for Premium and Enterprise users only.

Other – Message-Only Extensions allow you to create a dedicated extension specifically for receiving voice messages. All calls routed to this extension will be automatically directed to the extension's voicemail box.

Other – Announcements-Only Extensions allow you to create a dedicated extension specifically for playing an announcement. All callers routed to this extension will only hear a recorded announcement/greeting.



Call Queues

Create a call queue when you want a specific group of users (such as Sales, Support, or Billing) to share incoming calls. Each call queue can have an extension or direct (local or toll-free) number of its own. You can define specific business hours for each call queue and set up email or text message notifications of any missed calls or voicemails.

Add a Call Queue Group

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Click the **New Call Queue** button.
5. Enter an **Extension Number**, **Extension Name**, and **Manager Email**.
6. Click **Save**.
7. Select the users you'd like to add to the group from the list of available members.
8. Click **Save**.

RingCentral Office@Hand from AT&T

Admin Portal

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | **Call Queues** | Paging Only | Shared Lines | Park Locations | Call Monitoring | Others

Search

+ New Call Queue

Status	Name	Numbers	Ext.	Msg.	Members Availability
●	IT Helpdesk		10	0 / 0	1 / 0
●	Marketing Call Queue		9	0 / 0	1 / 0

Expand | Resend Invitation | Delete

Add Call Queue

1 Add Call Queue | 2 Select Users

Group Details

Extension Name

Extension Number

1

Manager's Email

Cancel | Next

Add Call Queue

✓ Add Call Queue | 2 Select Users

Select the members of the department, then click Done > Activate the Call Queue.

Search | Department

Show All | Show Selected (2)

Name	Ext.	Department
DH Test PDS	102	
✓ Joe Stephens	103	Purchasing
✓ Matthew Smith	104	Purchasing
Something1234 New4321	101	

Total: 4

< 1 >

Back | Done



Configure a Call Queue

After you have created a Call Queue, you can configure the Call Queue Info, Direct Numbers, Greeting, Call Handling, and Messages & Notifications. The phone system supports more than 10 call queue agents ringing simultaneously. This setting needs to be first enabled in the RingCentral Admin Tool. Admin users can set the number of simultaneously ringing call queues to 25 or 50. Note: Only agents with 2 active phones in call forwarding can be added to queues with higher limits (25 or 50).

Call Queue Info

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select an existing **Call Queue** (Customer Support in this example). If you don't have any existing Call Queues, go to the previous page to learn how to create one.
5. Click **Call Queue Info** to edit your call queue settings.
6. Edit your settings:
 - a. **Extension Number:**
 - b. **Group Name:**
 - c. **Record Call Queue Name**
 - d. **Company Name**
 - e. **Contact Phone**
 - f. **Manager Email**
 - g. **Address**
 - h. **Call Queue Hours**
 - i. **Call Queue Members**
 - j. **Regional Settings**
 - k. **Resend Welcome Email**
 - l. **Delete Call Queue**
7. Click **Save**.

The screenshot shows the RingCentral Admin Portal interface. At the top, the 'Admin Portal' tab is selected. The 'Phone System' tab is active in the main navigation bar. On the left sidebar, the 'Groups' section is expanded, and the 'Call Queues' tab is selected. A table lists existing call queues: 'IT Helpdesk', 'Marketing Call Queue', 'Quality Control Call Queue', and 'Sales Call Queue'. The 'IT Helpdesk' queue is selected. The 'Call Queue Info' modal is open, showing fields for Extension Number, Group Name, Record Call Queue Name, Company Name, Contact Phone, Manager Email, Address, Call Queue Hours, Call Queue Members, Overflow Call Queues, Regional Settings, Resend Welcome Email, and Status. The 'Save' button is highlighted.

Status	Name	Numbers	Ext.	Msg.	Members Availability	
●	IT Helpdesk		10	0 / 0	1 / 0	Expand Resend Invitation Delete
●	Marketing Call Queue		9	0 / 0	1 / 0	Expand Resend Invitation Delete
●	Quality Control Call Queue		11	0 / 0		
●	Sales Call Queue		7	0 / 0	2 / 0	

Total: 4



Add a Direct Number

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select an existing **Call Queue**.
5. Click **Direct Numbers**.
6. Click **Add Direct Number**.
7. Select the **State/Province** and **Area code** then select from one of the available numbers.
8. Click **Next**.
9. Follow the prompts to purchase your new number.

The screenshot illustrates the process of adding a direct number to a call queue in the RingCentral Admin Portal. The interface includes a top navigation bar with the 'Admin Portal' dropdown and user information. A left sidebar contains navigation options like 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Groups'. The main content area shows the 'Call Queues' tab selected, with a table of existing queues. A modal window titled 'Add Direct Number' is open, showing the 'Select Numbers' step where a state/province and area code are chosen.

Admin Portal Dave | (650) 555-0012 Ext. 101 Get Help | Log Out

Phone System Users Reports Call Log Billing Tools

Call Queues Paging Only Shared Lines Park Locations Call Monitoring IVR Menus Others

Search + New Call Queue

Status	Name	Numbers	Ext.	Msg.	Members Availability
+	IT Helpdesk	10	0 / 0	1 / 0	Expand Resend Invitation Delete
+	Marketing	4	Ext. 1		
+	Quality C				
+	Sales C				

Total: 4

Direct Numbers

Direct Numbers

(650) 555-0120

Add Direct Number

Done

Add Direct Number

1 Select Numbers 2 Select Number Plan 3 Order Confirmation

Select State/Province California Select Area Code Select

Cancel Next



Call Queue Greetings

If you would like your callers to hear a recorded greeting before being connected to a call group, turn on the Call Queue greeting.

Set a Call Queue Greeting

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select an existing **Call Queue**.
5. Click **Greeting**.
6. Select the button next to **On**.
7. Click **Set Greeting**.
8. A pop-up window will appear displaying the current **Greeting**. Choose your preferred type of greeting.
 - a. **Default** – Select the button next to **Default**.
 - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and RingCentral will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your greeting through your computer microphone. Stop the recording and listen to the playback.
 - **Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**.
9. Click **Save**.

The screenshots illustrate the process of setting a call queue greeting in the RingCentral Admin Portal. The interface includes a top navigation bar with the 'Admin Portal' dropdown and a user profile. The left sidebar contains the 'Phone System' tab, which is selected. The main content area shows the 'Call Queues' tab, with a table listing call queues. A specific call queue is selected, and the 'Greeting' button is clicked. This opens a 'Set Greeting' pop-up window where the 'On' radio button is selected. Another 'Set Greeting' pop-up window is shown, where the 'Custom' option is selected. This leads to a third 'Set Greeting' pop-up window where the 'Record Using Computer Microphone' option is selected, and the 'Attach' button is highlighted.



Call Handling

Choose how you'd like each call queue to handle incoming calls. Set the order in which the calls will be transferred to the members of the call queue, choose the audio while connecting, hold music, and hold time here.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Click the name of the **Call Queue** to configure.
5. Select **Call Handling** to edit your call handling settings.
6. Select the way in which calls will be transferred to department members:
 - a. **Rotating** – in order by extension number
 - b. **Simultaneous** – on all department extensions
 - c. **In fixed order** – set a defined order
7. Click **Set Audio** to select the audio callers will hear during business hours while waiting for a connection.
8. Click **Interrupt Audio** to choose how often the audio will be interrupted by a prompt. If you choose an interrupt time, you can then choose a standard Interrupt Prompt, such as "Thank you for holding. Please continue to stay on the line," or record or upload your own custom prompt.
9. Click **Set Hold Music** to choose the audio callers will hear while on hold.
10. Choose how to handle callers who are on hold in the **Member availability and hold times** menu. Tool tips in the product interface provide information on configuring hold times.
11. Click **Save**.

Note: If you have set custom Call Queue hours, follow these steps for both the Call Queue hours and After hours tabs.

The screenshot displays the RingCentral Admin Portal interface for configuring call handling. The top navigation bar includes the 'Admin Portal' dropdown and user information. The left sidebar contains navigation links: 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, showing a sidebar menu with 'Company Info', 'Phone Numbers', 'Auto-Receptionist', 'Groups', and 'Phones & Devices'. The 'Groups' section is expanded, showing a list of call queues. The 'Call Queues' tab is selected, displaying a table with columns for 'Status' and 'Name'. The 'Call Handling' configuration panel is open, showing the 'Call Queue Hours' and 'After Hours' tabs. The 'Advanced' tab is selected, showing options for 'Decide how calls get transferred to group members' (Rotating, Simultaneous, In fixed order), 'Audio while connecting' (On, Off), 'Set Audio' (Acoustic), 'Interrupt Audio' (Never), 'Hold music' (On, Off), 'Set Hold Music' (Acoustic), and 'Member availability and hold times'. Numbered callouts 1 through 11 indicate the steps for configuring call handling.

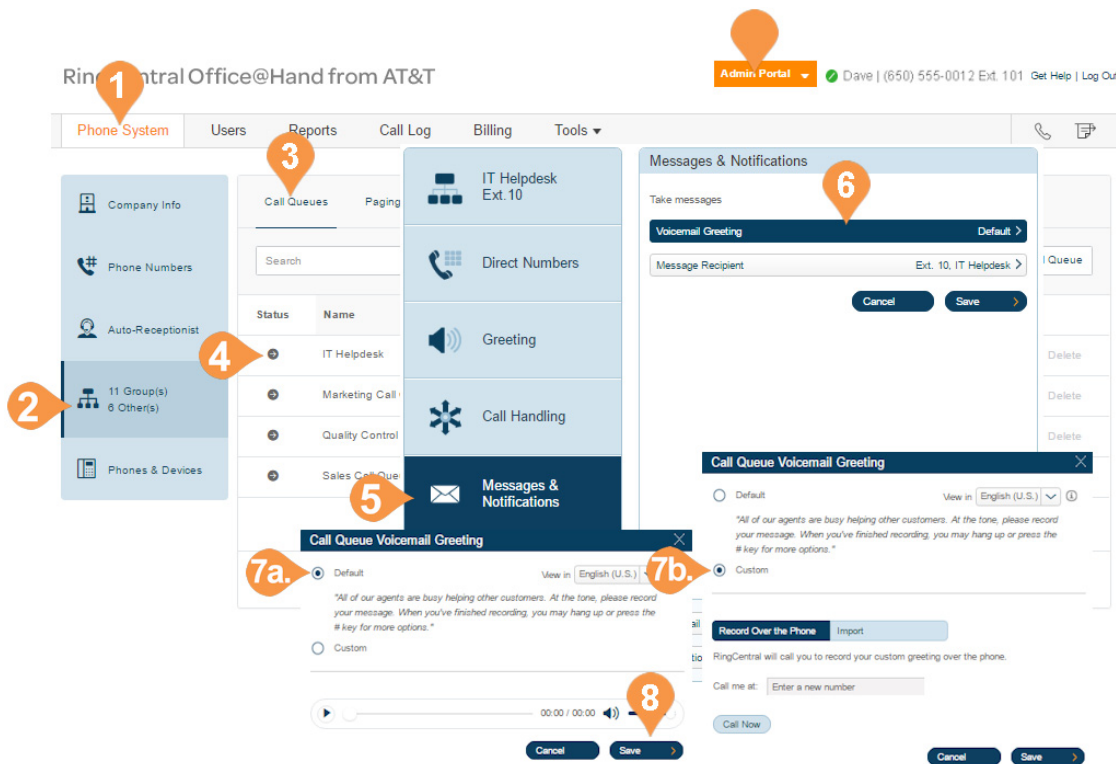


Messages & Notifications

In this section, set your message recipient, voicemail greeting, and notifications. Office@Hand allows each Call Queue to have separate voicemails to greet unanswered calls, as well as allows you to set a recipient for these voicemails.

Set a Voicemail Greeting

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select a **Call Queue** (Customer Support in this example).
5. Click **Messages and Notifications**.
6. Click **Voicemail Greeting**.
7. A pop-up will appear displaying the current **Voicemail Greeting**. Choose your preferred type of greeting.
 - a. **Default** – Select the button next to **Default**.
 - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your greeting through your computer microphone. Stop the recording and listen to the playback.
 - **Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**.
8. Click **Save**.



Message Recipient

After you have set your Voicemail Greeting, you can set which users or call queues are to receive the messages.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select a **Call Queue** (Customer Support in this example).
5. Click **Messages and Notifications**.
6. Click **Message Recipient**.
7. A pop-up will appear with a list of members to receive messages left for this Call Queue.
8. Select the button next to the recipient.
9. Click **Done**, then click **Save**.

Note: If you have set custom Company hours, follow these steps for both the Company Hours and After hours tabs.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (650) 555-0012 Ext. 101 | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Receptionist | 11 Group(s) 6 Other(s) | Phones & Devices

Call Queues

IT Helpdesk Ext. 10 | Direct Numbers | Greeting | Call Handling | Messages & Notifications

Messages & Notifications

Take messages

Voicemail Greeting | Default

Message Recipient | Ext. 10, IT Helpdesk

Cancel | Save

Select Message Recipient

Select	Name	Ext.	Type	Department
<input type="radio"/>	Fax Group 1	3	Message-Only Extension	
<input type="radio"/>	Holiday	15	Message-Only Extension	
<input type="radio"/>	John Smith	1002	User	
<input type="radio"/>	Sandra Brown	101	User	
<input type="radio"/>	Shared Line - message only	17	Message-Only Extension	
<input type="radio"/>	shared line 1	8	Shared Lines	
<input checked="" type="radio"/>	This call queue	10	Call Queue	

Total: 7 | Show: 10 | Cancel | Done

Total: 4 | Show: 25



Notifications

As an administrator, you can set up notifications to be sent to your phone or email when voicemails, faxes, missed calls, and text messages are received for each call queue.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Queues** tab.
4. Select a **Call Queue** (Customer Support in this example).
5. Click **Messages and Notifications**.
6. Click **Notifications**.
7. A pop-up will appear with options for email or text-message notifications to a recipient of your choice when voicemail messages or faxes are received, or calls missed. Set your notification settings by checking the boxes and filling in email and phone numbers.
 - a. Click **Advanced Notification Options** to see more detailed notification settings.
 - b. Set your **Advanced Notification Options**. Here you can choose different email addresses and phone numbers for your notifications, select settings for marking messages as read, and select options for email attachments.
 - c. Click **Save**.
 - d. Click **Switch to Basic Notification Settings**.
8. Click **Save**.

Note: Note: If you have set custom Company hours, follow these steps for both the Company Hours and After hours tabs.



Paging Only

Paging Only groups enable real-time one-way broadcasting through multiple desk phones and overhead paging devices. Paging Only groups are great for a variety of locations such as warehouse/shipping centers, retail stores, schools and hospitals, among others.

You can page using a special phone with a paging soft-key, or by dialing *84 from your digital desk phone or from your VoIP calling enabled mobile phone.

Add a Paging Only Group

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Paging Only** tab.
4. Click **New Paging Only**.
5. Enter the **Group Name** and **Extension Number**.
6. Click **Save**.

The screenshot shows the RingCentral Admin Portal interface. At the top, the 'Phone System' tab is selected (1). In the left sidebar, 'Groups' is highlighted (2). The 'Paging Only' sub-tab is selected (3). A '+ New Paging Only' button is visible (4). The 'Add Paging Group' modal is open, showing fields for 'Group Name' (5) and 'Extension Number' (6). The modal also includes a 'Cancel' button and a 'Save' button. Below the modal, a table lists existing paging groups: 'Paging Only 1' and 'Support'. The bottom of the page shows a 'Total: 2' and a 'Show: 25' dropdown.

Status	Name	Devices	Ext.	
✓	Paging Only 1	Cisco SPA-303 Desk Phone	5	Disable
✓	Support		1	Disable

Legal Privacy

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Shared Lines

The Shared Lines feature allows calls made to one phone number to be answered by up to 16 phones as a designated group. Multiple groups of shared lines can be set up. Answered calls can easily be handed off to other phones sharing the same phone number.

Add a Shared Lines Group

1. From the **Admin Portal** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Click **New Shared Line**.
5. Enter an **Extension** number, **Group Name**, and **Manager Email** for the Shared Lines group.
6. Click **Next**.
7. In **Add Shared Lines**, make one of the following selections:
 - a. Select **New Phone Number**, enter the number of phone lines, and the **State**, and **Area Code**, and then click **Add**.
 - b. Select **Existing Phone Number** and select numbers from your Office@Hand numbers.
8. Follow the prompts to complete the ordering of the phone numbers and devices.
9. Click **Save**.

RingCentral Office@Hand from AT&T

Admin Portal ▾ Dave | 020 8554 0023 Ext. 101 Get Help | Log Out

1 Phone System Users Reports Call Log Billing Tools ▾

3 Shared Lines

4 + New Shared Line

Status	Name	Numbers	Ext.	Messages
●	shared line 1	(209) 820-0431	8	0 / 0

Resend Invitation

Add Shared Line

1 Setup 2 Add Lines 3 Add Phones 4 Emergency Address 5 Shipping Address 6 Confirmation

5 Select a Location

● Domestic ○ International

6 Group Details

Group Name

Manager's Email

Extension

1

7 Next



Configure a Shared Lines Group

Configure the Shared Lines group's name, password, business hours, and regional settings. You can also apply an existing template to the group.

Info

Edit your extension number, name, and delete your menu.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Click a **Shared Line** from the list. If you do not have a Shared List listed, see the previous page for instructions on how to create a shared line.
5. Edit the following:
 - a. **Extension Number**
 - b. **Group Name**
 - c. **Record Group Name**
 - d. **Manager Email**
 - e. **Business Hours**
 - f. **Regional Settings**
 - g. **Resend Welcome Email**
 - h. **Status** (read-only)
6. Click **Save**.

RingCentral Office@Hand from AT&T

Admin Portal Dave | (650) 555-0012 Ext. 101 Get Help | Log Out

Phone System Users Reports Call Log Billing Tools

Call Queues Paging Only Shared Lines Park Locations Call Monitoring IVR Menus Others

Search

+ New Shared Line

Status	Name	Numbers	Ext.	Messages
	shared line 1	(209) 620-0431	8	0 / 0

Resend Invitation

Group Details

Extension Number: 8

Group Name: IT Helpdesk

Record Group Name

Manager Email: dave.richards@example.com

Business Hours: Custom

Regional Settings

Resend Welcome Email

Status: Not Activated

Cancel Save



Phones & Lines

To configure phones and lines for a shared lines group:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Phones & Lines**.
6. Under **Phones**, click a phone to view its details.
 - a. Click **Add Phones** to add more phones.
7. Under **Phone Lines**, click a phone number to view its details.
 - a. Click **Add Lines** to add more lines.
 - b. Click **Line Configuration** to configure the order of phone lines in your group.
8. Click **Emergency Address** to edit the address for your group.
9. Click **Done**.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (850) 555-0012 Ext. 101 | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Call Queues | Paging Only | Shared Lines | Park Locations | Call Monitoring | IVR Menus | Others

Search | + New Shared Line

Status	Name	Numbers	Ext.	Messages
	shared line 1	(209) 620-0431	8	0 / 0

Resend Invitation

Device: Cisco SPA-303 Desk Phone
Serial Number: N/A
Assigned Type: User Phone
Status: Order in Progress
Check Progress

Assigned To

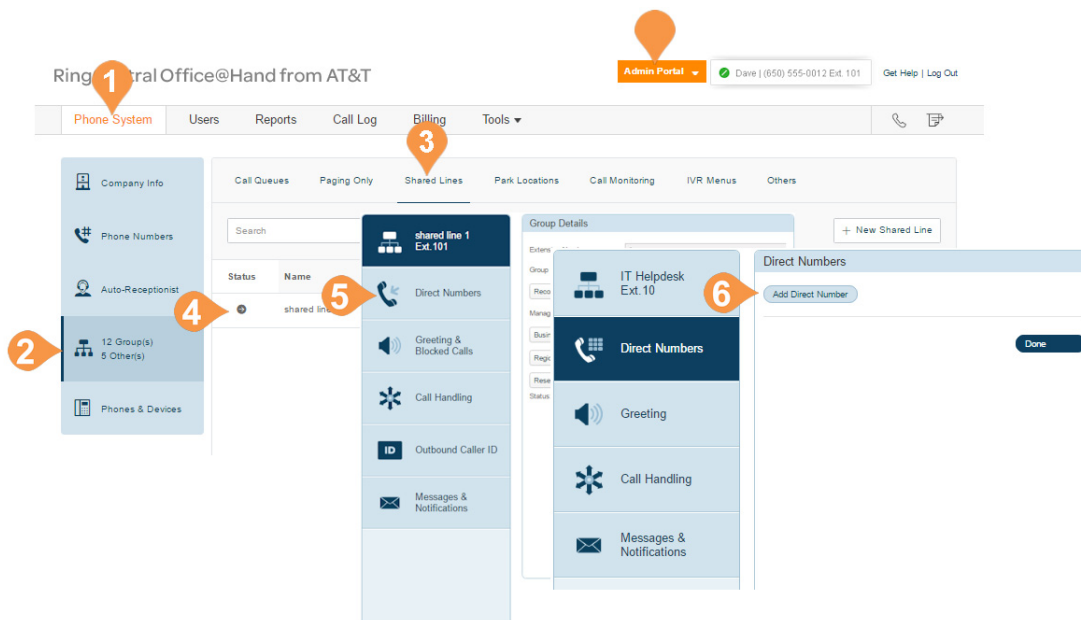
User: John Smith - Ext. 1002
Edit User



Add a Direct Number

To add a direct number to a shared lines group:

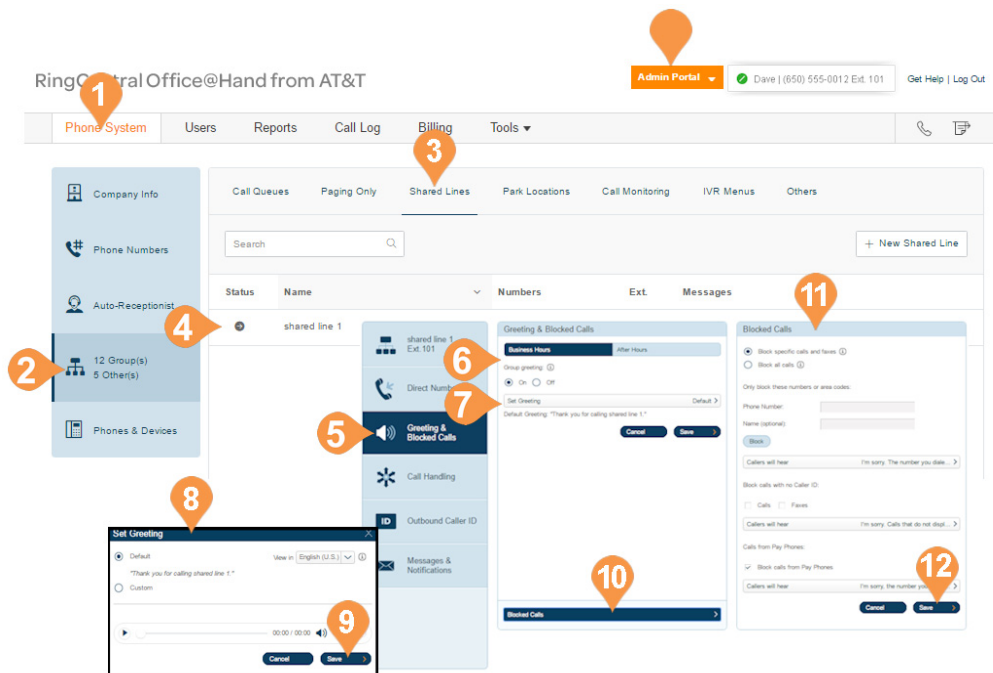
1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Direct Numbers**.
6. Click **Add Direct Number**.
7. Follow the following instructions for the type of number you choose:
 - a. **Local (Domestic)** - Provide the State/Province and Area Code and Select number.
 - b. **Toll-Free** - Select the button for **Toll-Free** and select a Toll-Free pre-fix. Select one or more numbers and click **Add Numbers**.
 - c. **Vanity** - Select the button for **Vanity**. Enter a number that helps customers remember your business phone number. Enter the numbers or letters you wish to use and click **Search** to see if it is available. Select a number and click **Add Numbers**.
8. Click **Next**.
9. Review and confirm the order.
10. Click **Done**.



Greeting & Blocked Numbers

Set Greeting and keep the default, or record a custom greeting for the group. Click Blocked Numbers to block specific calls or all calls for this call group. Then set up the message blocked callers will hear.

1. From **Admin Portal**, select **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Greeting & Blocked Calls**.
6. Under Group greeting, be sure the button next to **On** is selected if you'd like a greeting.
7. Click **Set Greeting** to set your greeting.
8. A pop-up will appear displaying the current **Voicemail Greeting**. Choose your preferred type of greeting.
 - a. **Default** – Select the button next to **Default**.
 - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings appear. When ready, click the red **Record** button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
 - **Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**.
9. Click **Save**.
10. Click **Blocked Calls**.
11. Set your preferences for **Blocked Calls**.
12. Click **Save**.



Call Handling

Review or change each option for handling incoming calls for both Business Hours and After Hours. Click the drop-down menu and set the number of rings to wait before forwarding unanswered calls to any value between 10 and 80 seconds.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Call Handling**.
6. Under **Audio while connecting**, select the button next to **On** and click **Set Audio**.
 - a. Choose a **Ring Tone**, **Music**, **None** or **Custom** for your audio.
 - b. Click **Save**.
7. Under **When all lines are busy forward calls to**, click **Select Destination**.
 - a. Select the button next to the call destination you'd like to set.
 - a. Click **Save**.
8. Under **Number of seconds to wait before forwarding unanswered calls** use the drop-down menu to choose a value between 10 and 80 seconds.
9. Click **Save**.

The screenshot displays the RingCentral Admin Portal interface. At the top, the 'Phone System' tab is selected. The sidebar on the left shows the 'Groups' section expanded, with 'Shared Lines' selected. The main content area shows the 'Shared Lines' tab with a table of shared lines. A 'Call Handling' modal is open, showing settings for Business Hours and After Hours. The modal includes options for 'Audio while connecting' (On/Off), 'Set Audio' (Ring Tones), 'When all lines are busy, forward calls to' (Select Destination), and 'Number of seconds to wait before forwarding unanswered calls' (80 seconds). The 'Save' button is highlighted.



Outbound Caller ID

Set up an outbound caller ID for the group, or use individual numbers as caller IDs for each line.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Outbound Caller ID**.
6. Choose whether you'd like to use the one number as the caller ID for the entire group or if you'd like to use individual lines.
 - a. **Group** - Select the button next to **Group** and choose a number from the drop-down menu.
 - b. **Individual Lines** - Select the button next to **Individual Lines**.
7. Click **Save**.

The screenshot displays the RingCentral Admin Portal interface with several numbered callouts (1-7) indicating the steps to configure Outbound Caller ID:

- 1**: Points to the **Admin Portal** header.
- 2**: Points to the **Groups** icon in the left sidebar.
- 3**: Points to the **Shared Lines** tab in the top navigation bar.
- 4**: Points to the **shared line 1** entry in the list.
- 5**: Points to the **Outbound Caller ID** option in the left sidebar.
- 6**: Points to the **Group** radio button in the **Outbound Caller ID** configuration modal.
- 7**: Points to the **Save** button in the modal.

The **Outbound Caller ID** modal shows options for **Group** and **Individual Lines**. The **Group** option is selected, and a dropdown menu shows the **855-555-0012 Main Number** as the selected caller ID. The **Individual Lines** option is also visible with a **Not specified** dropdown.

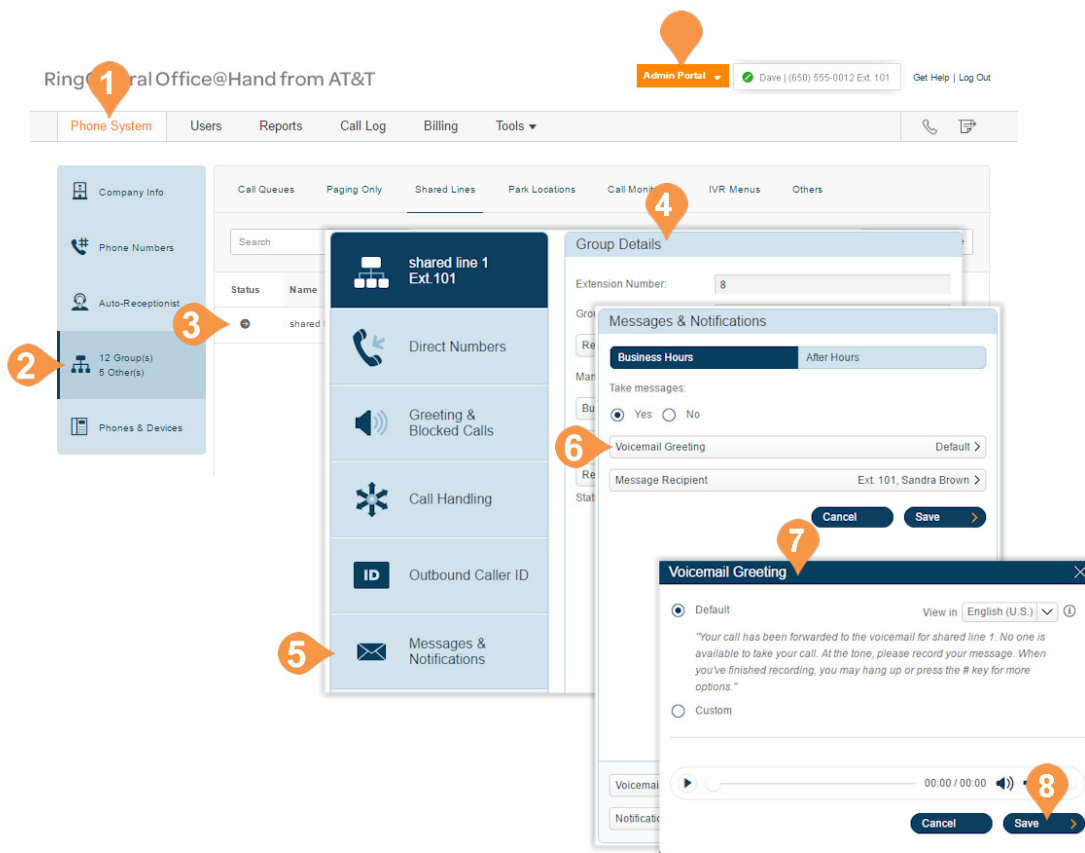


Messages & Notifications

Set up a group voicemail and notification options.

Voicemail Greeting

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Messages & Notifications**.
6. Click **Voicemail Greeting**.
7. A pop-up will appear displaying the current **Voicemail Greeting**. Choose your preferred type of greeting.
 - a. **Default** – Select the button next to **Default**.
 - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
 - **Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**.
8. Click **Save**.



Message Recipient

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Messages & Notifications**.
6. Under **Take messages**, select the button next to **On**.
7. Click **Message Recipient**. A pop-up will appear with a list of recipients.
8. Select the button next to the extension you'd like to set as the recipient.
9. Click **Save**.

The screenshot illustrates the process of configuring a message recipient for a shared line in the RingCentral Admin Portal. The interface includes a top navigation bar with the 'Admin Portal' dropdown and a user profile for 'Dave | (650) 555-0012 Ext. 101'. The main navigation tabs include 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The 'Phone System' tab is active, and the 'Shared Lines' sub-tab is selected. A sidebar on the left contains links for 'Company Info', 'Phone Numbers', 'Auto-Receptionist', '12 Group(s) 5 Other(s)', and 'Phones & Devices'. The 'Messages & Notifications' section is highlighted in the sidebar. A pop-up window titled 'Messages & Notifications' is displayed, showing 'Business Hours' set to 'After Hours' and 'Take messages' set to 'Yes'. The 'Message Recipient' field is set to 'Ext. 101, Sandra Brown'. A 'Select Message Recipient' dialog box is open, showing a list of recipients with columns for 'Select', 'Name', 'Ext.', 'Type', and 'Department'. The list includes 'Fax Group 1', 'Holiday', 'John Smith', 'Sandra Brown', 'Shared Line - message only', and 'This extension'. The 'Done' button is highlighted in the bottom right corner of the dialog box.

Select	Name	Ext.	Type	Department
<input type="radio"/>	Fax Group 1	3	Message-Only Extension	
<input type="radio"/>	Holiday	15	Message-Only Extension	
<input type="radio"/>	John Smith	1002	User	
<input checked="" type="radio"/>	Sandra Brown	101	User	
<input type="radio"/>	Shared Line - message only	17	Message-Only Extension	
<input type="radio"/>	This extension	8	Shared Lines	



Notifications

Choose who will receive notifications for voicemail messages and how they will receive them.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Shared Lines** tab.
4. Select an existing **Shared Lines** group.
5. Click **Messages & Notifications**.
6. Click **Notifications**. A pop-up will appear with notification options.
7. Set your notification settings by checking the boxes and filling in email and phone numbers.
8. Click **Save**.

The screenshot illustrates the process of configuring voicemail notifications in the RingCentral Admin Portal. The interface is divided into a top navigation bar, a main navigation sidebar, and a central content area. The 'Phone System' tab is selected in the sidebar, and the '12 Group(s) 5 Others' link is highlighted. The main content area shows the 'Shared Lines' tab, with a search bar and a '+ New Shared Line' button. A list of shared lines is displayed, with 'shared line 1 Ext. 101' selected. The 'Messages & Notifications' section is open, showing settings for 'Business Hours' and 'After Hours'. The 'Take messages' section has 'Yes' selected. The 'Voicemail Greeting' is set to 'Default' and the 'Message Recipient' is 'Ext. 101, Sandra Brown'. The 'Notifications' pop-up is shown, with 'Notify me of:' set to 'By Email' and 'By SMS'. The 'Send notifications to:' section has 'Email' set to 'name@example.com' and 'Phone number' set to '(650) 555-0012'. The 'Advanced Notification Options' section is also visible.



Park Location

Use Park Location groups to create a private location in which specific users can park and pick up calls. Once users have been added to the group, the park location can be added to the user's Presence on a desk phone or HUD on the RingCentral for Desktop application. You can have up to 100 park locations in your phone system.

Add a Park Location

1. From the **Admin Portal** tab, select **Phone System**.
2. Click **Groups**.
3. Click the **Park Locations** tab.
4. Click **New Park Location**.
5. The **Add Park Location** pop-up appears.
6. Enter the **Group Name** and **Extension Number**.
7. Click **Save**.

Note: Only one call can be parked in each location at a time. 7.

The screenshot illustrates the RingCentral Admin Portal interface for managing park locations. The sidebar on the left shows the 'Phone System' menu with 'Groups' selected. The main content area displays the 'Park Locations' tab, which includes a search bar and a table of existing locations. A '+ New Park Location' button is located in the top right corner of the main content area. An 'Add Park Location' pop-up window is open, showing the 'Group Name' and 'Extension Number' fields. The 'Extension Number' field contains the value '10001'. The 'Save' button is highlighted in the bottom right corner of the pop-up.

Status	Name	Ext.	
✓	Park Location 10001	10001	Disable
✓	Park Location 10002	10002	Disable



Configure a Park Location

After you create a Park Location, you can edit its information and add or remove users to it.

Info

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Gaddroups**.
3. Click the **Park Location** tab.
4. Select a **Park Location** (Park Location 1001 in this example).
5. Click **Info**.
6. Edit your **Extension Number** and **Park Location Name**.
7. If you'd like to delete this extension, click **Delete Park Location**.

The screenshot illustrates the RingCentral Admin Portal interface for configuring a Park Location. The top navigation bar includes the 'Admin Portal' dropdown and user information. The left sidebar shows the 'Phone System' tab selected. The main content area displays the 'Park Locations' tab with a table listing locations. A modal window is open for editing 'Park Location 10002', showing fields for 'Extension Number' and 'Park Location Name', and a 'Save' button.

Status	Name
✓	Park Location 10001
✓	Park Location 10002

Modal Window: Edit Park Location 10002

Extension Number: 10002

Park Location Name: Park Location 10002

Status: Enabled

Buttons: Cancel, Save



Add Users to a Park Location

To add users to a park location:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Park Location** tab.
4. Select a **Park Location** (Park Location 1001 in this example).
5. Click **Location Users**.
6. Click **Users of this park location**.
7. Select the users you'd like to add to the location.
8. Click the blue arrow to move the users to the list on the right.
9. Click **Save**.

The screenshot illustrates the RingCentral Admin Portal interface for adding users to a park location. The interface is divided into a sidebar, a top navigation bar, and a main content area. The sidebar on the left contains a 'Phone System' tab and a 'Groups' section. The top navigation bar includes the 'Admin Portal' dropdown and user information. The main content area features a 'Park Locations' tab, which is currently selected. Below this tab, there is a search bar and a table listing park locations. A 'Location Users' modal is open, showing a list of available users and a 'Users of this park location' list. The 'Users of this park location' modal is also open, showing a list of available users and a 'Users of this park location' list. The steps are numbered 1 through 9, corresponding to the instructions provided in the text.



Call Monitoring Group*

Call monitoring groups all authorized users to access calls made by other users in real time. These functions provide training, coaching, and QA tools for supervisors or other levels of the management team. They can also help improve teams' performance and productivity. The following actions are available for authorized users in a call monitoring group: Monitor, Whisper, Barge, and Take Over.

To set up call monitoring, you'll need to create a call monitoring group and configure it. The system prompts you to select the users who will have permission to monitor, and lastly, select the users who can be monitored.

After creating a call monitoring group, users who have the permission to monitor others' calls will use the touch tones on their phones to access the call monitoring features. These users will select a current call in progress on their phones then press the touch tone for the action they'd like to take.

You must have a supported device with presence capabilities to use this feature.

Supported Devices:

- Polycom VVX 310
- Polycom VVX 410
- Polycom VVX 500
- Cisco SPA 303
- Cisco SPA 508G
- Cisco SPA 514G
- Cisco SPA 525G2

Action	Description	Example	Touch Tone
Monitor	Silently listen in on a call	Supervisors/QA to monitor performance	*80
Whisper	Speak only to the employee without the caller on the other end hearing	Provide support to users to help them handle a call	*81
Barge	Join the call so all parties can communicate with each other	Help facilitate discussion between all parties	*82
Take Over	Take over the call entirely and release the employee from the call	Allow the supervisor to handle a call and allow the employee to continue other tasks	*83



Add a Call Monitoring Group*

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Monitoring** tab.
4. Click **New Call Monitoring**.
5. Enter a **Group Name**.
6. Click **Next**.
7. Select the users that can monitor this group.
8. Click **Next**.
9. Select the users that can be monitored by this group.
10. Click **Save**.

Note: The users who will be doing the monitoring (for example, supervisors) can add the users who will be getting monitored (for example, agents) in his or her desk phone Presence appearance. The desk phone may need to be rebooted after these settings have been changed.

*Available for Office Premium Enterprise users only.

The screenshots illustrate the process of creating a Call Monitoring Group. The first screenshot shows the Admin Portal with the Phone System tab selected. The second screenshot shows the Groups link in the left sidebar. The third screenshot shows the Call Monitoring tab selected. The fourth screenshot shows the '+ New Call Monitoring' button. The fifth screenshot shows the 'Group Name' field with 'Call Monitoring Group' entered. The sixth screenshot shows the 'Next' button. The seventh screenshot shows the 'Select users that can monitor this group' screen with a table of users: John Smith (1002, User) and Sandra Brown (101, User). The eighth screenshot shows the 'Next' button. The ninth screenshot shows the 'Select users that can be monitored' screen with a table of users: Dave Richards (101, User), Jan Smith (102, User), and John Anderson (103, User). The tenth screenshot shows the 'Save' button.



Configure a Call Monitoring Group

After you create your Call Monitoring Group, you can edit the group members and set up Presence for members of the group.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Call Monitoring** tab.
4. Select a **Call Monitoring** group.
5. Click **Info** to edit the **Group Name** or **Delete** the group.
6. Click **Group Members** to edit Users that can monitor others and Users that can be monitored.

The screenshot illustrates the RingCentral Admin Portal interface for configuring a Call Monitoring Group. The top navigation bar includes the 'Admin Portal' link and user details. The left sidebar lists various system components, with 'Phone System' highlighted. The main content area displays the 'Call Monitoring' section, featuring a search bar and a table of monitoring groups. Two pop-up windows are shown: the 'Customer Service Monitoring Info' window for editing group details, and the 'Customer Service Monitoring Group Members' window for managing monitoring permissions. Orange callout numbers 1 through 6 indicate the sequence of actions for configuring the group.



Message-Only Extensions

Create an extension dedicated to receiving messages. All calls routed to this extension will automatically be directed to the extension's voicemail box.

Add a Message-Only Extension

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Others** tab.
4. Click **New Message-Only Extension**. The **Add Messages-Only Extension** pop-up appears.
5. Enter the **Extension Name**, **Extension Number**, and **Email**.
6. Click **Save**.

The screenshot shows the RingCentral Admin Portal interface. The top navigation bar includes the 'Admin Portal' dropdown and user information. The left sidebar contains the 'Phone System' tab, which is selected. Under 'Phone System', the 'Groups' option is highlighted. The 'Others' tab is selected within the 'Groups' section. The 'New Message-Only Extension' button is visible in the top right of the 'Others' tab. The 'Add Messages-Only Extension' pop-up form is displayed, with fields for 'Extension Name', 'Extension Number' (containing '1'), and 'Email'. The 'Save' button is at the bottom right of the form.

Status	Type	Name	Numbers	Ext.	Messages
●	Announcements-Only E...	Announcements Only		14	0 / 0 Resend Invitation Delete
Add Messages-Only Extension ×					
		Extension Name			0 / 0 Resend Invitation Delete
		Extension Number	1		0 / 0 Resend Invitation Delete
		Email			



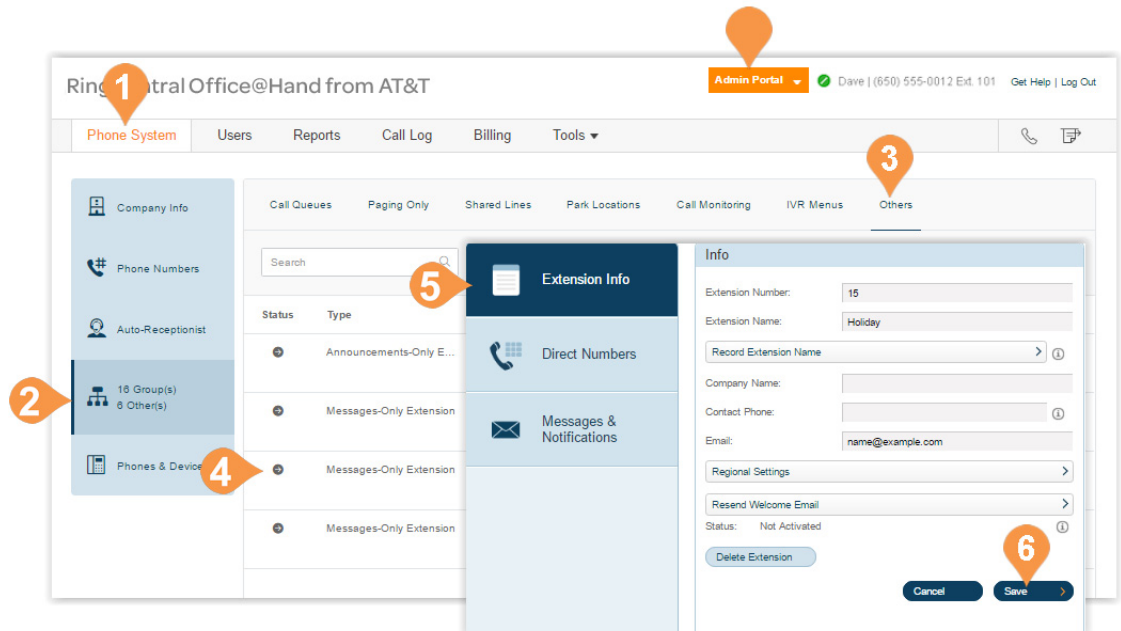
Configure a Message-Only Extension

After you've created a Message-Only Extension configure the Extension Info, Direct Numbers, and Messages & Notifications.

Extension Info

Edit your extension number, name, and delete your menu.

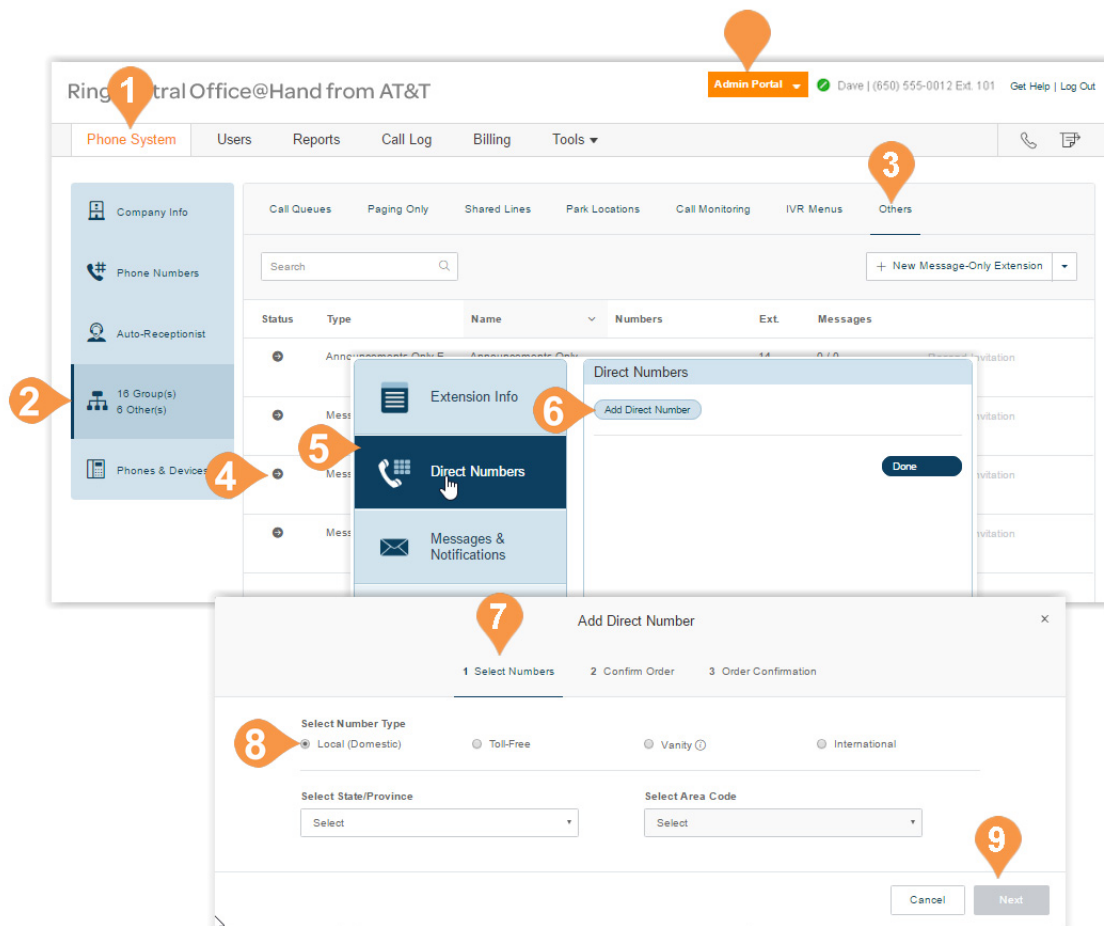
1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension** (Voicemail in this example).
5. Click **Extension Info** to edit the following:
 - a. Extension Number
 - b. Extension Name
 - c. Company Name
 - d. Contact Phone
 - e. Email
 - f. Regional Settings
 - g. Apply Template
 - h. Resend Welcome Email
 - i. Delete Extension
6. Click **Save**.



Add a Direct Number

To add a direct number to a message-only extension:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension**.
5. Select the **Direct Numbers** tab.
6. Click **Add Direct Number**.
7. Select the **State/Province** and **Area code** then select a number from the drop-down menu.
8. Click **Next** when finished choosing your number.
9. Follow the prompts to purchase your new number.

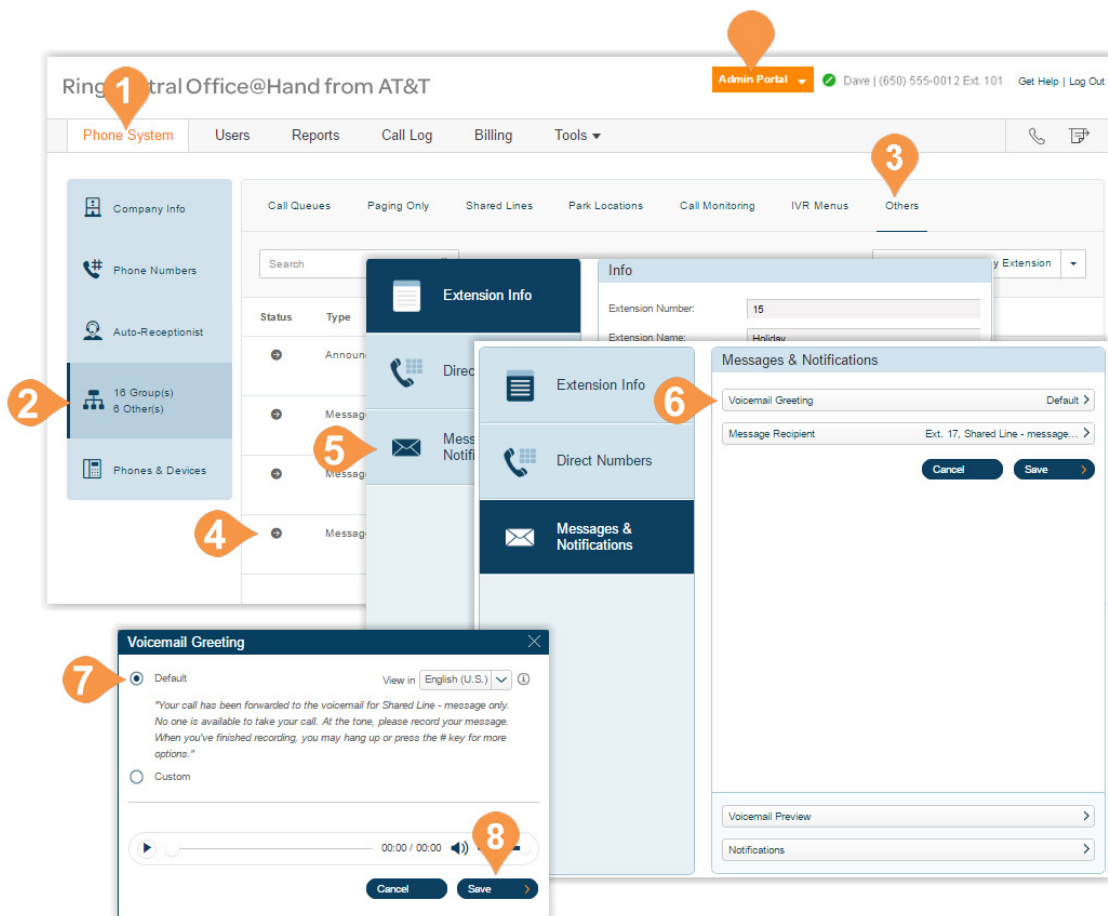


Messages & Notifications

Set the voicemail greeting to use for your Message-Only Extension.

Set a Voicemail Greeting

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension**.
5. Click **Messages & Notifications**.
6. Click **Voicemail Greeting**.
7. A pop-up will appear displaying the current **Voicemail Greeting**. Choose your preferred type of greeting.
 - a. **Default** – Select the button next to **Default**.
 - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and Office@Hand will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your company greeting through your computer microphone. Stop the recording and listen to the playback.
 - **Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**.
8. Click **Save**.



Message Recipient

To set a message recipient:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension** (Voicemail in this example).
5. Click **Messages & Notifications**.
6. Click **Message Recipient**.
7. A pop-up will appear with a list of recipients.
8. Select the button next to the extension you'd like to set as the recipient.
9. Click **Save**.

The screenshot illustrates the steps to set a message recipient in the RingCentral Admin Portal. The interface shows the 'Phone System' tab selected, with the 'Groups' section expanded. The 'Messages & Notifications' section is also visible. A 'Select Message Recipient' dialog box is open, displaying a list of extensions and their types. The dialog box includes a search bar, a dropdown for 'All Extensions', and a table with columns for 'Select', 'Name', 'Ext.', 'Type', and 'Department'. The table lists several extensions, including 'Fax Group 1', 'Holiday', 'John Smith', 'Sandra Brown', 'Shared Line 1', and 'This extension'. The 'This extension' row is highlighted, and a 'Done' button is visible at the bottom right of the dialog box.

Select	Name	Ext.	Type	Department
<input type="radio"/>	Fax Group 1	3	Message-Only Extension	
<input type="radio"/>	Holiday	15	Message-Only Extension	
<input type="radio"/>	John Smith	1002	User	
<input type="radio"/>	Sandra Brown	101	User	
<input type="radio"/>	Shared Line 1	8	Shared Lines	
<input checked="" type="radio"/>	This extension	17	Message-Only Extension	



Notifications

Choose who will receive notifications for voicemail messages and how they will receive them.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Message-Only Extension** (Voicemail in this example).
5. Click **Messages & Notifications**.
6. Click **Notifications**.
A pop-up will appear with notification options.
7. Set your notification settings by checking the boxes and filling in email and phone numbers.
 - a. Click **Advanced Notification Options** to see more detailed notification settings.
 - b. Set your **Advanced Notification Options**. Here you can choose different email addresses and phone numbers for your notifications, select settings for marking messages as read, and select options for email attachments.
 - c. Click **Switch to Basic Notification Settings**.
8. Click **Save**.

The screenshot illustrates the process of configuring notifications for a voicemail extension in the RingCentral Admin Portal. The interface includes a top navigation bar with the 'Admin Portal' link and a user profile. The left sidebar shows the 'Phone System' tab selected, with 'Groups' highlighted. The main content area displays a table of extensions, with the 'Other' tab selected. A specific extension is selected, and the 'Messages & Notifications' option is clicked. A pop-up window titled 'Notifications' appears, showing settings for 'Notify me of:' (Voicemail Messages, Received Faxes, Missed Calls, Received Text Messages) and 'Send notifications to:' (Email, Phone number). The 'Advanced Notification Options' section is expanded, showing the email address 'dave.richards@mycompany.com' and a phone number field. The 'Save' button is highlighted.



Announcement-Only Extensions

Create an extension that only plays an announcement for your callers. All callers routed to this extension hear a recorded announcement such as a holiday closure announcement. Add an Announcements-Only Extension.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Others** tab.
4. Select **New Announcements-Only Extension** from the menu. The **Add Announcements-Only Extension** pop-up appears.
5. Enter the **Extension Name**, **Extension Number**, and **Email**.
6. Click **Save**.

The screenshot shows the RingCentral Admin Portal interface. At the top, there's a navigation bar with 'Admin Portal' and user details. Below it, a sidebar on the left lists various system components. The 'Phone System' tab is selected, leading to a 'Groups' section. Within this section, the 'Others' tab is active, showing a table of existing extensions. A dropdown menu is open, allowing the user to select '+ New Announcement-Only Extension'. This action opens a form titled 'Add Announcements-Only Extension'. The form contains three input fields: 'Extension Name', 'Extension Number' (which has the value '1' entered), and 'Email'. At the bottom of the form, there are 'Cancel' and 'Save' buttons.



Extension Info

Edit your extension number, name, and delete your menu.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Announcements-Only Extension** (Office Address and Hours in this example).
5. Click **Extension Info** to edit the following:
 - a. Extension Number
 - b. Extension Name
 - c. Company Name
 - d. Contact Phone
 - e. Email
 - f. Regional Settings
 - g. Apply Template
 - h. Resend Welcome Email
 - i. Delete Extension
6. Click **Save**.

The screenshot displays the RingCentral Admin Portal interface. At the top, the 'Admin Portal' tab is selected (1). The 'Phone System' tab is active in the main navigation bar (2). Under 'Phone System', the 'Groups' link is highlighted (3). A table lists various extensions, with one 'Announcements-Only Extension' selected (4). The 'Extension Info' modal is open, showing fields for Extension Number, Extension Name, Company Name, Contact Phone, Email, Regional Settings, and a 'Resend Welcome Email' button (5). The 'Save' button at the bottom right of the modal is highlighted (6).

Status	Type	Name	Numbers	Ext.	Messages
●	Announcements-Only E...	Announcements Only	14	0 / 0	Resend Invitation Delete



Add a Direct Number

To add a direct number for your Announcement-Only Extension:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Announcement-Only Extension** (Office Address and Hours in this example).
5. Click **Direct Number**.
6. Click **Add Direct Number**.
7. Select the **State/Province** and **Area code** then select a number from the drop-down menu.
8. Click **Next** when finished choosing your number.
9. Follow the prompts to purchase your new number.

The screenshot illustrates the process of adding a direct number to an announcement-only extension in the RingCentral Admin Portal. The interface is titled "RingCentral Office@Hand from AT&T" and includes an "Admin Portal" dropdown menu. The "Phone System" tab is selected, and the "Groups" section is expanded. The "Other" tab is chosen, displaying a list of extensions. The "Announcements-Only E..." extension is selected, and the "Direct Numbers" option is clicked. The "Add Direct Number" dialog box is shown, with the "Local (Domestic)" number type selected. The "Select State/Province" and "Select Area Code" dropdowns are visible, and the "Next" button is highlighted.

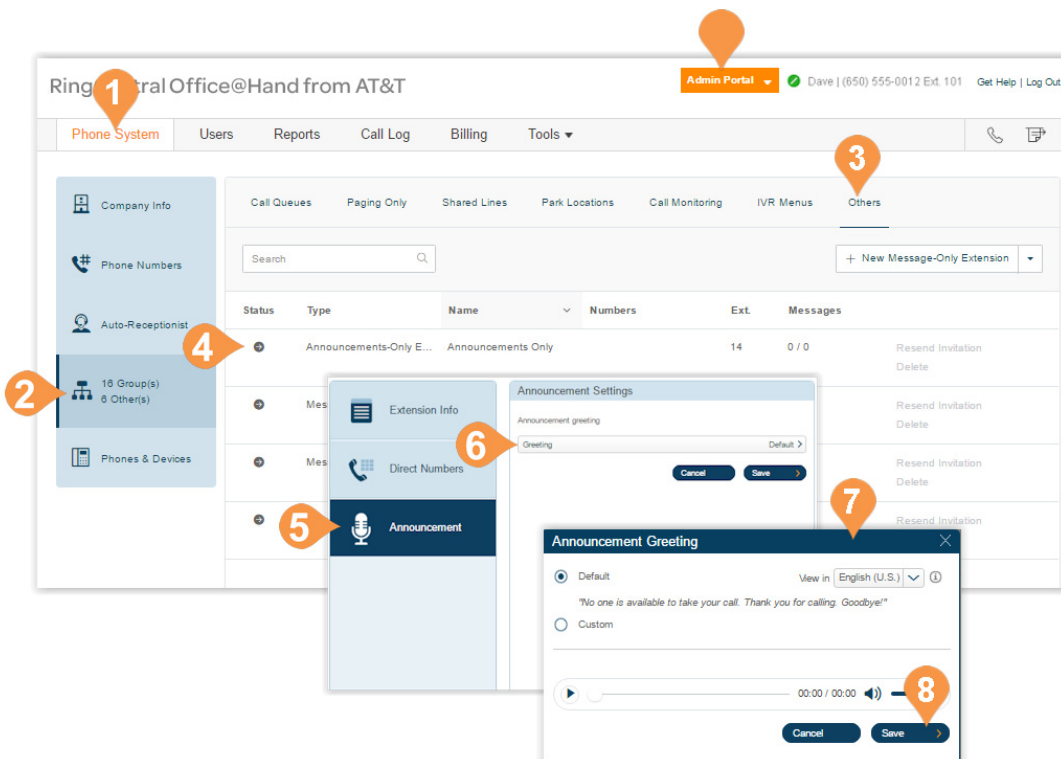
Status	Type	Name	Numbers	Ext.	Messages
●	Announcements-Only E...	Announcements Only		14	0 / 0 Resend Invitation Delete
●				3	0 / 0 Resend Invitation Delete
●				15	0 / 0 Resend Invitation Delete
●				17	0 / 0 Resend Invitation Delete



Set an Announcement

To set an announcement:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Groups**.
3. Click the **Other** tab.
4. Select an existing **Announcement-Only Extension** (Office Address and Hours in this example).
5. Click **Announcement**.
6. Click **Greeting**.
7. A pop-up will appear displaying the current Announcement Greeting. Choose your preferred type of greeting.
 - a. **Default** – Select the button next to **Default**.
 - b. **Custom** – Select the button next to **Custom** and select how you'd like to set your custom recording:
 - **Record Over the Phone**
Next to **Call me at**, choose a phone number from the drop-down menu if you have saved numbers or type a phone number in the text field. Click the **Call Now** button, and RingCentral will call you to record your message.
 - **Record Using Computer Microphone**
Click **Allow** if Office@Hand asks to record through your computer. The Microphone Test and Record settings will appear. When ready, click the red **Record** button to record your announcement through your computer microphone. Stop the recording and listen to the playback.
 - **Import**
Browse for a WAV or MP3 file you want to use. Click **Attach**.
8. Click **Save**.



Phones & Devices



Phones & Devices

This section provides you a view of all phones that are associated with your Office@Hand account. You can add phones and devices from this section as well.

User Phones, Devices, Unassigned

To view and edit devices on your account:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click on the tabs at the top of the middle panel to see:
 - a. **User Phones**
 - b. **Common Phones**
 - c. **Paging Devices**
 - d. **Shared Lines**
 - e. **Unassigned**
4. Click on a device to view and edit details.

RingCentral Office@Hand from AT&T

Admin Portal | John | (650) 530-0184 Ext. 101 | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Auto-Receptionist | 5 Group(s) 3 Other(s) | **Phones & Devices**

User Phones | Common Phones | Paging Devices | Shared Lines | Unassigned | + Add Device

Search User Phones | Status | Device

Status	Device	Assigned	Phone Number	Serial No.	
	Cisco SPA-303 Desk Phone	New User1	(650) 491-0152	N/A	Check Progress
	Cisco SPA-303 Desk Phone	Jane Smith	(650) 206-0147	CCQ16422G0G	
	RingCentral for Desktop	John Smith	(205) 419-0285	LMRC6163	
	RingCentral for Desktop	Donald Harrison	(205) 419-0268	N/A	
	Yealink SIP-T21P Basic IP Phone	George Mc Lennon	(205) 406-0306	00156589673A	

Total: 5 | Show: 25 | < 1 >

Search Devices

You can search or filter the phones or devices by specifying search text, status, or device, and selecting the search icon. The search displays results for devices meeting the search criteria in the device category.

Add a Device

You can add a phone or device by clicking **Add Device** in the upper right. See the next pages for more detailed instructions.



Add a User Phone

To add a user phone:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click **Add Device**.
4. Select the button next to **User Phone** and click **Next**.
5. Select a user to assign the phone to.
6. Select a phone to rent or buy.
7. Choose to add a new phone number for this phone or assign it to an existing Office@Hand number. If you choose to add a new phone number, choose a number from the drop-down menu.
8. Name your new phone.

The screenshot shows the RingCentral Admin Portal interface. At the top, the user is logged in as John | (650) 530-0164 Ext. 101. The 'Phone System' tab is selected in the top navigation bar. On the left sidebar, the 'Phones & Devices' section is highlighted. The main content area shows the 'User Phones' tab with a table of existing devices. A '+ Add Device' button is in the top right of the table. Below the table, there are three pop-up windows illustrating the steps:

- Select Device Type**: A dialog box with three radio buttons: 'User Phone' (selected), 'Unassigned Phone', and 'Paging Device'. The 'User Phone' option is described as 'An activated IP phone assigned to a user.' Buttons for 'Cancel' and 'Next' are at the bottom.
- Select User**: A dialog box with a dropdown menu showing 'Ext. 101 - Dave Richards'. Buttons for 'Cancel' and 'Next' are at the bottom.
- Select Phone**: A dialog box showing a grid of phone models (Cisco SPA-303, SPA-508G, SPA-509G, SPA-518G, SPA-519G, SPA-520G2) with their respective prices. A 'Select' button is at the bottom right.
- Add Phone Number**: A dialog box with two radio buttons: 'Yes' (selected) and 'No, I want to assign an existing RingCentral number'. Buttons for 'Back' and 'Next' are at the bottom.
- Name New Phone**: A dialog box with fields for 'Selected phone:' (Cisco SPA-303 Desk Phone), 'Assign to:' (Ext. 101 - Dave Richards), and 'Phone Nickname:' (Dave Richards: Cisco SPA-303 Desk Phone). Buttons for 'Back' and 'Next' are at the bottom.



9. Register your **E911 Location**.
10. Choose to add more phones or proceed to checkout.
11. Select your **Shipping Address** and click **Next**.
12. Confirm your order by checking the acknowledgment box.
13. Click **Next**.

Note: If you have exceeded your device spending limit for your current billing cycle, your transaction will fail and you will see a message warning you that your order has been put on hold. The warning message states: “Your selections exceed the allowable maximum equipment value that can be placed on your bill (for this billing cycle). Your order has been put on hold. Please call us at AT&T Advanced Solutions customer care at (866) 563-4703.” You can call the number on the warning message to resolve the issue.

9 E911

E911 Registered Location

Enter the physical location where you will be using this phone. 911 dispatchers will send emergency first responders to this exact location.
Important: Be sure to update this address every time you move your phone to a different location to make sure you can be found during an emergency.

Customer Name:

Street Address:

Apartment / Suite #:

City:

State/Province:

Zip Code:

Country:

RingCentral 911 service operates differently than traditional 911 service. We are required by the FCC to advise you of the circumstances under which 911 may not be available or may be in some way limited by comparison to traditional 911 service. Such circumstances include:

(1) **Internet connection failure.** If the connection to the Internet over which your RingCentral phone service is provided were interrupted, you would not have access to RingCentral phone service during that interruption and therefore would not have access to 911 service during that interruption.

(2) **Number Flexibility & Service Portability.** Traditional 911 service automatically sends your 911 call to the appropriate local emergency responder, or Public Safety Answering Point (PSAP), based on your telephone number. Traditional Enhanced 911 service also known as E911 automatically sends your 911 call to the appropriate PSAP along with your address and telephone number. Because RingCentral phone service permits you to obtain a telephone number that does not correspond to your geographic location (for example, you may obtain a RingCentral phone number with a California area code even if you do not have a California address) and allows you to use RingCentral phone service anywhere you have broadband Internet access, RingCentral 911 service functions differently than traditional 911 service in certain respects.

Because your address does not necessarily correspond with your telephone number, you will have to provide:

☒ By selecting this checkbox and clicking "I Accept" below, you confirm that you have read, agree, and understand this notice.

Important! This is the address that will be used in the event of a 911 call. Be sure to update this address anytime you change the location where you use this RingCentral Office@Hand. If you plan to use your Office@Hand equipment outside of the United States, please click here.

10 Add more phones?

Would you like to add more phones now?

11 Shipping

Shipping Address

Please select your shipping option:

☒ **GROUND: \$18.95**

Please select the address where you want the phone to be shipped.

Ship attention to:

☒ **My Company**
123 Main Street
San Mateo, CA 94404
United States

☐ **Something New**
123 Main Street
San Mateo, CA 94404
United States

Please allow 5-7 business days for standard delivery.

12 Confirm Order

Charges

12/07/2014 - 12/06/2015	Charges	
Additional RingCentral Services	\$419.88	Expand
One Time Charges	Charges	
Additional RingCentral Services	\$137.95	Expand
Charges: \$557.83		

Adjustments

12/07/2014 - 04/16/2015	Credit	
Prorate Adjustment - Additional RingCentral Services	(\$149.55)	Expand
Adjustments: (\$149.55)		

Taxes, Charges and Fees

State and local taxes and fees	\$10.16
e911 Service Fee	\$8.00
Federal Universal Service Fund	\$25.68
Compliance and Administrative Cost Recovery Fee	\$24.00
Taxes and Fees: \$73.84	
Total Charges: \$557.83	
Total Adjustments: (\$149.55)	
Total Taxes & Fees: \$73.84	
Sub-total: \$482.12	
Total deducted from account credit balance: \$0.00	
Total charged to credit card: \$482.12	

Adjustments are calculated based on the unused portion of your previous service(s) and deducted from the cost of your new service(s).

All charges will appear as "RingCentral, Inc" on your credit card statement and will be charged to the credit card on file for this account. Your credit card information is encrypted and processed on a secure server.

☒ I acknowledge that I have read this information and understand the itemized charges listed above. I authorize the total amount of **\$482.12** to be charged to my credit card ending in [*1111]. I further authorize the annually recurring charges of \$419.88 beginning on 12/07/2015 and continuing until canceled, which is in addition to my regular charges.

Transaction Failed

Your selections exceed the allowable maximum equipment value that can be placed on your bill (for this billing cycle). Your order has been put on hold. Please call us at AT&T Advanced Solutions customer care at (866) 563-4703.



Add an Unassigned Phone

To add an unassigned phone:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click **Add Device**.
4. Select the button next to **Unassigned Phone** and click **Next**.
5. Select a phone to rent or buy.
6. Choose to add more phones or proceed to checkout.
7. Select your shipping preferences. Confirm your order by checking the acknowledgment box and click **Next**.

Note: If you have exceeded your device spending limit for your current billing cycle, your transaction will fail and you will see a message warning you that your order has been put on hold. The warning message states: "Your selections exceed the allowable maximum equipment value that can be placed on your bill (for this billing cycle). Your order has been put on hold. Please call us at AT&T Advanced Solutions customer care at (866) 563-4703." You can call the number on the warning message to resolve the issue.

The screenshot shows the RingCentral Admin Portal interface. At the top, the 'Admin Portal' tab is selected. The 'Phone System' tab is active, and the 'Phones & Devices' section is expanded. The 'Unassigned' tab is selected, showing a table of unassigned devices. A 'Total: 6' is displayed at the bottom of the table. A 'Select Device Type' dialog box is open, showing the 'Unassigned Phone' option selected. A 'Transaction Failed' dialog box is also visible, indicating that the order has been put on hold due to exceeding the allowable maximum equipment value. A 'Shipping' dialog box is open, showing the shipping address and options.

1 From the **Admin Portal**, select the **Phone System** tab.

2 Click **Phones & Devices**.

3 Click **Add Device**.

4 Select the button next to **Unassigned Phone** and click **Next**.

5 Select a phone to rent or buy.

6 Choose to add more phones or proceed to checkout.

7 Select your shipping preferences. Confirm your order by checking the acknowledgment box and click **Next**.

Transaction Failed

Your selections exceed the allowable maximum equipment value that can be placed on your bill (for this billing cycle). Your order has been put on hold. Please call us at AT&T Advanced Solutions customer care at (866) 563-4703.

Shipping

Shipping Address

Please select your shipping option:

☒ GROUND: \$18.95

Please select the address where you want the phone to be shipped.

Ship attention to:

☒ My Company
123 Main Street
San Mateo, CA 94404
United States

☐ Something New
123 Main Street
San Mateo, CA 94404
United States

Please allow 5-7 business days for standard delivery.



Add a Paging Device

To add a paging device:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click **Add Device**.
4. Select the button next to **Paging Device**.
5. View the **Paging Device** choices and click **Next**.
6. View the provisioning information for the device.
7. Click **Done** to add the paging device to your system.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (850) 555-0012 Ext. 101 | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Company Info | Phone Numbers | Auto-Receptionist | 5 Group(s) | 3 Other(s) | **Phones & Devices**

User Phones | Common Phones | **Paging Devices** | Shared Lines | Unassigned

Search Paging Devices | Status

Delete

Status	Name	Assigned Groups
	Warehouse Paging Device	Delete

Total: 1 | Show: 25 | < 1 >

4 Select Device Type

What device would you like to add?

- ☐ User Phone
An activated IP phone assigned to a user.
- ☐ Unassigned Phone
An IP phone in your account that is not yet activated or assigned to a user.
- ☒ **Paging Device**
A special device that supports overhead paging e.g. CyberData Paging Speaker.

Cancel | Next

5 Add Paging Device

Only the following paging devices are supported by RingCentral:

- CyberData SIP-enabled IP V2 Paging Speaker
- CyberData SIP-enabled IP V2 Paging Amplifier

Device Nickname:

Cancel | Next

6 Add Paging Device

Provisioning information for CyberData paging devices:

CyberData paging devices need to be programmed with the information given below to make them fully functional when assigned to paging group.

Step 1: Open a web browser session to the CyberData device. Please consult the vendor documentation for details on how to determine the IP address of your device and how to enter the relevant login credentials.

Step 2: Navigate to the Networking page and confirm that the device is configured for DHCP operation.

Step 3: Navigate to the SIP Configuration page and enter the following settings in the appropriate fields and Click "Save". The device may reboot.

SIP Server	sip.ringcentral.com
Remote SIP port	5060
Local SIP port	5060
Outbound Proxy	sip20.ringcentral.com
Outbound Proxy Port	5090
SIP User ID	16503979449*559
Authenticate ID	559960440
Authenticate Password	456823w8lhd9

Done



Add a Common Phone

A common phone is only available for hot desking, and enables any employee to log in to a shared phone that adopts the user's phone settings. For more information on managing common phones, see Hot Desking.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click **Add Device**.
4. Select the button next to **Common Phone**.
5. View the Common Phone choices and click **Next**.
6. Register your **Emergency Address**.
7. Choose to add more phones or proceed to checkout.
8. Select your shipping preferences and click **Next**.
9. Confirm your order by checking the acknowledgment box and click **Next**.

The screenshot illustrates the process of adding a common phone in the RingCentral Admin Portal. The interface is divided into a sidebar and a main content area. The sidebar contains links to 'Company Info', 'Phone Numbers', 'Auto-Receptionist', and 'Phones & Devices'. The main content area shows the 'Common Phones' tab with a table listing devices. Two pop-up windows are shown: 'Select Device Type' and 'Select up to 50 Common Phones'.

Step 1: From the Admin Portal, select the Phone System tab.

Step 2: Click Phones & Devices.

Step 3: Click Add Device.

Step 4: Select the button next to Common Phone.

Step 5: View the Common Phone choices and click Next.

Step 6: Register your Emergency Address.

Step 7: Choose to add more phones or proceed to checkout.

Step 8: Select your shipping preferences and click Next.

Step 9: Confirm your order by checking the acknowledgment box and click Next.

Common Phones Table:

Availability	Device	Name	Phone Number	Serial No.
<input checked="" type="checkbox"/>	Polycorn VVX410	Common Phone Polycorn VVX...	(650) 446-5654	N/A

Select Device Type:

What device would you like to add?

- ☐ User Phone
An activated IP phone assigned to a user.
- ☐ Unassigned Phone
An IP phone in your account that is not yet activated or assigned to a user.
- ☐ Paging Device
A wall-mounted speaker or amplifier that enables overhead paging.
- ☒ Common Phone
A shared phone in which users can log-in with their credentials to start using it.

Select up to 50 Common Phones:

Line type: Common phone \$0.00
The common phone can be only used for hot desking, no minutes included for any type of calls.

Number of Devices: 1

Select Type of Device: ①

Desk Phones:

- Polycorn VVX-310 Gigaset Ethernet Phone
Desk Phone
Your Price: \$169.00
- Polycorn VVX-410 Color Gigaset Ethernet Phone
Desk Phone
Your Price: \$219.00
- Polycorn VVX-410 Color Gigaset Ethernet Phone with 1 Expansion Module
Desk Phone
Your Price: \$419.00
- Polycorn VVX-500 Color Touchscreen Desk Phone
Your Price: \$299.00
- Polycorn VVX-500 Color Touchscreen Phone with 1 Expansion Module
Desk Phone
Your Price: \$499.00



HD Voice*

HD Voice enables higher fidelity voice transmission that offers a more lifelike communication experience. The HD Voice options for your devices can be enabled from your online account.

1. From the **Admin Portal**, select the **Settings** tab.
2. Click **Phones & Devices**.
3. Under **User Phones**, select a phone.
4. Under **Phone Details**, check the box next to **Use HD Voice if possible**.
5. Click **Save**.

Primary beneficiaries are users calling another extension in their account. Secondary beneficiaries are users calling other Office@Hand users. Supported devices include the following desk phones:

- Polycom IP 550 / 650
- Polycom VVX 310/410/500
- Polycom IP 5000/6000 Conference Phones
- Cisco SPA 303/508/514/525G2

You can also use HD Voice on:

- Office@Hand for Desktop (Windows and Mac)
- Office@Hand mobile app (iOS and Android)

*Available for Office Premium and Enterprise users only.

The screenshot shows the RingCentral Admin Portal interface. At the top, the header reads "RingCentral Office@Hand from AT&T" with an "Admin Portal" button and user information "Dave | (650) 555-0012 Ext. 101". Below the header is a navigation bar with tabs: "Phone System", "Users", "Reports", "Call Log", "Billing", and "Tools". On the left is a sidebar menu with options: "Company Info", "Phone Numbers", "Auto-Receptionist", "5 Group(s) 3 Other(s)", and "Phones & Devices". The "Phones & Devices" section is active, showing a list of phones under the "User Phones" tab. The list includes "Ben Smith, EXT. 103" (Polycom VVX-310 Gigabit Ethernet Phone), "Dave Richards, EXT. 101" (Polycom VVX-310 Gigabit Ethernet Phone), "Jess Jones, EXT. 104" (Jess Jones Cisco SPA-303 Desk Phone), and "Mary Goss, EXT. 102" (Mary Goss Polycom VVX-310 Gigabit Ethernet Phone). The "Ben Smith" phone is selected. On the right, the "Phone Details" panel for "Ben Smith Polycom VVX-310 Gigabit Ethernet Phone" is shown. It includes fields for "Phone Nickname", "Phone Type", "Serial Number", "Order in progress", "Phone Numbers", "Default area code", "Bandwidth Settings", "Assigned to", "E911 Dialing Address", and "Status". The "Use HD Voice if possible" checkbox is checked. At the bottom right, there are "Cancel" and "Save" buttons.



Hot Desking



Hot Desking

Hot desking* enables any employee to log in to a shared phone that adopts the user's phone settings. Employees who travel from different offices can share the same common phone and desk while keeping their own extension profiles and voicemail access. The admin can view and manage the common phones for hot desking from the Devices tab.

Hot desking is only available for extensions with digital lines. Host phones will not support any inbound or outbound calling without a guest user logged in (except emergency calls).

Common Phone Setup

Hot Desking is required to be set up on a common phone. You can either purchase a new common phone, or convert an existing unassigned Polycom VVX 310, VVX 410, or VVX 500 phone to a common phone. See these sections:

- Add a Common Phone
- Convert an Unassigned Phone to a Common Phone

Convert an Unassigned Phone to a Common Phone

Converting an unassigned phone to a common phone makes that phone only available for use in hot desking. No minutes are included for any type of calls.

To convert an unassigned phone to a common phone:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Unassigned** tab.
4. Select an unassigned phone.
5. In Phone Details, select **Convert to Common Phone**.

Follow the instructions to complete the conversion.

*Available for Office Premium and Enterprise only.

The screenshot shows the RingCentral Admin Portal interface. At the top, the 'Phone System' tab is selected (1). In the left sidebar, 'Phones & Devices' is highlighted (2). The 'Unassigned' tab is selected in the top right of the main content area (3). A table of unassigned phones is displayed, with one phone selected (4). The phone details view shows the 'Convert to Common Phone' button (5).

Status	Device	Phone Number	Serial No.	Check Progress	Assign To
Unassigned	Cisco SPA-303 Desk Phone	(650) 763-0149	N/A	Check Progress	Assign To
Unassigned	Cisco SPA-303 Desk Phone	(650) 515-0171	N/A	Check Progress	Assign To
Unassigned	Cisco SPA-303 Desk Phone	(650) 763-0171	N/A	Check Progress	Assign To
Unassigned	Cisco SPA-303 Desk Phone	(650) 491-0148	N/A	Check Progress	Assign To
Unassigned	Cisco SPA-303 Desk Phone	(650) 491-0149	N/A	Check Progress	Assign To
Unassigned	Cisco SPA-303 Desk Phone	(650) 763-0153	N/A	Check Progress	Assign To

Device: Polycom VVX311
Serial Number: N/A
Assigned Type: Unassigned Phone
Status: Order in Progress
Check Progress

This device has not been setup yet

Setup & Assign Or **Convert to Common Phone**



Unassign a Common Phone

You can unassign a common phone to remove it from hot desking use, and return it to the list of unassigned devices.

To unassign a common phone:

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Devices** tab.
4. Select a common phone.
5. Under Phone Details, select **Unassign Phone**.

Log out a Common Phone

You can log out the currently logged in user from the common phone.

To log out a common phone:

1. From the Admin Portal, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Click the **Devices** tab.
4. Select a common phone.
5. Under Phone Details, select Logout.

The screenshot displays the RingCentral Admin Portal interface. At the top, the 'Admin Portal' tab is selected, indicated by an orange circle with the number 1. The 'Phone System' tab is also visible. In the left sidebar, the 'Phones & Devices' option is highlighted with an orange circle and the number 2. The main content area shows the 'Phones & Devices' section with three tabs: 'User Phones', 'Devices', and 'Unassigned'. The 'Devices' tab is selected, marked with an orange circle and the number 3. A list of 'Common Phones' is displayed, with one phone selected, highlighted with an orange circle and the number 4. The 'Phone Details' panel on the right shows the selected phone's information, including 'Phone Nickname', 'Phone Type', 'Expansion Modules', 'Serial Number', 'Order in progress', 'Phone Numbers', 'Default area code', 'Bandwidth Settings', and 'Assigned as Common Phone'. The 'Assigned as Common Phone' section has an orange circle with the number 5 pointing to the 'Unassign Phone' button.



Set the Hot Desking Session Timeout

The hot desking session timeout specifies the time period when guest users will be logged out from phone endpoints. The default session timeout is 12 hours.

To set session time out for all common phones:

1. From the **Admin Portal**, select the **Tools** tab.
2. Select **Hot Desk Session Timeout**.
3. Set the session timeout from the menu.
4. Click **Save**.

The screenshot displays the RingCentral Office@Hand from AT&T Admin Portal. The top navigation bar includes tabs for Phone System, Users, Reports, Call Log, Billing, and Tools. The Tools tab is selected, and a dropdown menu is open, showing options: Appearance, Session Timeout, Hot Desk Session Timeout (highlighted), IVR, Single Sign-on, and HIPAA Conduit Setting. The main content area is divided into two sections: 'Company Numbers and Info' with a hand icon and the number (650) 530-0164, and 'Auto-Receptionist' with a person icon. To the right, there is a 'Company Shortcuts' section with a clock icon. Below the main content, a 'Hot Desk Session Timeout' panel is shown. It contains a label 'HotDesk user logout after:' followed by a dropdown menu set to '12 hours'. At the bottom right of this panel is a 'Save' button with a right arrow. Numbered callouts 1 through 4 indicate the sequence of steps: 1 points to the Tools tab, 2 points to the Hot Desk Session Timeout menu item, 3 points to the dropdown menu, and 4 points to the Save button.



Assisted Provisioning

You can provision supported third-party devices with your service.

1. From the **Admin Portal**, select the **Phone System** tab.
2. Click **Phones & Devices**.
3. Select the device that needs to be provisioned.
4. Click **Setup and Provision**.
5. Select your phone model. If you have selected:
 - a. **Cisco/Linksys IP Devices**: select the phone model from the menu and click **Next**. Proceed with the steps below.
 - b. **Polycom IP Phones**: select the phone model from the menu and click **Next**. Proceed with the steps below.
 - c. **Yealink IP Phone**: select the phone model from the menu and click **Next**. Proceed with the steps below.
 - d. **Other Phone**: click **Next**. The next window displays the SIP Configuration or information needed for manual provisioning. Contact your manufacturer to know how to configure your phone using these configurations.

Assisted provisioning - Step 1

In addition to the devices RingCentral sells pre-provisioned, RingCentral supports assisted provisioning for additional models. If your model is not available via assisted provisioning, RingCentral may have documented how to manually configure it. Please see the [office devices](#) page for more information.


Select your phone model to begin:

☐ Cisco / Linksys IP Device:

☐ Polycom IP Phone:

☒ Yealink IP Phone:

☐ Other Phone





Yealink

To complete the configuration of a Yealink device:

1. **Assisted Yealink Provisioning – Step 2:** follow the instructions to reset the phone's configuration through the phone's web interface, then click **Next**.
2. **Assisted Yealink Provisioning – Step 3:** enter the phone's MAC Address from the rear of the base station, or from the display of the desktop phone UI. Then click **Next**.

Assisted Yealink Provisioning - Step 2

Next you'll need to reset the existing configuration via the Web interface:

1. Press the OK button on the Phone GUI, or press the [Menu] > [Status] in order to obtain the IP address of the desktop phone.
2. Enter this IP address into the address bar of your web browser and press the Enter key. Login to the web interface of the desktop phone.
3. Click on the "Setting" tab and then click on the "Upgrade" menu option.
4. Locate the "Reset to Factory" item and click the "Reset Now" button.

Or you can reset the existing configuration via the Phone GUI:

1. Long press OK button for 5 seconds.
2. Type in the administrator password.
3. Press the "Yes" to trigger the factory reset.

Note: The web interface of the desktop phone will prompt you for login credentials - these are the administrator credentials to your phone and you must know it to continue. By default it is admin/admin. If you do not know your login/password you may need to contact the vendor of the phone.

[< Back](#)[Next >](#)

Assisted Yealink Provisioning - Step 3

We'll need to know the MAC address of your cordless phone. To obtain this number, turn the base station over and look for the alphanumeric number labeled as MAC address and enter it below.



MAC Address: ⓘ

You can also obtain the MAC address through the display of the desktop phone GUI. On the desktop phone press OK or press the [Menu] > [Status].

[< Back](#)[Next >](#)

3. **Assisted Yealink Provisioning – Step 4:** to complete the process, follow the instructions to configure the phone itself through the phone's web interface. Click **Next**.
4. A confirmation indicates that your device has been provisioned successfully. The phone will reboot and provision itself with RingCentral on reboot. Click **Done**.

Cisco/Linksys IP Devices

To complete the configuration of a Cisco/Linksys IP device:

1. Reset the phone to defaults prior to provisioning to remove any unnecessary settings that may cause failure of provisioning. Refer to your manual on how to reset the phone to defaults.
2. Assisted Cisco/Linksys IP Devices Provisioning – Step 2. Enter the IP Address of the device as instructed and click **Next**. A pop-up window displays a progress bar as it locates and provisions your device.
3. A confirmation indicates that your device has been provisioned successfully.

Polycom

To complete the configuration of a Polycom device:

1. Assisted Polycom Provisioning – Step 2: follow the instructions, then click **Next**.
2. Assisted Polycom Provisioning – Step 3: enter the phone's MAC Address then click **Next**.
3. Assisted Polycom Provisioning – Step 4: follow the instructions to configure the phone itself to complete the process. Click **Done**.

Assisted Yealink Provisioning - Step 4

1. Access Web Interface
Next you'll need to point your desktop phone to RingCentral for configuration information. Login via web interface of the desktop phone. You will be prompted for a login/password credentials - this are the administrator credentials to your phone and you must know it to continue. By default these are admin/admin. If you do not know your login/password you may need to contact the vendor of the phone.

2. Configure Provisioning Server
In the desktop phone web interface, click the "Setting" tab, and then select "Auto Provision" menu option. Locate "Provisioning server" field and enter '<https://yp.ringcentral.com/provisioning/yealink/T21P/bootrom>'.

3. Save and Apply Config
Ensure that the 'User Name' and 'Password' fields are blank. Now click [Confirm] to save the configuration. Click [Autoprovision Now] to get your RingCentral settings provisioned to your phone. The phone will reboot.

Next

Assisted Yealink Provisioning - Finish

Configuration is now complete. Your phone should now be rebooting and will provision itself with RingCentral on reboot. If you are having trouble you can try this wizard again, double-checking the MAC address and that the provisioning URL was entered correctly.

Back

Done



User Management



User Management

This section describes user settings actions that only admins can perform.

Users with Extensions

View your users and their extension information as well as any unassigned extensions on your account:

1. From the **Admin Portal**, select the **Users** tab.
2. Click **Users with Extensions** to view the users on your account.
3. Select a user.
4. View or edit the settings for the selected user. See the RingCentral Office@Hand from AT&T User Guide for more information about user settings.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (650) 254-0170 Ext. 101 | Get Help | Log Out

Phone System | **Users** | Reports | Call Log | Billing | Tools

User list | Roles | User groups | Templates

Users With Extensions | Unassigned Extensions

Search Users | Status | Roles

+ Add User | Download User List

Status	Name	Number	Ext.	Messages
➔	Chris McDonald	(209) 813-0213	1015	0 / 0
✓	Debbie Smith	(209) 736-0286 (209) 813-0286 (760) 854-0139	1004	3 / 3
➔	Harry McDonald	(209) 753-0223	1011	0 / 0
➔	Jess Jones	(209) 736-0241	5035	0 / 0

Total users: 12 | Users per page: 25 | < 1 >

Unassigned Extensions

View unassigned extensions and assign an extension to a new user:

1. From the **Admin Portal**, select the **Users** tab.
2. Click **Unassigned Extensions** to view the unassigned extensions on your account.
3. Select an extension.
4. Enter information about the user that the extension will be assigned to.
5. Click **Save and Enable** to add the user to your phone system.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (206) 453-1978 Ext. 101 | Get Help | Log Out

Phone System | Users | Reports | Call Log | **Billing** | Tools

User list | Roles | User groups | Templates

Users With Extensions | **Unassigned Extensions**

Search Users | + Add User

Name	Serial	Number
Ext. with Cisco SPA-303 Desk Phone		(650) 257-8526
Ext. with Cisco SPA-303 Desk Phone		(650) 257-8542
Ext. with Cisco SPA-303 Desk Phone		(650) 472-4072
Ext. with Cisco SPA-303 Desk Phone		(650) 472-4082
Ext. with Existing device		(720) 388-7581
Ext. with Existing Phone		(206) 257-7061
Ext. with no device assigned		
Ext. with RingCentral for Desktop		(205) 588-2144
Ext. with RingCentral for Desktop		(205) 623-6902
Ext. with RingCentral for Desktop		(205) 545-8183

Total users: 10 | Extensions per page: 25 | < 1 >



Add User Extensions and Phones

You'll want to add new users to your Office@Hand account as your business grows. As an administrator, you may also need to edit existing user phone settings, assign extensions, and set up new users.

Add Users with Phone Devices

To add users with phone devices:

1. From the **Admin Portal**, select the **Users** tab.
2. Click the **Add User (+)** icon.
3. A pop-up window will appear with steps for adding your extension.
4. Select **Domestic** or **International** as the location for your new user. If you'd like to add an International phone number, select a country from the drop-down menu.
5. Click **Next**.
6. Select **Add Users with Phones**.
7. Choose the number of users you'd like to add, the phone numbers you'd like to add for them, and the phones you'd like to add.
8. Follow the prompts for your shipping address and billing information then review and submit your order.

Note: Note: Certain account types restrict the number of users you can add through the Admin Portal. See .

The screenshot displays the RingCentral Admin Portal interface. At the top, the header shows 'RingCentral Office@Hand from AT&T' and the 'Admin Portal' dropdown. The left sidebar contains navigation options: 'User list', 'Roles', 'User groups', and 'Templates'. The main content area has tabs for 'Phone System', 'Users' (selected), 'Reports', 'Call Log', 'Billing', and 'Tools'. Below these tabs, there are two sub-tabs: 'Users With Extensions' and 'Unassigned Extensions'. A search bar and filters for 'Status', 'Roles', and 'Department' are present. A table lists existing users with columns for Status, Name, Number, Ext., Roles, and Messages. A pop-up window titled 'Add Users' is overlaid, showing a progress bar with steps 1 (Location), 2 (Add Users), 3 (Shipping Address), and 4 (Confirmation). The 'Add Users' step is currently active, showing options for 'Domestic' or 'International' location. Another pop-up window titled 'Add Users' is shown below, with steps 1 (Location), 2 (Add Users), 3 (Shipping Address), 4 (Cost Center Codes), and 5 (Confirmation). The 'Add Users' step is active, showing options for 'Add Users With Phones' or 'Add Users Without Phones'. The 'Add Users With Phones' option is selected, showing a form for 'Account Status' and 'Number of Users'.



Add Users without Phones

To add users without a phone assigned:

1. From the **Admin Portal**, select the **Users** tab.
2. Click the **Add User (+)** icon.
3. A pop-up window will appear with steps for adding your extension.
4. Select **Domestic** or **International** as the location for your new user. If you'd like to add an International phone number, select a country from the drop-down menu.
5. Click **Next**.
6. Select **Add Users without Phones**.
7. Choose the number of users you'd like to add and the phone numbers you'd like to add for them.
8. Follow the prompts for your shipping address and billing information then review and submit your order.

Note: Note: Certain account types restrict the number of users you can add through the Admin Portal. See .

Note: Note: Users without phones can receive caller ID only on incoming calls, while users with phones can also receive called ID on outbound call\.

Account Type Restrictions in Adding Users

If your account is registered as an Individual Responsibility User (IRU), you are restricted to adding a maximum of 20 users through the Admin Portal.

If you would like to add more users above this limit, you can do so by contacting AT&T Advanced Solutions customer care.

RingCentral Office@Hand from AT&T

Admin Portal Dave | (650) 254-0170 Ext. 101 Get Help | Log Out

Phone System **Users** Reports Call Log Billing Tools

User list Roles User groups Templates

Users With Extensions Unassigned Extensions

Search Users Status Roles + Add User Download User List

Department

Delete Enable Disable Resend Invite

Status	Name	Number	Ext.	Roles	Messages
✓	Donald Harrison	(205) 419-0268	104	Standard (Internation...	3 / 3 Disable
✗	George				
✓	Jane S				
✓	John S				
✗	Ne				

Total users: 12

Add Users

1 Location 2 Add Users 3 Shipping Address 4 Confirmation

Select a Location

Domestic International

Cancel Next

Add Users

✓ Location 2 Add Users 3 Shipping Address 4 Cost Center Codes 5 Confirmation

Add Users With Phones Add Users Without Phones

Account Status:

Your Plan: 20 - 59 Users - Need more? [Change Plan](#)

Paid users already setup: 2

Paid users not yet setup: 18

Users available for purchase & setup: 79

You can add multiple users at a time if they will all use the same area code.

Number of Users	State	Area Code	Device
1	Select	Select	Select a Device... > Add

Number of Users	Area Code	Device	Phone Charges
2	530 - Quincy	(Edit) Polycom VVX-310 Gigaset Et... (Edit)	\$338.00 (2 X \$169.00) - one-time Delete



Manage Users and Extensions

In the Users List, you can manage users and extensions.

Export a User List

You can export a list of users and extensions in Microsoft Excel file format. You can use this feature to create a company directory or to perform an audit of users.

1. From the **Admin Portal**, select the **Users** tab.
2. To download a list of users and extensions for audit, click **Download User List**.
3. View the file in Microsoft Excel.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (650) 254-0170 Ext. 101 | Get Help | Log Out

Phone System | **Users** | Reports | Call Log | Billing | Tools

User list | Roles | User groups | Templates

Users With Extensions | Unassigned Extensions

Search Users | Status | Roles

+ Add User | **Download User List**

Status	Name	Number	
➔	Chris McDonald	(209) 813-0213 1015 0 / 0	Resend Invite Delete
✓	Debbie Smith	(209) 736-0286 1004 3 / 3 (209) 813-0286 (760) 854-0139	Disable
➔	Harry McDonald	(209) 753-0223 1011 0 / 0	Resend Invite Delete
➔	Jess Jones	(209) 736-0241 5035 0 / 0	Resend Invite Delete

Total users: 12 | Users per page: 25 < 1 >



Bulk Edit User Information

You can efficiently make changes for multiple users in a single action. You export a template and add your user information into the template for import to RingCentral.

This feature is available for accounts with two or more users, and is not available to accounts that are using Active Directory.

To edit user information in bulk:

1. From the **Admin Portal**, select the **Users** tab.
2. Click **Edit User Information**.
3. Click **Download** or enter an email address and click **Send**.
4. Fill out the template with the user information.
5. Click **Browse** and upload the user file.
6. Confirm that you will overwrite all the user data.

RingCentral Office@Hand from AT&T

Admin Portal | John | (650) 530-0164 Ext. 101 | Get Help | Log Out

Phone System | **Users** | Reports | Call Log | Billing | Tools

User list | Roles | Templates

Users With Extensions | Unassigned Extensions

Search Users | Status | Roles | + Add User | Download | Edit User Information

Department

Status | Name

Donald Harrison

George M

Disable

Resend Invite | Delete

Disable

Resend Invite | Delete

Show: 25 | 1

Edit User Information

You have 4 Users to edit.

If you already have a filled out template please proceed to Step 3.

Step 1: Get Template

Download or Enter email address | Send

Step 2: Fill Out Template

Step 3: Upload File

Browse

Cancel

Edit User Information - Confirmation

You are about to make changes for all users in the file. This will overwrite current values. Are you sure you want to proceed?

No | Yes

315632031-20180106 (1).xlsx [Compatibility Mode]

File | Home | Insert | Page Layout | Formulas | Data

Clipboard | Font | Alignment | Number

F26

Instructions

3. Please follow the instructions carefully and ensure that information is accurate per

4. You will be presented with the error list (if any) and you will have the option to download the file, fix the errors and re-upload

5. You will always have the option to fix any assignment mistakes one at a time by logging into your account.

9. Allowed file format - .xlsx, .xls

11. If you do not wish to edit a particular user information, you can either leave the user 'as is' or remove the entire item from the list.

12. Extension numbers can be edited, but must be unique to each user.

DO NOT

15. - make changes to any of the columns highlighted grey

16. - change the order of columns

17. - delete any columns

18. - add any new columns

19. - update more than 1000 users at once

22. --- BEGINNING of DATA ---

Mailbox ID	Extension	First Name	Last Name	RingCentral text-to-speech name	Contact phone
DO NOT MODIFY	Required	Required	Required	Optional	Optional
X000000000215632031	101	Dave	Richards	Dave Richards	16505551712

Sheet1 | Sheet2 | Sheet3

Ready



Call Forwarding for an Unreachable Phone

Manage the rerouting of inbound calls when an Internet outage occurs. This feature is for enterprises where most installed phones are desktop phones and there is little-to-no access via mobile or soft phones. When triggered, the call will be handled by the forwarded extension's Call Handling & Message rules like Voicemail. Once Internet service is restored, the incoming calls will automatically resume to ring the user endpoint phone as usual.

Feature Activation

- By default, Call Forwarding for Unreachable Phone is not available for configuration in your online account. Contact Office@Hand Support to turn on this feature in your account.
- Once activated for your account, you must be an administrator to enable and configure Call Forwarding for Unreachable Phone.
- The feature is disabled when the **Notify my Desktop App** or **Smartphone** features are enabled.

Use Call Forwarding for Unreachable Phone with these extensions or groups:

- Individual user extensions that have desk phones and/or Office@Hand for Desktop with a digital line.
- Virtual extensions with call forwarding to desk phones and/or Office@Hand for Desktop with a digital line.
- A Shared Line group

The feature is available in Call Handling for:

- Business Hours
- After Hours

The screenshot shows the RingCentral Office@Hand Admin Portal interface. The steps for configuring Call Forwarding for an Unreachable Phone are as follows:

1. Log in to the Admin Portal.
2. Click on the **Users** tab in the top navigation bar.
3. In the **Users With Extensions** section, click on the user you want to configure (e.g., Charlie Lee).
4. In the **User Details** sidebar, click on **Call Handling & Forwarding**.
5. In the **Call Handling & Forwarding** section, click on **Call Forwarding for unreachable phone**.
6. In the **Call Forwarding for unreachable phone** dialog, click on **Call Restriction**.
7. In the **Call Restriction** dialog, click on **Extension**.
- 7a. In the **Call Forward Destination** dialog, click on **Extension**.
- 7b. In the **Call Forward Destination** dialog, click on **Other Number**.
8. In the **Call Forward Destination** dialog, click on **Save**.



User Settings



Users Settings

Admins have the ability to edit the following settings for users in the phone system:

- User Information
- Phones & Numbers
- Screening, Greeting, & Hold Music
- Call Handling & Forwarding
- Messages & Notifications
- Outbound Caller ID
- Outbound Fax Settings

Learn more about each of these settings in the RingCentral Office@Hand from AT&T User Guide.

Administrators will use the Users section to access and edit these settings.

1. From the **Admin Portal**, select the **Users** tab.
2. Select a user.
3. On the user settings page,
 - Select the extension, for example, Ext. 105, then the category to edit.
4. On the user settings page,
 - Select Outbound Calls/Faxes, then the category to edit.

RingCentral Office@Hand from AT&T

Phone System Users Reports Call Log Billing Tools

Users With Extensions Unassigned Extensions

Search Users Status Roles + Add User Download User List

Department

Delete Enable Disable Resend Invite Apply Templates

Status	Name
	Audrey Guglinelli
	Joe Stephens
	Joellen Brown
	Matthew Smith
<input checked="" type="checkbox"/>	Sam Smith

Sam Smith

Ext. 105 Outbound Calls/Faxes

Ext. 105 Outbound Calls/Faxes

User Details

Phones & Numbers

Screening, Greeting & Hold Music

Call Handling & Forwarding

Messages & Notifications

Caller ID

Fax Settings



User Details

Click on **User Details** to view and edit the selected user's information. From this menu, you can edit a user's extension, name, recording, phone numbers, email address, department, roles, user groups, hours, password, and regional settings.

The image displays two side-by-side screenshots of the 'User Details' form for a user named Bob Miller. Both screenshots show the 'Ext. 104' and 'Outbound Calls/Faxes' tabs at the top.

Left Screenshot (General Tab):

- First Name:** Bob
- Last Name:** Miller
- Extension Number:** 104
- Contact Phone:** (empty field)
- Email:** bob.miller@example.com
- ☒ Use email to log in
- Verify Email Uniqueness:** (button)
- Password:** (Change Password button)
- ☐ Yes, I would like to receive information on product education, training materials, etc.
- Record User Name:** Bob Miller (Default) (Edit button)
- Department:** Quality Assurance
- Mobile Phone:** (empty field)
- Status:** Enabled (Disable button)
- Buttons:** Cancel, Save

Right Screenshot (Settings & Permissions Tab):

- Regional Settings:** GMT-08:00, English (U.S.) (Edit button)
- User Hours:** Custom (Edit button)
- Roles:** Manager (Edit button)
- User Groups:** Call Queue 1, sales group 1 (Edit button)
- Template:** (Apply button)
- Schedule Meetings for Me:** 0 users selected (Edit button)



Phones & Numbers

Click **Phones & Numbers** to view and edit the selected user's phone numbers and phone settings. You can add a direct number for this user, add a phone, download/activate apps, change presence and intercom settings, and view and edit conference settings.

John Smith

Ext. 150 Outbound Calls/Faxes

▼ User Details Super Admin ⓘ

^ Phones & Numbers

Numbers Phones

+ Add Direct Number

Number	Type	
(208) 337-3083	Direct	Edit
(860) 446-0747	Direct	Edit

John Smith

Ext. 150 Outbound Calls/Faxes

▼ User Details Super Admin ⓘ

^ Phones & Numbers

Numbers Phones

+ Add Phone

➡ Presence

🗨 Intercom ⓘ

Phone Nickname	Phone Type	Number	
John Smith Polycom VVX-311 Gigabit ...	Polycom VVX311	(650) 682-0533	Edit
Cisco SPA-122 ATA	Existing Phone	(205) 538-0301	Edit



Screening, Greeting & Hold Music

Click **Screening, Greeting & Hold Music** to view and edit the selected user's greeting, call screening options, connecting message, audio while connecting, hold music, and blocked call settings.

Screening, Greeting & Hold Music

User Hours After Hours Blocked Calls

User Greeting ⓘ

☐ Enable

Connecting Message ⓘ

☒ Enable

Custom

00:00 / 00:00

Edit

Call Screening ⓘ

☐ Enable

Audio While Connecting ⓘ

☒ Enable

Music: Acoustic

00:00 / 00:00

Music or Ringtone callers will hear while connecting

Edit

Hold Music ⓘ

☒ Enable

Music: Acoustic

00:00 / 00:00

Edit

Screening, Greeting & Hold Music

User Hours After Hours Blocked Calls

Block option ⓘ

Specific calls and faxes

Only block these numbers or area codes

Phone Numbers or Area Codes Name (Optional) + Add

Callers will hear

I'm sorry. The number you dialed can not be reached from your calling area. Goodbye.

00:00 / 00:00

Edit

Block calls with no caller ID

Block option

None

Block calls from pay phones

☒ Enable block calls from pay phones

Callers will hear

I'm sorry, the number you dialed cannot accept calls from payphones at this time. Please try your call again later. Goodbye.

00:00 / 00:00

Edit



Call Handling & Forwarding

Click **Call Handling & Forwarding** to view and edit the selected user's call handling, call forwarding, ring group, additional phones, ring pattern, incoming call, and call flip settings.

Setting Call Forwarding on the Phone Hardware

You can enable and disable call forward options on some equipment, such as Polycom® VVX® phones. The ability to enable call forwarding on the phone hardware must be enabled in your account. Some limitations apply:

- If the call forward is configured on the phone hardware, the forwarding will not be indicated in the RingCentral system.
- The **Call Forward on Busy** menu option is not supported.
- The Call Forward selection on the phone setup between multiple devices is restricted to run only three times.

A 911 call back, if received on the user's phone with Call Forward enabled is forwarded to the destination.

Messages & Notifications

Click **Messages & Notifications** to view and edit the selected user's voicemail settings, voicemail greeting, message recipient, messages, and notification settings.

Call Handling & Forwarding

[User Hours](#)
[After Hours](#)
[Advanced](#)
[Settings](#)

Incoming Calls Forward in this Order

... Sequentially ⓘ

+ Add Call Forwarding Phone ⓘ

Create Ring Group
Ungroup

<input type="checkbox"/>	Order	Active	Ring For ⓘ	Name	Number
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>		Admin's Desktop App	N/A
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	1 Ring / 5 Secs	My Desktop App & ...	N/A
⋮ <input type="checkbox"/>	2	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Bob Miller Cisco SP...	(205) 538-2244
⋮ <input type="checkbox"/>	3	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Bob Miller VVX-311	(205) 538-0122
<input type="checkbox"/>	4	<input type="checkbox"/>	4 Rings / 20 Secs	Home	Phone Number
<input type="checkbox"/>	5	<input type="checkbox"/>	4 Rings / 20 Secs	Mobile	Phone Number
<input type="checkbox"/>	6	<input type="checkbox"/>	4 Rings / 20 Secs	Work	Phone Number

Messages & Notifications

[User Hours](#)
[After Hours](#)
[Settings](#)

Take Messages

☒ Enable

Voicemail Greeting

Default

▶ 00:00 / 00:00 🔊

Edit

Message Recipient

Ext. 104, This extension

Select Extension



Roles and Permissions



Manage Roles and Permissions

Roles and permissions allow you to enforce your company security policy by providing a flexible, role-based access control in your RingCentral phone system.

You can delegate access to certain areas without giving full admin access, or by retaining control over certain areas. You can use templates and bulk upload options to efficiently apply roles among users across an organization.

Predefined Roles

You can grant access privileges by assigning users one of seven predefined roles. These roles cannot be modified.

- **Super Admin:** Complete system administrator level access.
- **Phone System Admin:** Phone System settings access plus full access to user level settings.
- **Billing Admin:** Full access to billing functions, user level settings, international dialing, features plus analytics features.
- **User Admin:** Full access to user administration (self and others), international dialing, system features/apps.
- **Manager:** Provide users with all capabilities of Standard (International) along with access to key functions such as Reports and Company Call Log.
- **Standard (International):** Full access to user level settings, access to features plus international dialing.
- **Standard:** Full access to user level settings, access to features and no international dialing.



Custom Roles

You can create custom roles to meet your business needs. When creating a custom role you select an existing role as a starting point, and select the permissions to be assigned to the role.

Assign Users to a Role

To assign users to a role:

1. From the Admin Portal, select the **Users** tab.
2. Click **Roles**.
3. Select one of the roles to assign users to.
4. Click the **Assign Users** tab to view the users currently assigned to the role.
5. Click **Assign User**.
6. A list of users and their currently assigned roles is displayed.
7. Select the users to assign to the role.
8. Click **Assign**.
9. The users' roles are assigned and the new role assignments are displayed in the User list.

RingCentral Office@Hand from AT&T

Admin Portal | David | (650) 530-0164 Ext. 101 | Get Help | Log Out

Phone System | **Users** | Reports | Call Log | Billing | Tools

User list | **Roles** | User groups | Templates

Roles are a set of permission assigned to users. Each user is a "Standard User (International)" by default.

Search Roles

+ New Role

Role Name	Type of Role	Description
Billing Admin	Predefined	Provide users with all capabilities of Standard (...)
Manager	Predefined	Provide users with all capabilities of Standard (...)
Phone System Admin	Predefined	Phone System Admin provides ability to modify...
Standard	Predefined	Provide users full access to all their settings & ...
Standard (International)	Predefined	Provide users full access to all their settings & ...
Super Admin	Predefined	Super Admin provides system administrator lev...
User Admin	Predefined	Provide users with all capabilities of Standard (...)

RingCentral Office@Hand from AT&T

Admin Portal | David | (650) 530-0164 Ext. 101 | Get Help | Log Out

Phone System | **Users** | Reports | Call Log | Billing | Tools

< Back | Standard

Overview | **Assigned Users**

Search | Department

+ Assign User | Remove

Name	Number	Ext.	Department
Jen Williams		102	Sales

Remove



Modify a User's Role

You can modify a user's role by editing the user's settings page.

1. From the Admin Portal, select the **Users** tab.
2. Click the user whose role you will modify.
3. Click the **Edit** button next to **Role**.
4. Select the role.
5. Click **Save**.

RingCentral Office@Hand from AT&T

Admin Portal

Phone System **Users** Reports Call Log Billing Tools

User list Roles User groups Templates

Users With Extensions Unassigned Extensions

Search Users Status Roles

+ Add User Download User List

Status	Name	Number	Ext.	Roles
✓	Bob Johnson	+44 (20) 12000004	104	
✓	Charlie Wilson	(209) 736-0226	103	
✓	David Richards (Super Admin)	(205) 406-0306 ...	101	

< Back Charlie Wilson (Ext. 103)

User Details

User Details: Change name, contact info, user hours, password.

First Name: Charlie

Last Name: Wilson

Record User Name

Contact Phone:

Mobile Phone:

Email:

Department: IT

Roles: Phone System Admin

Edit



Create a New Role

To create a new custom role:

1. From the Admin Portal, select the **Users** tab.
2. Click the **Roles** panel.
3. Click **New Role** to launch the Create New Role wizard.

RingCentral Office@Hand from AT&T

Admin Portal David | (850) 530-0164 Ext. 101 Get Help | Log Out

Phone System Users Reports Call Log Billing Tools

User list Roles User groups Templates

Roles are a set of permission assigned to users. Each user is a "Standard User (International)" by default.

Search Roles

+ New Role

Role Name	Type of Role	Description
Billing Admin	Predefined	Provide users with all capabilities of Standard (...)
Manager	Predefined	Provide users with all capabilities of Standard (...)
Phone System Admin	Predefined	Phone System Admin provides ability to modify...
Standard	Predefined	Provide users full access to all their settings & ...
Standard (International)	Predefined	Provide users full access to all their settings & ...
Super Admin	Predefined	Super Admin provides system administrator lev...
User Admin	Predefined	Provide users with all capabilities of Standard (...)

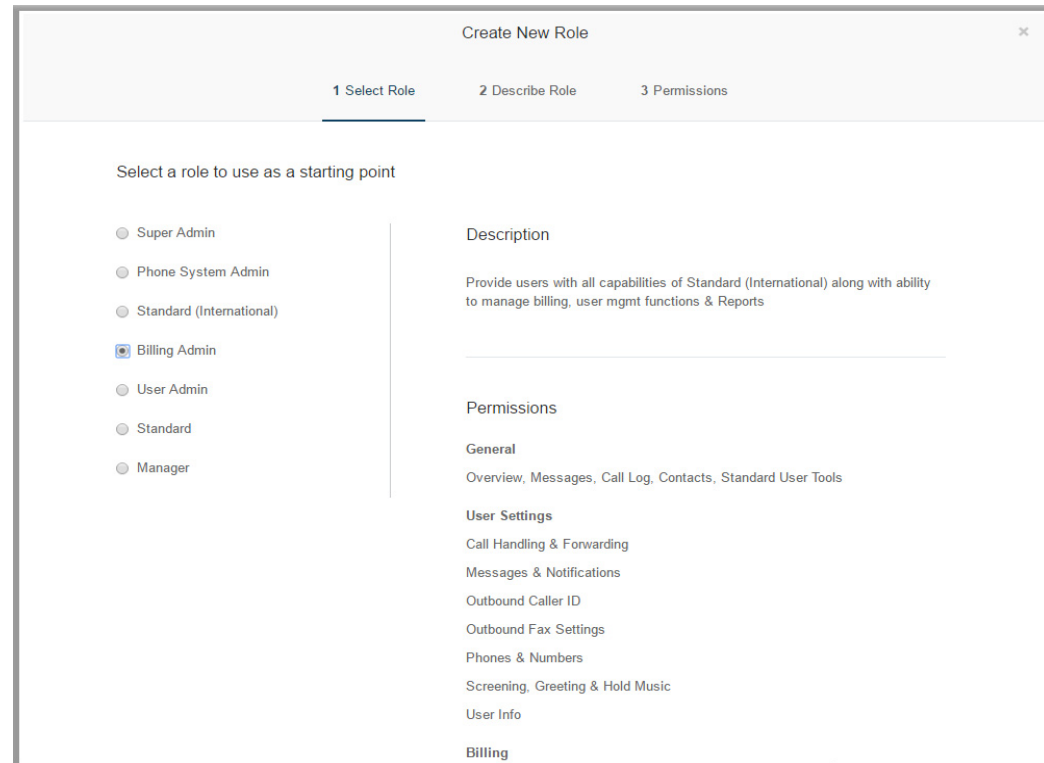


Step 1: Select Role:

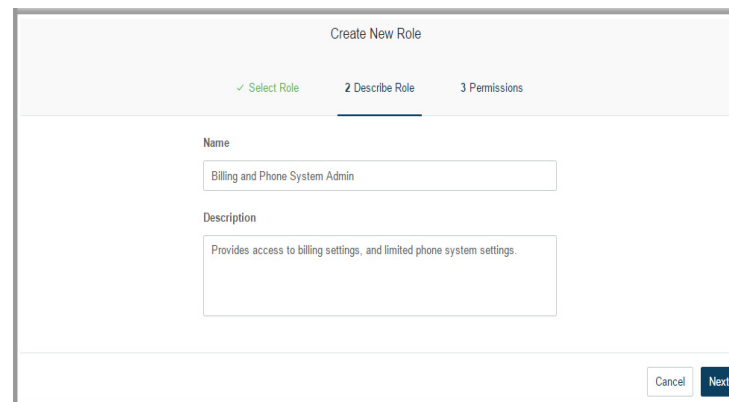
Select a role to use as a starting point. The permissions included in the starting role are displayed. You will be able to modify these permissions when creating the role.

Step 2: Describe Role

Enter a **Name** for the role and a **Description** of the permissions of the role.



The screenshot shows the 'Create New Role' dialog box with the '1 Select Role' tab active. On the left, a list of roles is shown with radio buttons: Super Admin, Phone System Admin, Standard (International), Billing Admin (selected), User Admin, Standard, and Manager. On the right, the 'Description' field contains the text: 'Provide users with all capabilities of Standard (International) along with ability to manage billing, user mgmt functions & Reports'. Below the description, the 'Permissions' section lists various categories: General (Overview, Messages, Call Log, Contacts, Standard User Tools), User Settings (Call Handling & Forwarding, Messages & Notifications, Outbound Caller ID, Outbound Fax Settings, Phones & Numbers, Screening, Greeting & Hold Music, User Info), and Billing.



The screenshot shows the 'Create New Role' dialog box with the '2 Describe Role' tab active. The 'Name' field contains 'Billing and Phone System Admin'. The 'Description' field contains 'Provides access to billing settings, and limited phone system settings.'. At the bottom right, there are 'Cancel' and 'Next' buttons.



Step 3: Permissions

Select the permissions for the role by adding to or removing permissions as required.

The role is created and appears in the list on the Roles panel. To assign users to the role, see “Assign Users to a Role” on page 142.

Create New Role

✓ Select Role

✓ Describe Role

3 Permissions

Select permissions to be assigned to new role

☒ General

Overview, Messages, Call Log, Contacts, Standard User Tools

☐ User Settings

Call Handling & Forwarding
Messages & Notifications
Outbound Caller ID
Outbound Fax Settings
Phones & Numbers
Screening, Greeting & Hold Music
User Info

☒ Phone System

Auto Receptionist
Company Numbers & Info
Groups
Phones & Devices



Setting a Custom Default Role

For ease of use, you can create a custom role and then set that role as the default role assigned to all newly-created users.

If you do not set a default role, all newly-created users are automatically set to the Standard (International) role.

1. Create your custom role. See “Create a New Role” on page 144.
2. From the Admin Portal, click **Users**.
3. Click **Roles**.
4. Select the custom role you created.
5. Click the check box, **Set as Default**.

The top screenshot shows the RingCentral Admin Portal interface. The 'Users' tab is selected in the top navigation bar. On the left sidebar, the 'Roles' link is highlighted. The main content area displays a table of roles. The 'Company Default Role' is highlighted with a blue selection bar.

Role Name	Type of Role	Description
Billing Admin	Predefined	Billing functions plus Standard International and Manager functions.
Company Default Role	Custom	This custom role is assigned to all newly-created users.
Manager	Predefined	Company reporting functionality plus Standard International.
Phone System Admin	Predefined	Full phone system access plus Standard International.
Standard	Predefined	User level access without international dialing access.
Standard (International)	Predefined	User level access with international dialing access.

The bottom screenshot shows the configuration page for the 'Company Default Role'. The 'Overview' tab is selected. The 'Name' field is 'Company Default Role' and the 'Description' is 'This custom role is assigned to all newly-created users.' The 'Type of Role' is 'Custom'. The 'Set as Default' checkbox is checked. The 'Permissions' section is expanded, showing a list of permissions with checkboxes:

- ☒ General
- ☒ Overview, Messages, Contacts, Standard User Tools
- ☒ User Settings
- ☒ Call Handling & Forwarding
- ☒ Messages & Notifications
- ☒ Outbound Caller ID
- ☒ Outbound Fax Settings
- ☒ Phones & Numbers
- ☒ Screening, Greeting & Hold Music
- ☒ User Info



User Groups



Manage User Groups*

A RingCentral User Group is a grouping of users based on an organization hierarchy. A user group is managed by a user group manager who can access and modify group members' settings and view their call logs and reports. The account administrator controls who gets access to view or create user groups.

The account administrator can create multiple groups as required for your organization. A flat, non-nested group structure is supported. Users may belong to multiple groups. For example, for a director with two team managers (and their team members) reporting to the director, you might create three user groups: one group for each of the team managers, and an overall group for the director that includes all the members.

When a user is assigned to be a user group manager, the user automatically inherits certain permissions. These permissions work in conjunction with the role assigned to the user in the Roles section of user administration. You must ensure that the primary role has the correct permissions so that user access is controlled when the user is given user group manager access.

* Available for Office Premium and Enterprise only.

RingCentral Office@Hand from AT&T

Admin Portal

Dave | (650) 555-0012 Ext. 101

Get Help | Log Out

Phone System

Users

Reports

Call Log

Billing

Tools

Phone

Print

User list

Roles

User groups

Templates

A user group gives a group manager access to its members' settings and call logs.

Search Groups

+ New Group

Name	Manager	Description
Call Center Operations	Jan Smith	Reporting and user settings for call center.
Customer Support	John Anderson	User settings and call log access for the customer support team.
Sales Operations	Dave Richards	Sales process and reporting.

Total: 3

Show: 25 < 1 >

User Group Management Tasks

The tasks involved in managing user groups include:

- **Assigning Users to User Groups:** See the Templates section in user management to streamline assigning users to user groups. Do this using the User Groups option in Templates. See “Templates” on page 155.
- **Viewing and modifying User Settings:** See the User Settings section, in the user management User List to view and modify the settings assigned to a group member, including the roles and user groups in the User Details section. See “Users Settings” on page 135.
- **Accessing Reports for your group members:** Office@Hand Reports help admins and user group managers optimize the phone system by presenting usage analysis and trending metrics in an easy-to-read graphical format. When logged in as a user group manager, you can see your group members’ data only. See “Reports” on page 163.



Create a User Group

When you create a user group, you describe the group, add members to the groups, and assign a group manager who can modify members' settings and view their call logs.

1. From the **Admin Portal**, click the **Users** tab.
2. Click **User Groups**. You will see a list of existing user groups, if any.
3. Click **Create** (if no user groups exist), or click **New Group**.
4. Enter a **Name** and **Description** for the user group.
5. Click **Next**.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (650) 555-0012 Ext. 101 | Get Help | Log Out

Phone System | **Users** | Reports | Call Log | Billing | Tools

User list | Roles | **User groups** | Templates

A user group gives a group manager access to its members' settings and call logs.

Search Groups

+ New Group

Name	Manager	Description
Call Center Operations	Jan Smith	Reporting and user settings for call center.
Customer Support	John Anderson	User settings and call log access for the customer support team.
Sales Operations	Dave Richards	Sales process and reporting.

Create User Group

1 Describe User Group | 2 Add Members | 3 Select Group Manager

Name: Sales Operations

Description: Sales process and reporting.

Cancel | Next



6. Add members to the user group. Search by department or all departments, and check to select the users.
7. Click **Next**.
8. Select a member of the user group to be the user group manager. (The manager must be a member of the user group).
9. Click **Done**.

The user group is created and a confirmation message is displayed. The user group's name and manager are displayed in the User Groups view.

Create User Group

✓ Describe User Group

6 2 Add Members

3 Select Group Manager

Search Users

All Departments

Show All | Show Selected (3)

<input checked="" type="checkbox"/>	Name	Ext.	Roles	Department
<input checked="" type="checkbox"/>	Dave Richards	101	Super Admin	
<input checked="" type="checkbox"/>	Jan Smith	102	Standard (International)	
<input checked="" type="checkbox"/>	John Anderson	103	Standard (International)	

Total: 3

Show: 25 < 1 >

Cancel

7 Next

Create User Group

✓ Describe User Group

✓ Add Members

8 3 Select Group Manager

Search Users

All Departments

The group manager will have access to the settings and call logs of the group members.

Select	Name	Ext.	Roles	Department
<input checked="" type="radio"/>	Dave Richards	101	Super Admin	
<input type="radio"/>	Jan Smith	102	Standard (International)	
<input type="radio"/>	John Anderson	103	Standard (International)	

Total: 3

Show: 25 < 1 >

Cancel

9 Done

User Group Created

Congratulations! The user group, Sales Operations has been created successfully.



Edit a User Group

To edit or delete an existing user group:

1. From the **Admin Portal**, click the **Users** tab.
2. Click **User Groups**.
3. Select an existing group from the list.
4. On the **Overview** page, click **Edit** to change the name or description of the user group. To change the manager of the user group, click **Change**, select a new manager, and click **Done**.
5. Click **Save** to save the group's changes.
6. On the **Members** page, add to or remove members from the group as needed. To add a member click **Add Member**, select members to be added, and click **Add**.

To delete a user group, click **Delete** and confirm the deletion. Deleting a group will result in members being removed from the group and the group manager losing some privileges.

RingCentral Office@Hand from AT&T

Admin Portal Dave | (650) 555-0012 Ext. 101 Get Help | Log Out

Phone System **Users** Reports Call Log Billing Tools

User list Roles **User groups** Templates

A user group gives a group manager access to its members' settings and call logs.

Search Groups + New Group

Name	Manager	Description
Call Center Operations	Jan Smith	Reporting and user settings for call center.
Customer Support	John Anderson	User settings and call log access for the customer support team.
Sales Operations	Dave Richards	Sales process and reporting.

RingCentral Office@Hand from AT&T

Admin Portal Dave | (650) 555-0012 Ext. 101 Get Help | Log Out

Phone System **Users** Reports Call Log Billing Tools

< Back Sales Operations Edit

Overview Members

Name: Sales Operations Description: Sales process and reporting.

Group Manager: Dave Richards | Ext 101 Change

Note: The group manager is entitled to access settings and call logs of all group members

Delete Cancel Save



Templates



Templates

Office@Hand Templates will save you time and repetitive manual effort by streamlining your administrative routine. Create a template for all settings for a user and apply it to users as you need.

Create a Template for User Settings

1. From the **Admin Portal**, click the **Users** tab.
2. Click **Templates**.
3. Click **Add Template**.
4. Enter a **New Template Name**.
5. Click **Save**.

RingCentral Office@Hand from AT&T

Admin Portal Dave (850) 555-0012 Ext. 101 Get Help | Log Out

Phone System **Users** Reports Call Log Billing Tools

User list Roles User groups **Templates**

Users With Extensions Unassigned Extensions

Search Users Status Roles + Add User Download User List

Department

Delete Enable Disable Resend Invite

Status	Name	Number	Ext.	Roles	Department	Messages
--------	------	--------	------	-------	------------	----------

RingCentral Office@Hand from AT&T

John (866) 200-8330 Ext. 150 Admin Portal Get Help | Log Out

Phone System Users Reports Call Log Billing Tools

User list Roles User groups **Templates**

User templates can be applied to multiple users at once.

Search User Templates Type + Add User Settings Template

Delete

Name	Type	Last modified	
FLOWERS INC	User Settings	09/26/2017	Copy Apply Delete
Halloween	Call Handling	09/22/2017	Copy Apply Delete
Lunch Time			
Bastille day			
Columbus Day			
Sample			
Customer Service			
Billing			
Business Dev Rep Template			

Add User Settings Template

Enter a descriptive name for your template.

New Template Name

Billing

Cancel Save

Total: 11 Show: 25 < 1 >



6. Select a template from the left pane. You see options you can set for this template in the right panel, grouped into categories of settings for Inbound and Outbound calling. For each group of settings, you can specify whether the settings override each users' settings by checking **Override User Settings**.
7. Configure **Template Information** settings.
 - a. **New Template Name:** Edit the name of your template and see the last time it was modified and when it was created.
8. Configure **User Details** settings.
 - a. **Regional Settings:** Specify regional settings for users such as timezone and time format.
 - b. **User Hours:** Set user hours to 24 hours or Specify hours.
 - c. **Roles:** Select the role to be applied to the users. Roles give admins the ability to control what users can do within the system. A role is a collection of permissions which could be based on a job function.
 - d. **User Groups:** Specify the user groups where the user is to have membership.
 - e. **Emergency Address:** Provide a physical address for First Responders.
 - f. **Bandwidth Settings:** To improve the quality of your calls, you can set how much network bandwidth to use for calls:
 - High Bandwidth - gives you better sound quality but calls can become choppy when it's not available.
 - Low Bandwidth - gives you lower sound quality but ensures no interruptions during your conversation.

User templates can be applied to multiple users at once.

Search User Templates Type

+ Add User Settings Template

6 **Delete**

☐ Name

☐ Business Dev Rep Template

Business Dev Rep Template

Inbound Outbound

Template Information

User Details

Screening, Greeting & Hold Music

Call Handling & Forwarding

Messages & Notifications

Delete Template Cancel Save

7 **Template Information**

New Template Name

Billing

Last Modified 09/14/2017 at 22:35 by John Smith Created 09/07/2017 at 18:37 by John Smith

8 **Template Information**

User Details

Regional Settings GMT-08:00, English (U.S.) Edit

Override User Settings

Roles Standard (International) Edit

Override User Settings

User Hours 24 hours Edit

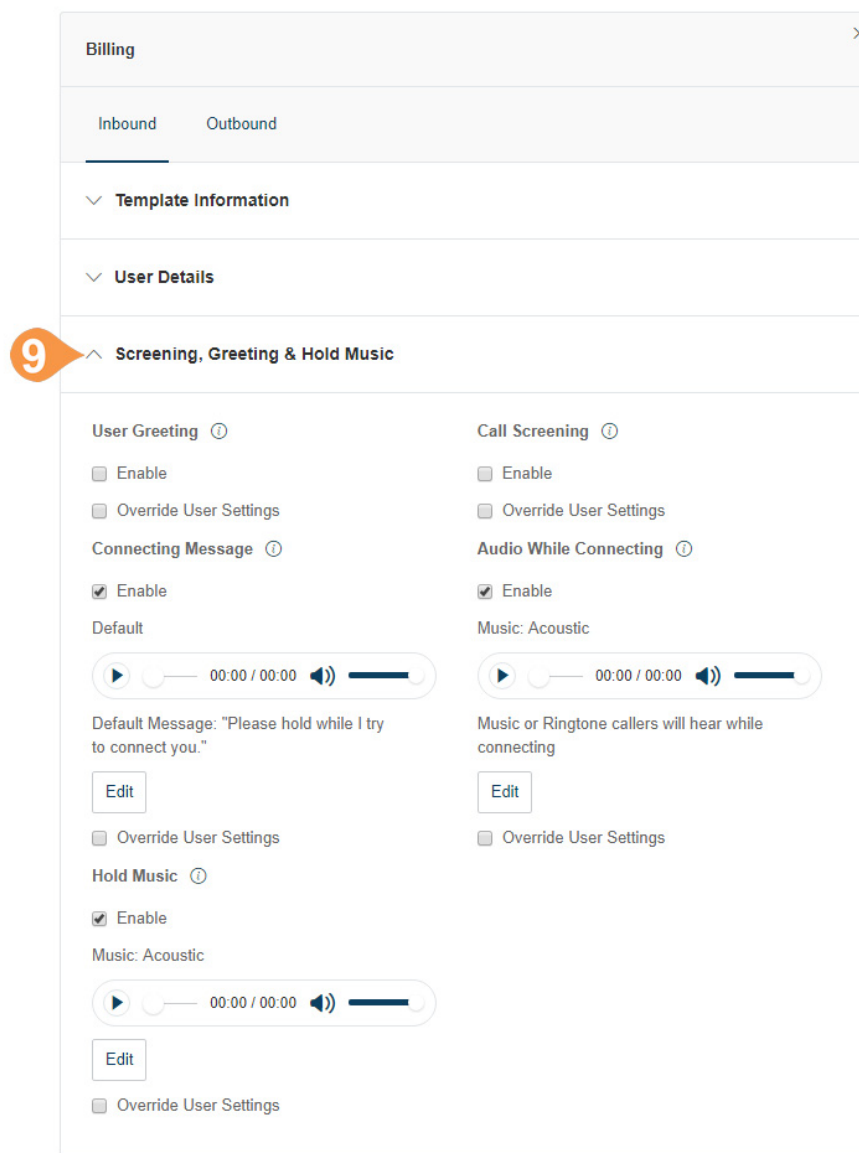
Override User Settings

User Groups None Edit

Override User Settings



9. Configure **Screen, Greeting, and Hold Music** settings.
 - a. **User Greeting:** Turn on this option when you want the system to answer the call with a recorded welcome message so callers know they've reached the right person. This is not a personal voicemail announcement.
 - b. **Call Screening:** Turn on this option when you want callers to announce their name before continuing to connect the call. This option lets you identify the caller so you can pick up the call immediately. After turning on this option, go to **Call Handling & Forwarding > Settings > Incoming Call Information** to set your preferences.
 - c. **Connecting Message:** Set a recorded message you want callers to hear to let them know the call will now be transferred to your line.
 - d. **Audio While Connecting:** Incoming callers will hear the music selection that is configured with this setting. The music selection callers will hear when they are placed on hold can be set in the Hold music selection. Note that the **Audio While Connecting** setting is applied on a rule basis, whereas the **Hold Music** setting is applied for all calls.
 - e. **Hold Music:** Turn on this option when you want callers to hear music whenever you put a call on hold.



Billing ×

Inbound **Outbound**

▼ **Template Information**

▼ **User Details**

9 ^ **Screening, Greeting & Hold Music**

User Greeting ⓘ

☐ Enable

☐ Override User Settings

Connecting Message ⓘ

☒ Enable

Default

▶ 00:00 / 00:00 ◀

Default Message: "Please hold while I try to connect you."

Edit

☐ Override User Settings

Call Screening ⓘ

☐ Enable

☐ Override User Settings

Audio While Connecting ⓘ

☒ Enable

Music: Acoustic

▶ 00:00 / 00:00 ◀

Music or Ringtone callers will hear while connecting

Edit

☐ Override User Settings

Hold Music ⓘ

☒ Enable

Music: Acoustic

▶ 00:00 / 00:00 ◀

Edit

☐ Override User Settings



10. Configure **Call Handling and Forwarding** settings.

- a. **Desktop Apps & Smartphones:** Specify whether to notify your Desktop app(s) and smartphone(s) before forwarding the incoming call to your desk phones and forwarding numbers, and specify a wait time.
- b. **Incoming Call Information:** Specify display and announcements for incoming calls.
- c. **Outbound Caller ID:** Choose phone number to display as outbound caller ID for outgoing calls.
- d. **Outbound Fax:** Specify settings for sending outbound faxes, including cover page information, and settings for faxes sent by email. Configure **Messages and Notifications Settings**.

Billing

Inbound

Outbound

▼ Template Information

▼ User Details

▼ Screening, Greeting & Hold Music

10 ▲ Call Handling & Forwarding

Desktop Apps & Smartphones

☒ Notify my Desktop app and Smartphone ⓘ

Wait Time

Select the time before forwarding begins

1 Ring / 5 Secs ▼

☐ Override User Settings

Incoming Call Information

Displayed Incoming Caller ID

Edit

☐ Override User Settings



11. Configure **Messages and Notifications** settings.
 - a. **Take Messages:** Allow or deny users to take voicemail messages; specify a default or custom voicemail greeting.
 - b. **Notifications:** Choose how to be notified about voicemail messages missed calls, fax transmission results and received text messages.
 - c. **Voicemail Greetings:** Specify a default voicemail greeting.

Billing

Inbound

Outbound

Template Information

User Details

Screening, Greeting & Hold Music

Call Handling & Forwarding

11

Messages & Notifications

Take Messages

☒ Enable

Voicemail Greeting

Default

00:00 / 00:00

Edit

☐ Override User Settings

Notifications

Edit

☐ Override User Settings

Delete Template

Cancel

Save



12. Click the **Outbound** tab to configure settings for outbound calls such as caller ID and fax settings.
 - a. **Caller ID:** Specify caller ID settings by phone or by feature. If you select Toll-Free number or Blocked as your Default Caller ID for any of your endpoints/calling features, you can also select an alternate local number to use in case we detect that your call will not go through.
 - b. **Fax Settings:** Specify fax settings including fax cover page information and settings for faxes sent through email.
13. Click **Save**.

Customer Service

Inbound

Outbound

Caller ID

Decide what phone number you want to display as your Caller ID number for outgoing calls. ⓘ

☐ Override User Settings

By Phone

(866) 200-8330 - Main Number

Edit

By Feature

RingOut from Web

(866) 200-8330 - Main Number

Edit

RingMe (Outgoing to Caller)

(866) 200-8330 - Main Number

Edit

Call Flip

(866) 200-8330 - Main Number

Edit

Fax Number

(866) 200-8330 - Main Number

Edit

Internal calls

☒ Display my extension number for internal calls. ⓘ

Fax Settings

Cover Page Info

This information will be printed on your fax cover page

☐ Override User Settings

Company

Country

Select Country ▼

Street Address

e.g. 120 1st St SW

Apartment / Suite #

e.g. App. 25

City

e.g. Alabaster

State/Province

Select State/Province ▼

Zip Code

e.g. 35007

Fax Number

(866) 200-8330 - Main Number

Edit

Cover Page

None

Select

Faxes Sent via Email

To enable sending faxes via email from additional email addresses, enter them here. To send a fax via email, send the fax via faxnumber@rcfax.com.

Omit cover page when email subject is blank ⓘ

☐ On ☒ Off

Delete Template

Cancel

Save

RingCentral®

Create a Template for Call Handling Settings

1. From the **Admin Portal**, click the **Users** tab.
2. Click **Templates**.
3. Click **Add Call Handling Template**.
4. Enter a **New Template Name**.
5. Click **Next**.
6. Specify the caller ID or date conditions that will trigger the application of this template.
7. Click **Next**.
8. Specify the action to take when incoming calls match this rule.
9. Click **Save**.

RingCentral Office@Hand from AT&T

John | (866) 200-8330 Ext. 150 | Admin Portal | Get Help | Log Out

Phone System | **Users** | Reports | Call Log | Billing | Tools

User list | Roles | User groups | **Templates**

User templates can be applied to multiple users at once.

Search User Templates | Type | + Add User Settings Template | + Add Call Handling Template

Name	Type	Last modified	Copy	Apply	Delete
FLOWERS INC	User Settings	09/26/2017			

Add Call Handling Template

1 Name Template | 2 Define Conditions | 3 Define Call Handling

Enter a descriptive name for your template.

New Template Name
Weekend schedule

Back | **Next**

Business Dev Rep Template | User Settings | 09/06/2017 | Copy | Apply | Delete

Total: 11 | Show: 25 | < 1 >

Add Call Handling Template

✓ Name Template | 2 Define Conditions | 3 Define Call Handling

6 **Caller ID**
None

Date and/or Time
None

Back | **Next**

Add Call Handling Template

✓ Name Template | ✓ Define Conditions | 3 Define Call Handling

8 Select action to take when incoming calls match this rule

☐ Forward Calls
☒ Take Messages Only
☐ Play Announcement Only
☐ Unconditional Forwarding

Take Messages
☒ Enable
Voicemail Greeting
 Default
 00:00 / 00:00
 Edit

Message Recipient
☒ This Extension
☐ Specific Extension

Back | **9** **Save**



Apply a Template to Users

1. From the **Admin Portal**, click the **Users** tab.
2. Select a number of users.
3. Click **Apply Templates**.
4. Select a template to apply.
5. Click **Apply Template**.
6. Click **Yes** to confirm that you are about to make settings changes for all the selected user(s). This will overwrite any configuration the user might have done previously.

RingCentral Office@Hand from AT&T John | (866) 200-8330 Ext. 150 Admin Portal Get Help Log Out

Phone System **Users** Reports Call Log Billing Tools

User list Roles User groups Templates

Users With Extensions Unassigned Extensions

Search Users Status Roles + Add User Download User List

Department

Delete Enable Disable Resend Invite **Apply Templates**

	Status	Name	Number	Ext.	Roles	Department	Msg.	
<input checked="" type="checkbox"/>		Bob Miller	(205) 538-0122...	104	Manager	Quality Assurance	0 / 0	Disable
<input checked="" type="checkbox"/>		Debbie Smith		105	User Admin		0 / 0	Disable

Select Template

Search Type

	Name	Type
<input type="radio"/>	All Saints Day	Call Handling
<input type="radio"/>	Bastille day	Call Handling
<input checked="" type="radio"/>	Billing	User Settings
<input type="radio"/>	Lunch Time	Call Handling
<input type="radio"/>	Sample	User Settings
<input type="radio"/>	Xmas Patry	User Settings

Total: 12 Show: 25 < 1 >

Cancel **Apply Template**



Reports



Reports

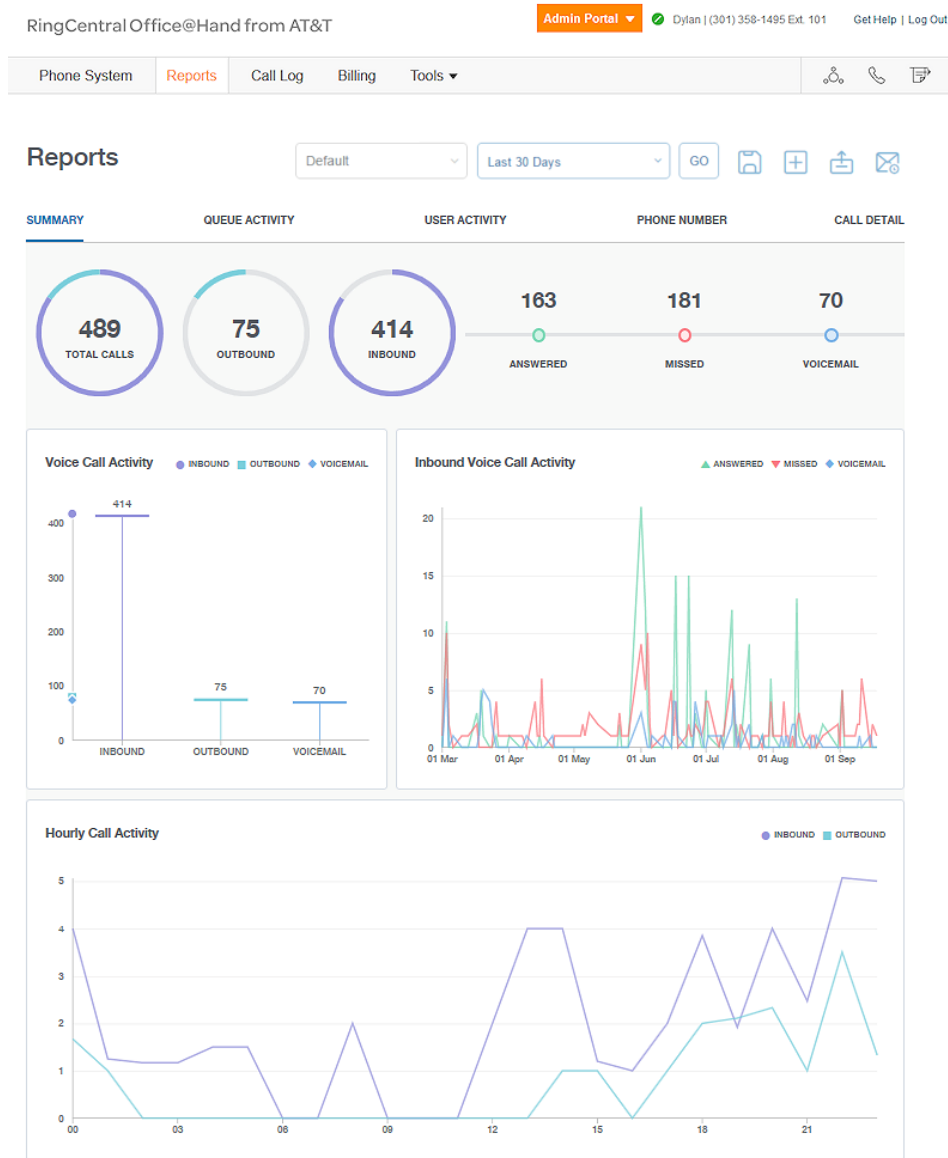
Office@Hand Reports helps admins and user group managers optimize the phone system by presenting usage analysis and trending metrics in an easy-to-read graphical format. With four separate views and many filtering options, you can target your report to reveal metrics to increase your business performance. The **Queue Activity**, **User Activity**, and **Phone Number** reports are visible to Account Administrators and Call Queue Managers. User Group managers have access to reports for only their group member's data.

The **Summary** report provides an overview of all call activity - Total, Outbound, Inbound, Answered, Missed, Voicemail, and Average Hourly Activity during a selected date range. The **Queue Activity** report, visible to Account Administrators and Call Queue Managers, presents a summary of Total Call Volume, Total Talk Time, Average Call Duration, Missed Calls, and Time to Answer for each call queue selected during a date range.

The **User Activity** report provides Total Call Volume, Average Number of Calls per User, Number of Inbound and Outbound Calls, Number of Call Per hour and Day, and Average Call Time for each selected user over a selected date range.

The **Phone Number** report provides (for Individual Numbers) the Total Call Count, the Average Calls per day, and the Average Call Duration for inbound calls. The **Call Detail** report (not available on mobile) provides details regarding calls made to a particular extension—call direction, extension name, queue name, dialed number and so on.

Reports can be saved as a custom report, or exported for later analysis as a an Excel file with tabs separating groups of related metrics. To export a report, select the data to be included in the report from the filter, and click the **Export** icon. Administrators can also view the report dashboard from the Office@Hand mobile app for iOS and Android. See the Office@Hand Mobile App Guide for more details.



Select Customized Reporting Metrics

In the detail tabs (Queue Activity, User Activity, Phone Number, and Call Detail) you can customize the report metrics you want displayed in your table view by selecting which columns of data to display. By default all table columns are displayed.

To customize your reporting data, click the **Select Columns** button to open a multiple selection popup, and select from a list of available columns in table. You must select at least five columns for display before clicking **Save**.

The tables will now display your selected reporting metrics. You can retain your changes to the columns displayed by saving the current view. When you generate a report, the report data will also reflect the new table view.

See [Generate and Export Reports](#).

Queue Activity [Select Columns](#) 10

Queue Name	Total Calls	Answered	Missed	Voicemail	Avg. Duration	Avg. Time to Answer
407	5	0	0	0	00:00:00	00:00:00
d	1	0	0	0	00:00:00	00:00:00
dep QA	6	0	0	0	00:00:00	00:00:00
Michael call queue	216	0	0	0	00:00:58	00:00:13

SUMMARY QUEUE ACTIVITY USER ACTIVITY PHONE NUMBER CALL DETAIL

Filters

Call Queue ☐ All

Avg. Time 00:00

Queue Act

Loading...

0 VOICEMAIL

2017 17:39:04

Select Columns

Select the columns you want to show in reports table, please select 5 or more columns.

Search

Show All | Show Selected (7)

Column	Description
<input checked="" type="checkbox"/> Column	
<input checked="" type="checkbox"/> Answered	Count of calls answered by call queue
<input checked="" type="checkbox"/> Avg. Duration	Average duration of talk time per call
<input checked="" type="checkbox"/> Avg. Time to Answer	Average time for answering calls waiting in call queue
<input checked="" type="checkbox"/> Missed	Count of calls missed by call queue
<input checked="" type="checkbox"/> Queue Name	First name and last name of call queue
<input checked="" type="checkbox"/> Total Calls	Count of calls received by call queue
<input checked="" type="checkbox"/> Voicemail	Count of calls answered by voicemail

Total: 7

Show 10 < 1 >

Cancel Save



Generate and Export Reports

You can generate custom reports by settings filters that show the data you want. You can save Reports as a custom report, or export reports for later analysis.

Create a custom report by setting the filters you want, then selecting **Go**. Specify a fixed number of days, or a custom date range. Date and time information comes from the logged in user's regional settings. In the detailed report screens, you can click **Expand** to set more filters such as Call Type. Select the filters, and click **Apply**.





- To save your custom report for future viewing, select the **Add View** icon, and enter a name for the custom view. When you click **Save**, the view is added to the menu of available reports.
- To make changes to an existing report, select it from the menu, change the filters as needed, and click the **Save** icon.
- To export a report, select the report you want to export, click **Go**, and click the **Export icon**. The report is exported as a Microsoft Excel file. To learn more, click [here](#).

(See more reports on the following page.)


RingCentral Office@Hand from AT&T Admin Portal Dylan | (301) 358-1495 Ext. 101 Get Help | Log Out

Phone System **Reports** Call Log Billing Tools

Reports

Default Last 30 Days GO    

SUMMARY QUEUE ACTIVITY **USER ACTIVITY** PHONE NUMBER CALL DETAIL

Filters  EXPAND ^

User: Elaine Tia, Vasu Krishnamurthy Call Type: All

Avg. Calls/User: 29 Avg. Call Duration/User: 00:28:42

57 TOTAL CALLS 3 ANSWERED 18 MISSED 8 VOICEMAIL

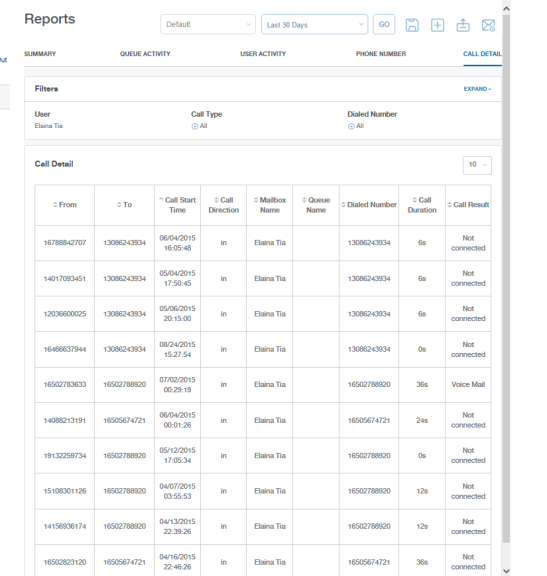
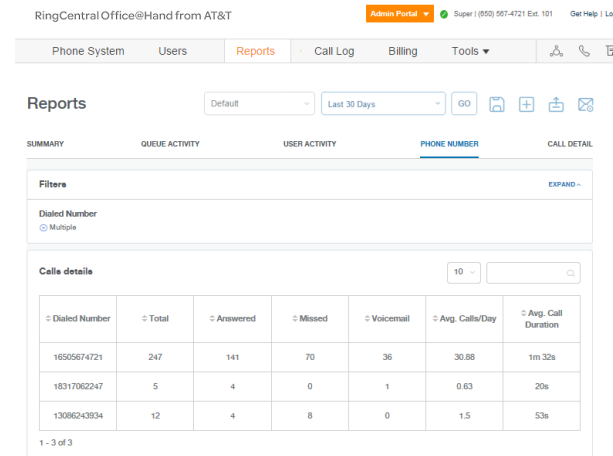
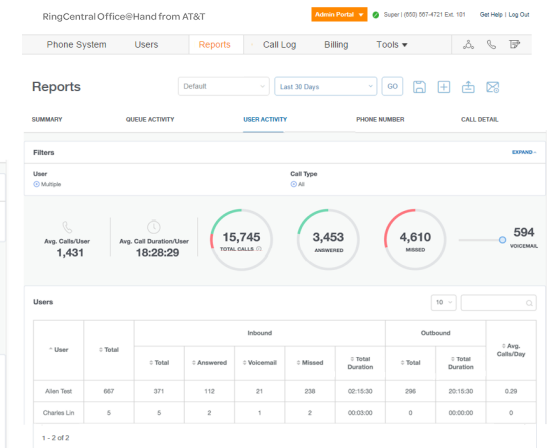
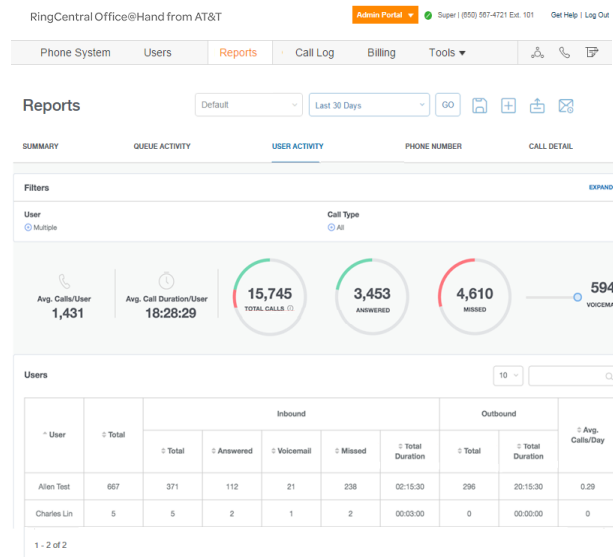
Users 10

User	Total	Inbound					Outbound		Avg. Calls/Day
		Total	Answered	Voicemail	Missed	Total Duration	Total	Total Duration	
Allen Test	667	371	112	21	238	02:15:30	296	20:15:30	0.29
Charles Lin	5	5	2	1	2	00:03:00	0	00:00:00	0

1 - 2 of 2



Reports for User Activity, Queue Activity, Phone Number, and Call Detail



Call Log



Call Log

The Call Log provides reports on inbound and outbound calls and faxes for the company number and specified extensions. Select the time period, type of call (inbound or outbound), blocked calls, or recorded calls. You can have the call log delivered to an email address daily, weekly, or monthly on specified day.

In the **Type** column you will see icons for the following types of calls:

 **Inbound Call**


 **Outbound Call**

 **Missed Call**

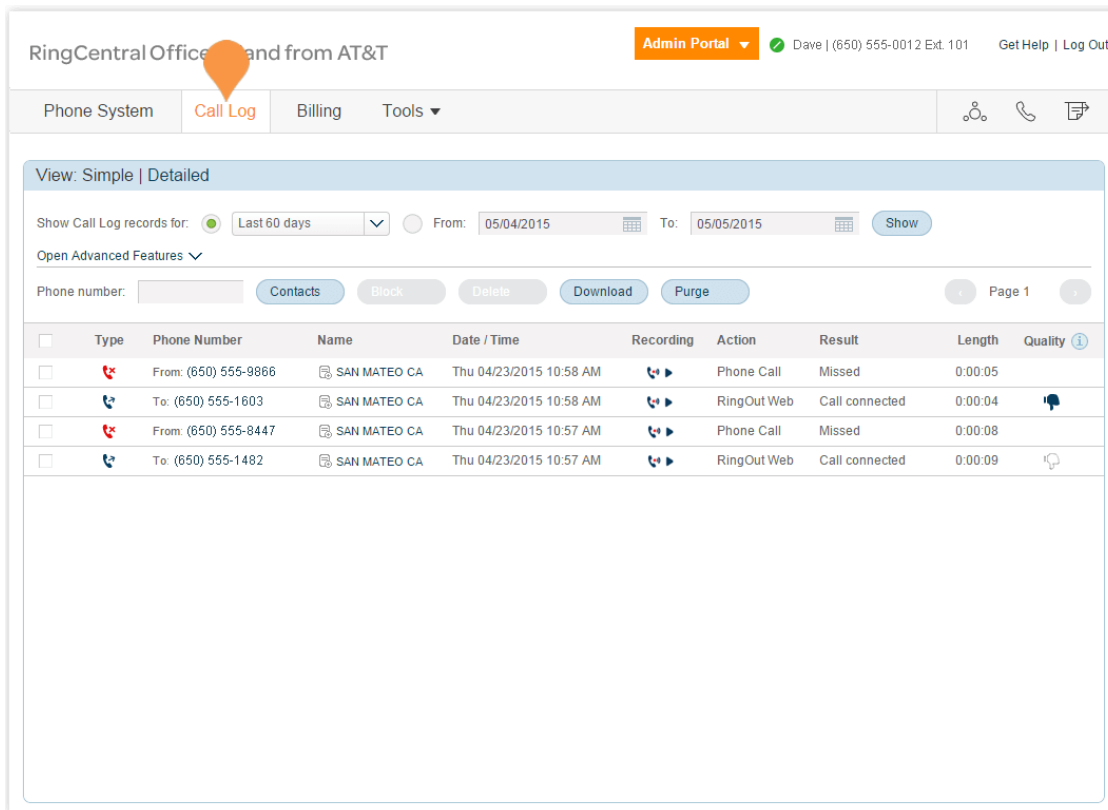
In the **Recording** column, you will see this icon if the call has been recorded. Hover over the icon to listen to the recording.

 Listen to a call recording

Administrators can enable the bad call quality indicator in the RC Admin tool for a given account. After this feature is enabled, the administrator will be able to see the **Quality** column. In the Quality column you will see thumbs down icons for calls that were connected. Click the white thumbs down if you were not satisfied with the quality of a call.

 Click to mark as a bad call

 Marked as a bad call



RingCentral Office@Hand from AT&T

Admin Portal Dave | (650) 555-0012 Ext. 101 Get Help | Log Out











Phone System **Call Log** Billing Tools

View: Simple | Detailed

Show Call Log records for: Last 60 days From: 05/04/2015 To: 05/05/2015 Show

Open Advanced Features

Phone number: Contacts Block Delete Download Purge Page 1

Type	Phone Number	Name	Date / Time	Recording	Action	Result	Length	Quality
	From: (650) 555-9866	SAN MATEO CA	Thu 04/23/2015 10:58 AM		Phone Call	Missed	0:00:05	
	To: (650) 555-1603	SAN MATEO CA	Thu 04/23/2015 10:58 AM		RingOut Web	Call connected	0:00:04	
	From: (650) 555-8447	SAN MATEO CA	Thu 04/23/2015 10:57 AM		Phone Call	Missed	0:00:08	
	To: (650) 555-1482	SAN MATEO CA	Thu 04/23/2015 10:57 AM		RingOut Web	Call connected	0:00:09	



Billing



Billing

The Billing tab houses menus for managing your Service Plan and International Calling. View and edit your service plan, payment information, and international calling plans here.

Note: Billing is an Admin function only. This option will not be available to standard users.

Service Plan

To view or change your service plan:

1. From the **Admin Portal**, select the **Billing** tab.
2. Click **Service Plan** to view your plan details.
3. Click **Change Edition**.
 - a. Follow the instructions on the pop-up to change editions or learn more about different editions.
 - b. Click **OK**.
4. Click **Change Billing Cycle**.
 - a. View options for monthly or yearly subscriptions.
 - b. Select the button next to the plan you'd like.
 - c. Click **Next**.
 - d. Review your order and click **Confirm**.

The screenshot displays the RingCentral Admin Portal interface. At the top, the user is logged in as 'Dave | (650) 555-0012 Ext. 101' with links for 'Get Help' and 'Log Out'. The navigation bar includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing' (highlighted), and 'Tools'. On the left sidebar, 'Service Plan' and 'International Calling' are listed. The main content area shows the 'Service Plan' details for the 'Enterprise Plan'. It includes a 'Change Edition' button (labeled 3), a 'Billing Plan' section showing 'Users, up to 2' for '\$106.00/m' (labeled 4a), and a 'Credits' section showing 'Included Toll Free Credits: 10,000 mins/month'. Below this is an 'Additional Services' section with 'Included Local Numbers, up to 2' for 'Free'. At the bottom, there are buttons for 'Auto-Purchase' and 'Cancel Service Plan'. Overlaid on the right is a 'Change Plan' dialog (labeled 4a) showing the current plan and a list of available plans with radio buttons. A 'Change Edition' dialog (labeled 3a) is also visible, providing instructions on how to change editions. At the bottom right, an 'Order Confirmation' dialog (labeled 4d) shows a summary of the new plan: 'Users Up to 4' for '\$212.00* (per month)', with a note that it does not include taxes and fees. The dialog has 'Back' and 'Confirm' buttons.



Other Service Plan Options

To view options for billing history and auto-purchase:

1. From the **Admin Portal**, select the **Billing** tab.
2. Click **Service Plan**.
3. Click **Auto-Purchase**.
 - a. Select the button next to the **Calling Credits Package** you wish to purchase.
 - b. Click **Save**.
4. Click **Cancel Service Plan**.
 - a. If you would like to cancel your service plan, follow the instructions on the pop-up.
 - b. Click **Close**.

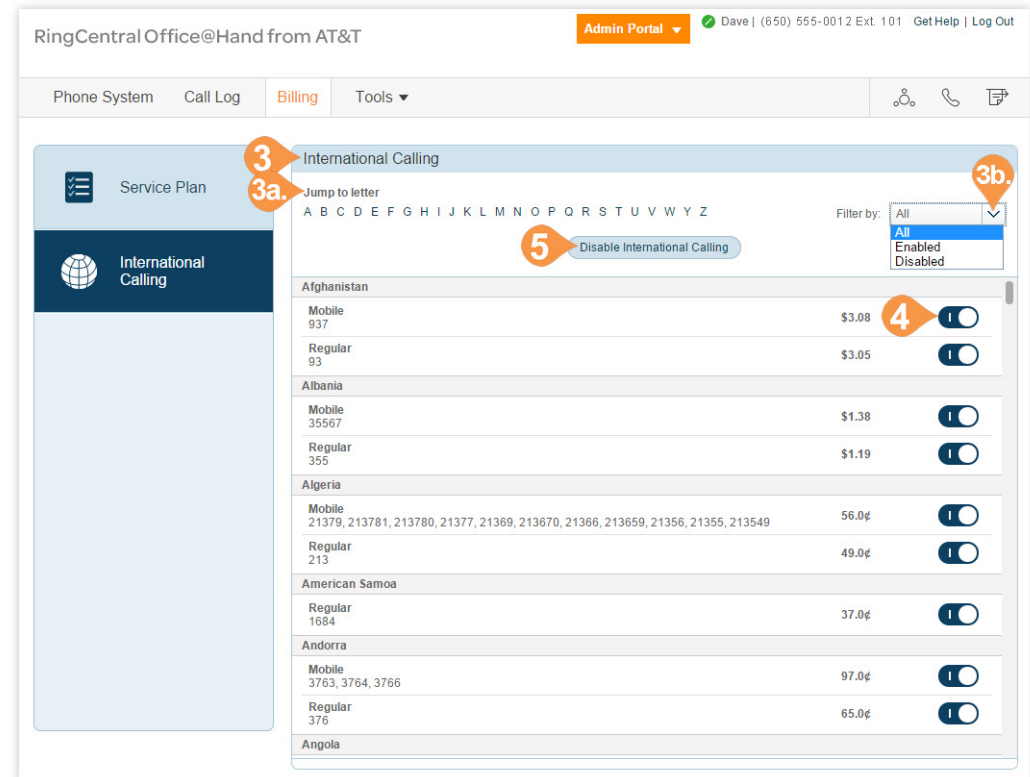
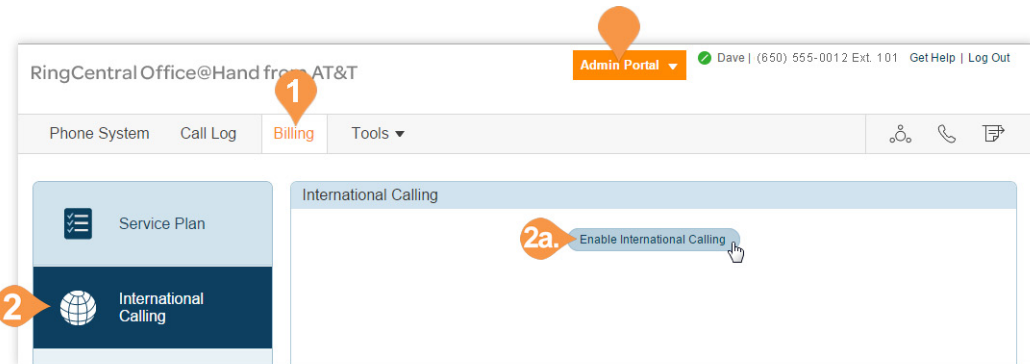
The screenshot shows the RingCentral Admin Portal interface. At the top, the header includes 'RingCentral Office@Hand from AT&T', an 'Admin Portal' dropdown, and user information 'Dave | (650) 555-0012 Ext. 101 | Get Help | Log Out'. Below the header is a navigation bar with tabs: 'Phone System', 'Call Log', 'Billing' (highlighted), and 'Tools'. On the left, a sidebar contains 'Service Plan' (highlighted) and 'International Calling'. The main content area displays the 'Service Plan' details for the 'Enterprise Plan'. It includes a 'Change Edition' button, a 'Billing Plan' section showing 'Users, up to 2' for '\$106.00/month' with '1 Assigned Users & 0 Unassigned Users' and '1 Available', and a 'Change Plan' button. The 'Credits' section shows 'Included Toll Free Credits: 10,000 mins/m' and 'Toll-Free Usage: 0 mins'. The 'Additional Services' section shows 'Included Local Numbers, up to 2' for 'Free'. At the bottom of the main content area, there are two buttons: 'Auto-Purchase' (highlighted with callout 3) and 'Cancel Service Plan' (highlighted with callout 4). To the right, two pop-up windows are visible. The 'Auto-Purchase' window shows 'Calling Credits Package' options: '\$20.00' (selected) and '\$100.00', with 'Cancel' and 'Save' buttons. The 'Cancel Service Plan' window asks 'Are you sure you want to cancel your RingCentral Office@Hand from AT&T Enterprise Plan Service Plan for (650) 555-0012?' and lists consequences of cancellation, with a 'Close' button at the bottom.



International Calling

To enable, disable, and view international calling rates:

1. From the **Admin Portal**, select the **Billing** tab.
2. Click **International Calling**.
 - a. If International Calling is not enabled, click **Enable International Calling** to enable it.
3. View the countries international calling is available to and the price for each country.
 - a. Use the alphabet at the top of the screen to jump to a list of countries that start with a specific letter.
 - b. Sort by Countries that are enabled or disabled by using the drop-down menu.
4. Turn calling to a specific country on or off by clicking the blue switch to the right of that country.
5. Disable international calling completely by clicking **Disable International Calling**.



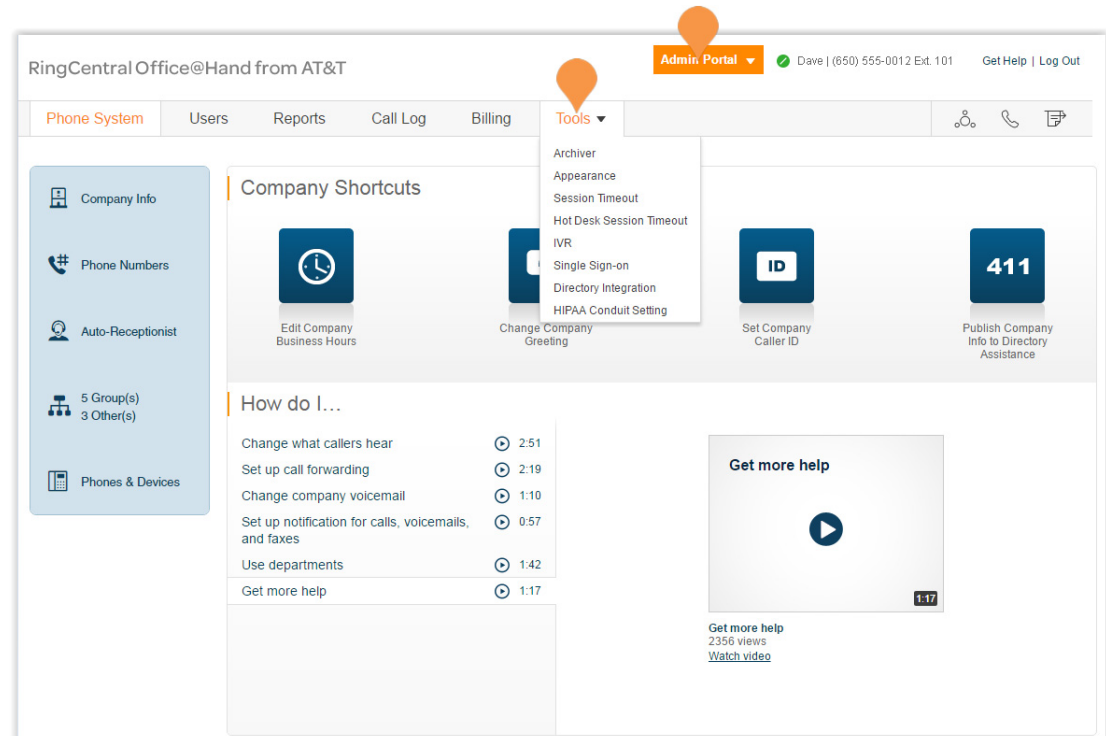
Tools Menu



Tools

In the Admin Portal, the Tools tab houses many important features for your company's phone system. When you click on the Tools tab, a menu will appear with the following items:

- Archiver
- Appearance
- Session Timeout
- Hot Desk Session Timeout
- Account Linking
- Single Sign-On
- Directory Integration
- HIPAA Conduct Setting



Archiver

Office@Hand Archiver makes archiving important communications data simple and convenient through the seamless integration of SFTP, or Dropbox or Google Drive cloud storage with your Office@Hand service.

With Office@Hand Archiver, you can securely save your messages and recorded calls automatically and easily search the stored data at any time from within your account to quickly retrieve the records you want.

Configure Office@Hand Archiver

1. From the **Admin Portal**, select the **Tools** tab.
2. Click **Archiver** and log in to the tool with your Office@Hand or Salesforce credentials.
3. The Accounts tab displays the connection status of your accounts. Click **Connect** and enter the credentials to connect Office@Hand to your Dropbox, Google Drive, or SFTP account.
4. Click **Sync Options**.
5. When connected to an account, you can enable or disable data backup from Office@Hand to the account by selecting **Enable Backup**.

Office@Hand Archiver will run the job on an hourly basis and archive to Dropbox, Google Drive, or SFTP all of the extensions' call recordings generated within the hour before last Archiver job run.

6. Select the types of **Data to backup**. By default, Call Recordings are backed up for admins and users. Users can select for their own extensions whether to backup Call Recordings, Voice Mails, SMS and/or Fax.

The image displays two screenshots of the RingCentral Office@Hand Admin Portal interface, illustrating the steps to configure the Archiver tool.

Top Screenshot: Shows the Admin Portal header with the user 'Dave | (850) 555-0012 Ext. 101' and 'Get Help | Log Out' links. The 'Tools' dropdown menu is open, showing options like Meetings, Archiver, Appearance, Session Timeout, Hot Desk Session Timeout, Single Sign-on, Directory Integration, and HIPAA Conduit Setting. The 'Archiver' option is highlighted with an orange circle and the number 2. The 'Admin Portal' button is also highlighted with an orange circle and the number 1.

Bottom Screenshot: Shows the 'Accounts' tab with a table listing connected accounts: Dropbox, SFTP, and Google Drive, all marked as 'Not connected'. The 'Sync Options' tab is selected, showing the 'Data to backup' section with a checkbox for 'Call Recordings' (checked). The 'Enable Backup' toggle switch is also shown, with an orange circle and the number 5 next to it. The 'Accounts' tab is highlighted with an orange circle and the number 3, and the 'Sync Options' tab is highlighted with an orange circle and the number 4.



Appearance

Add your company logo to your Office@Hand online account for a custom look. Take one step further and link your company logo to your company's website for easy navigation.

To upload and link an image:

1. From the **Admin Portal**, select the **Tools** tab.
2. Click **Appearance**.
3. Click **Browse** to browse your computer for an image to upload and select the file you want to use.
4. Click **Attach**.
5. Enter the URL that will be opened when a user clicks on your image.
6. Click **Submit**.
7. View your logo in the upper right corner of your online account and test the URL by clicking on the image.

The image displays three sequential screenshots of the RingCentral Office@Hand Admin Portal interface, illustrating the process to upload a company logo. The interface includes a top navigation bar with the title 'RingCentral Office@Hand from AT&T', an 'Admin Portal' dropdown, and user information 'Dave | (650) 555-0012 Ext. 101'. Below this is a secondary navigation bar with tabs for 'Phone System', 'Call Log', 'Billing', and 'Tools'. The first screenshot shows the 'Tools' dropdown menu with 'Appearance' highlighted. The second screenshot shows the 'Appearance' configuration page with fields for 'Image' (containing 'MyCompanyLogo.jpg') and 'URL' (containing 'https://www.mycompany.com'), along with 'Browse', 'Attach', 'Reset Appearance', and 'Submit' buttons. The third screenshot shows the final result where the uploaded logo is displayed in the top right corner of the portal.



Session Timeout

Configure a session timeout for all users on your account. If a user is inactive for a certain period of time, a warning message will appear notifying the user that the session is about to expire. The user can click OK to keep their session alive. If a user does not click OK before the time runs out, the user will be logged out of the system and will be asked to log in again.

To set a time interval for your phone system's session timeout:

1. From the **Admin Portal**, select the **Tools** tab.
2. Click **Session Timeout**.
3. Click the drop-down to view a list of time intervals.
4. Select the time interval you would like to use.
5. Click **Save**.

The screenshot shows the RingCentral Admin Portal interface. At the top, the header includes 'RingCentral Office@Hand from AT&T', the 'Admin Portal' dropdown, and user information 'Dave | (650) 555-0012 Ext. 101' with 'Get Help' and 'Log Out' links. Below the header is a navigation bar with tabs: 'Phone System', 'Call Log', 'Billing', and 'Tools'. The 'Tools' tab is selected, and a dropdown menu is open, showing options: 'Directory Assistance', 'Appearance', 'Session Timeout' (highlighted with an orange circle 2), 'IVR', and 'Templates'. An orange circle 1 points to the 'Tools' tab. Below the navigation bar, the 'Session Timeout' configuration page is displayed. It features a form with a label 'Log users out after:' followed by a dropdown menu. The dropdown menu is open, showing a list of time intervals: '30 minutes', '15 minutes' (highlighted with an orange circle 4), '30 minutes' (highlighted with an orange circle 3), '1 hour', '2 hours', '4 hours', '8 hours', and '24 hours'. To the right of the dropdown is a 'Save' button with an orange circle 5. An orange circle 5 also points to the 'Save' button.

The screenshot shows a message box with a dark blue header that reads 'Your session has expired'. Below the header, the text states: 'For security reasons, your session is no longer active. For your protection, sessions expire after 15 minutes of inactivity. Please log in again.' At the bottom right of the message box is a 'Log in again' button. Below the message box is the RingCentral logo and a footer containing legal disclaimers: 'By subscribing to and/or using RingCentral Office@Hand from AT&T, you acknowledge agreement to the AT&T's Terms of Service and RingCentral's End User License Agreement. © 2015 AT&T Intellectual Property. All Rights Reserved. AT&T and the AT&T logo are trademarks of AT&T Intellectual Property. All other marks, logos, designs and otherwise are the trademarks and intellectual property of RingCentral, Inc.'



Account Federation

Account Federation (account linking) is a solution that provides a set of features to support customers who are split across different accounts, and allows account users to find one another across accounts on all endpoints. Large customers may have this split because of a limit of number of users per account, or business needs for having different accounts or billing.

Accounts are linked into a federation that includes:

- The ability to create accounts in multiple tiers, allowing for a mix-and-match of certain feature sets.
- A consolidated company directory.
- Non-metered extension-to-extension and direct number dialing support in the federation.

Before setting up Account Federation:

1. Contact RingCentral support to request access to the Account Federation feature. RingCentral support will help evaluate if your account qualifies for the feature.
2. The RingCentral support agent enables the Account Federation feature and adds your linked accounts within your online account.
3. Unique extensions in the federation are preferred. If extensions are not unique, the support agent may be able to update the extensions number of the linked account for you by applying a template.
4. When the Account Federation setup is complete all the account users can find one another across accounts on all endpoints.



Setting up Account Federation

Account Federation provides the administrator a list of linked accounts. To access Account Federation:

1. From the **Admin Portal**, click the **Tools** tab.
2. Click **Account Linking**.
3. Your list of linked accounts is displayed.
Federated Name helps differentiate one account from another.

RingCentral Office@Hand from AT&T

[Admin Portal](#) ✓ Dave | (650) 555-0012 Ext. 101 [Get Help](#) | [Log Out](#)

Phone System Users Reports Call Log Billing **Tools** ▼

newAcctFed

Meetings
Archiver
Appearance
Session Timeout
Hot Desk Session Timeout
Account Linking
Single Sign-on
Directory Integration
HIPAA Conduit Setting

User ID	Company Name	Federated Name	Number	Linked Date	Exts Duplicating with current account
400153147006	RINGCENTRAL	AcctFed001	3724120	05/15/2017	No
400162283006	RINGCENTRAL	AcctFed001	3724119	05/15/2017	No
400153147014	RINGCENTRAL	AcctFed001	+12106724724	05/15/2017	No
400162286228	RINGCENTRAL	AcctFed002	+12106724141	05/15/2017	No



Single Sign-on*

Single Sign-on allows employees in a company to access multiple applications with one set of credentials. You can work with RingCentral Office@Hand from AT&T Customer Support to set up Single Sign-on for your Office@Hand services, or you can set it up by yourself.

1. From the **Admin Portal**, click the **Tools** tab.
2. Click **Single Sign-on**.
3. Choose an option to set up SSO:
 - **Set up SSO by yourself:** use the self-service UI to configure the Service Provider (SP) settings. Perform the steps in Set up Single Sign-On by Yourself.
 - **Contact Customer Support:** use Office@Hand Customer Support to configure the Service Provider (SP) settings. Click the **View Detail** link, and perform the steps in Contact Support to Enable SSO.

* Available for Premium and Enterprise users only.

RingCentral Office@Hand from AT&T

Phone System Users Reports Call Log Billing Tools

1 Dave | (650) 555-0012 Ext. 101 Admin Portal Get Help Log Out

Company Info Phone Numbers Auto-Receptionist 0 Group(s) 0 Other(s) Phones & Devices

Company Shortcuts

2 Edit Company Business Hours

How do I... Change what callers hear Set up call forwarding Change company voicemail

Meetings Archiver Appearance Session Timeout Single Sign-on Directory Integration App Gallery Developer Portal HIPAA Conduit Setting

Set Company Caller ID 411 Publish Company Info to Directory Assistance

Change what callers hear

Single Sign-on (SSO)

RingCentral Office@Hand from AT&T Single Sign-on (SSO) service lets your company authenticate your Office@Hand users through your company-level network login credentials.

About Office@Hand SSO service. [Learn More](#)

For the first time setup, please finish the configuration in order to turn on SSO for your company.

3 SSO Configuration

Choose one of the options below to set up SSO for your company.

Set up SSO by yourself

Step 1: Upload identity provider metadata file and certificate.

Edit

Step 2: Export Service Provider metadata and import it into your Federation Server.

Download

Contact Customer Support

Customer support number

Contact Office@Hand customer support to set up SSO

View Detail

Enable SSO

☐ Enable SSO Service

Identity Provider Entity ID

http://www.okta.com/fgeuighrTGEfjdn

SSO unique ID

Email

Save



Set up Single Sign-On by Yourself

To set up SSO by yourself, upload your Identity Provider (IdP) SAML metadata, make sure the attribute is mapped correctly, and download the metadata for importing it into your Federation Server:

1. In the Set up SSO by yourself box, click **Set Up** to set up SSO for the first time, or **Edit** to change your configuration.
2. Upload the Identity Provider metadata from either a local file or an URL from your IdP. If the IDP entity ID has already been used by another account, you need to contact support for manually configuration.

Once uploaded, the information will be parsed from the metadata and displayed automatically.

3. Select the attribute in your metadata which should be mapped to email on RingCentral. The **Map Email Attribute To** menu lists all the attributes parsed from the IdP metadata.
4. If the metadata already contains the certificate information, it will show in the list. Otherwise, add the certificates manually. You can add multiple certificates, but only the ones ordered as Primary and Secondary certificates will be used. Click **Save**.
5. Click **Download** to export the Service Provider metadata and import it into your Federation Server to complete the configuration.
6. Check **Enable SSO Service**.
7. Click **Save**.

SSO Configuration

Set up Single Sign-on

Choose one of the options below to set up SSO for your company.

Set up SSO by yourself

Step 1: Upload identity provider metadata file and certificate.

1

Set Up

Step 2: Export Service Provider metadata and import it into your Federation Server.

5

Download

2

Upload IDP metadata

Please upload a valid SAML metadata file.

Upload Metadata by

Upload with file

Browse

SSO General Information

Identity Provider Entity ID
None

Connection Protocol
SAML 2.0

Connection Type
Browser SSO

SAML Bindings
None

Browser SSO SAML Profile
IDP-initiated SSO and SP-initiated SSO

3

Attribute Mapping

Please make sure the email attribute is mapped to the correct value in the metadata.

Map Email Attribute to
None

4

Certificate Management

Please upload certificate and set the primary one.

Upload

Order	Subject DN	Signature Algorithm	Expires
No result. Please upload metadata file first.			

Cancel

Save

6

Enable SSO

☒ Enable SSO Service

Identity Provider Entity ID
http://www.okta.com/fgeuighrTGEfjd

☐ Allow users to log in with SSO or RingCentral credential

7

Save

SSO unique ID
Email

Contact Support to Enable SSO

This section describes how you prepare the request, and contact RingCentral Office@Hand from AT&T Customer Support to configure the Service Provider (SP) settings required to enable SSO on your IDP server:

1. In the Contact Customer Support box click the **View Detail** link, and perform the steps as described.
2. Get your SAML 2.0 metadata details from your Identity Provider (IDP), such as PingFederate, Okta, or a homegrown IdP.
3. Click **Office@Hand customer support number** and call support to request Single Sign-on setup assistance. A support member will ask for your SAML 2.0 metadata file and answer your Single Sign-On questions.
4. You will receive an email from RingCentral containing your SAML 2.0 SP metadata. Import the metadata into your IdP server to complete the configuration on your IdP.
5. Check **Enable SSO Service**.
6. Click **Save**.

SSO Configuration

Choose one of the options below to set up SSO for your company.

Set up SSO by yourself

Step 1: Upload identity provider metadata file and certificate.

Set Up

Step 2: Export Service Provider metadata and import it into your Federation Server.

Download

Contact Customer Support

Customer support number

Click Office@Hand customer support to set up SSO

View Detail

Contact Support to Enable SSO

Please follow the steps below for the request.

Step 1. Prepare IDP SAML 2.0 metadata

To set up SSO, we need your SAML 2.0 metadata details from an Identity Provider (IDP), like PingFederate, Okta, or a homegrown IdP.

SAML 2.0 Reference

Sample SAML 2.0 metadata

Step 2. Call RingCentral Office@Hand from AT&T Customer Support

Call Office@Hand Customer Support and request Single Sign-on setup assistance.

A Support member will ask for your SAML 2.0 metadata file and answer your Single Sign-on questions.

Find your Office@Hand customer support number

Step 3. Import SAML 2.0 Service Provider (SP) metadata

You will receive an email from Office@Hand Customer Support containing SAML 2.0 SP metadata. You need to import this data into your Federation Server.

OK

Enable SSO

☒ Enable SSO Service

Identity Provider Entity ID

http://www.okta.com/feuiqrhTGEfjd

SSO unique ID

Email

☐ Allow users to log in with SSO or RingCentral credential

6

Save



Directory Integration

Directory Integration lets you automatically provision users from your corporate directory into RingCentral.

Active Directory

Office@Hand integrates with Microsoft Active Directory to let you automatically provision users from Active Directory to Office@Hand.

The service leverages Okta so you can perform an initial import from Active Directory to Office@Hand, and to synchronize Active Directory and Office@Hand on user status. Users are automatically enabled or disabled in Office@Hand as they join or move around your organization.

For more details on integrating Office@Hand with Active Directory, click here for the [Active Directory Implementation Guide](#).

To set up the RingCentral integration service:

1. From the Admin Portal, click the Tools tab.
2. Click Directory Integration.
3. Select Active Directory.
4. Click Enable Active Directory.
5. If you are not already an Okta member, sign up for Okta by selecting Become an Okta member.
6. Configure in Okta the settings for integration with Active Directory, and save the settings in Okta. The provisioning process starts.
7. Review the provisioning results. You will receive an email containing the provisioning results, including a summary and report. If required, edit the extensions of provisioned users in User Management in the Admin Portal.

RingCentral Office@Hand from AT&T

Admin Portal | Dave | (650) 555-0012 Ext. 101 | Get Help | Log Out

Phone System | Users | Reports | Call Log | Billing | Tools

Tools dropdown:

- Archiver
- Appearance
- Session Timeout
- Hot Desk Session Timeout
- IVR
- Single Sign-on
- Directory Integration
- HIPAA Conduit Setting
- Change Company Greeting

Company Shortcuts:

- Edit Company Business Hours
- Set Company Caller ID
- Publish Company Info to Directory Assistance

Select Directory Provider

Active Directory

RingCentral Active Directory Integration service lets you automatically provision users from Microsoft Active Directory / LDAP to RingCentral. Okta syncs Active Directory / LDAP and RingCentral on users status, so users are automatically enabled / disabled in RingCentral as they join or move around your organisation. Connect RingCentral user management to your Active Directory / LDAP with Okta. Enabling Active Directory / LDAP integration with RingCentral is simple, wizard driven process.

[Learn more >](#)

Okta Setup

Step 1: For your Active Directory to provision correctly, all email addresses should be unique within your account. Please verify there are no duplicates to continue.

4 Enable Active Directory

Step 2: Sign up become an Okta member.

5 Become an Okta Member

If you are an Okta Customer, please login into your Okta domain URL.

6 Step 3: Configure RingCentral Active Directory Integration settings in Okta. After saving changes, provisioning will start.

Please note: If you would like pre-assigned extensions, please make sure the correct extensions are in the Active Directory / LDAP. Otherwise, extensions are randomly assigned after provision configuration.

7 Review Provision Results

After provisioning is completed, you can review the results in the Okta Report section. An email with the provisioning results (including a summary and report) will also be sent after provisioning. You will be able to review successful provisioning results and any errors that may occur in the email.

Managing Provisioned users

If you would like to edit extensions of the provisioned users, you can do so in the undefined's User management page.



HIPAA Conduit Setting

Office@Hand's HIPAA-compliant solution ensures that customer calls and messages are secure with encryption in transit and at rest, along with other features, protecting patient data and guarding against unauthorized access to protected health information.

1. From the **Admin Portal**, click the **Tools** tab.
2. Click **HIPAA Conduit Setting**.
3. Check the box next to **Activate HIPAA Conduit Setting**.
4. Click **Accept & Save**. Once activated the following occurs:
 - Automatic forwarding of messages to email as an attachment is disabled.
 - Business SMS is disabled from Office@Hand mobile apps and desktop apps.
 - Automatically delete faxes, voicemails, SMS messages and voice recordings after 30 days.

The top screenshot shows the RingCentral Admin Portal interface. The 'Admin Portal' tab is selected, and the 'Tools' menu is open. The 'HIPAA Conduit Setting' option is highlighted in the Tools menu. The bottom screenshot shows the 'Activate HIPAA Conduit Setting' dialog. The 'Activate HIPAA Conduit Setting' checkbox is checked. The dialog contains a list of terms and conditions, and the 'Accept & Save' button is visible at the bottom right.

By clicking above and activating the HIPAA Conduit Setting, you are indicating the following:

- You understand, acknowledge, and agree that activation of the HIPAA Conduit setting will result in automatic and permanent deletion from your account of voicemail, facsimile/email, and text messages and voice recordings that are 30 or more days old.
- You understand, acknowledge, and agree that if any voicemail, facsimile/email, or text messages or voice recordings that are 30 or more days old are currently stored in your account, they will be permanently deleted from your account, and such deletion may occur as soon as immediately after activation of the HIPAA Conduit setting.
- You understand, acknowledge, and agree that the deletion functions described above permanently delete messages and recordings such that they are not retained by RingCentral in any form (including on any back up or disaster recovery).
- You represent that you have backed up (by saving on your own systems or media) any voicemail, facsimile/email, or text messages or voice recordings that you wish to retain.
- You understand, acknowledge, and agree that the HIPAA Conduit setting will disable texting through your account and attachment of voicemail and facsimile/email messages to message notification emails sent by RingCentral to you.
- You wish for all of the foregoing to occur.
- You accept responsibility for fully informing your user base of the operation and consequences of the HIPAA Conduit setting, including without limitation the deletion and disablement functions described above.

For sake of clarity, the purpose of this acknowledgement is to memorialize your understanding of and agreement to the consequences of activation of the HIPAA Conduit setting. Nothing in this acknowledgement shall create or be construed to create any obligation or responsibility for RingCentral with respect to the messages and/or other data sent, received, or stored.

Accept & Save



In-Product Messaging

In-product messaging provides administrators with the ability to deliver relevant, targeted information to users about their Office@Hand phone service, including product features and benefits. Uses could include:

- Communicating availability of new releases
- Displaying a persistent message with ability to provide more details
- Ability to create campaigns with selective user control of displays
- Editions, release versions, and expiration dates
- Announcement at login
- A “leaderboard” message at the top of selected pages

Access In-Product Messaging by logging into the Admin web.



Appendix A: Express Setup for Admins



Welcome to RingCentral

Welcome to the RingCentral business phone system! Once you have purchased the system, you'll receive an email to activate.

If this is your first login, it will take about 25 minutes to initially set up your account. As the administrator you'll be able to add users during the Express Setup or after you complete these steps. You will set up user profiles, set the company greeting, operator extension, and My Info profile. You'll also verify your regional setting, provide emergency calling location, and setup how you would like phone calls to be routed.

Note: If you leave the Express Setup without finishing, the changes you have made might not be saved.

You can [learn more](#) about user features through [Knowledgebase articles](#) and the [RingCentral Office Admin Guide](#).


Activate Your Account

You will receive a Welcome Email after you have purchased a RingCentral system.

To start your setup,


1. Open the email message.
The Welcome message appears.
2. To begin your set up, do one of the following:
 - Click **Activate Account**
 - Copy the link into your browser

The setup instructions continue on the following page.

 **Please activate your account**

Welcome to RingCentral

Thank you for selecting RingCentral as your business phone service. Please activate your account **within 48 hours** to get started.



Or copy-and-paste this link into your browser:
<https://service.ringcentral.com/login/main.asp?CDBB1210:1AC51D00124B7445398BCFBD319A0ABC25F26F&enc=2&aeh=2BAC31274647>

There's one more step to set up your company account (650) 555-0012 You will be asked to:

- Change your temporary password
- Register your e911 information
- Set up your account

Thank you for using RingCentral.

Got Questions? The [RingCentral Support Center](#) offers startup guides, tutorial articles and videos and comprehensive search.



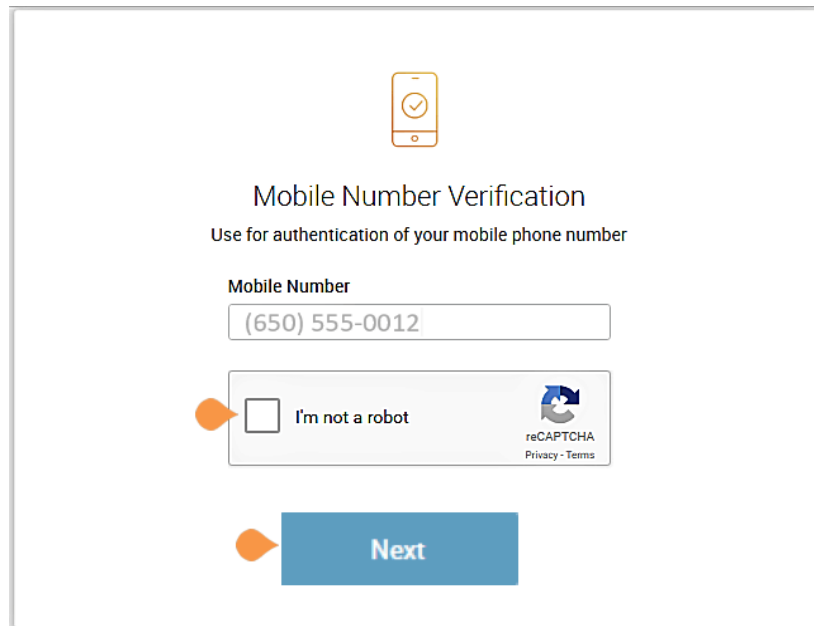
Your Account Security

After clicking **Activate Account**, authentication begins with a mobile app verification.

1. Click the **I'm not a robot** box, then **Next**.

A message informs you that you'll be receiving a phone call providing you with a verification code.

2. Enter the verification code.
3. Click **Next**.



Mobile Number Verification

Use for authentication of your mobile phone number

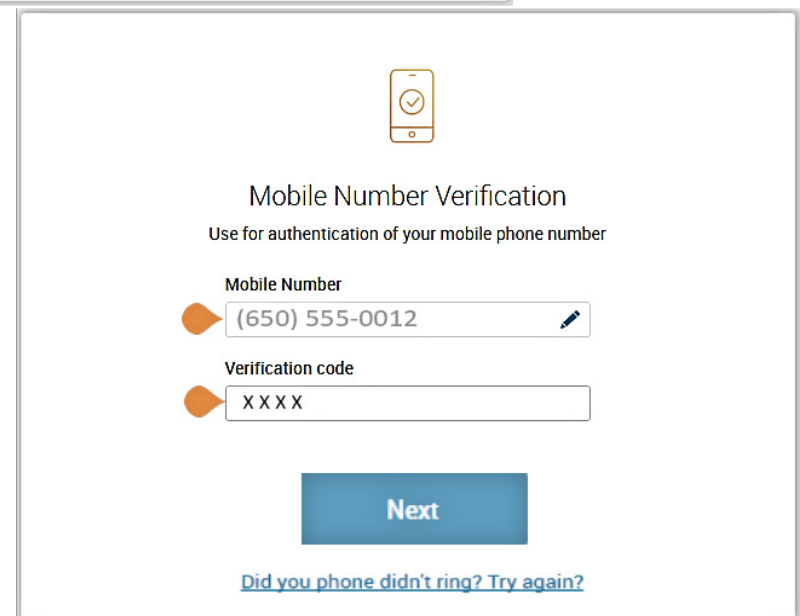
Mobile Number

(650) 555-0012

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Next



Mobile Number Verification

Use for authentication of your mobile phone number

Mobile Number

(650) 555-0012

Verification code

X X X X

Next

[Did your phone didn't ring? Try again?](#)



A window opens for you to enter three account security settings:

- A password
- A PIN (Personal Identification Number)
- A Security Question and Answer

Create Your Password

Passwords and Security Questions on your online account maintain your account's confidentiality and privacy. The **PIN** is used to verify the User's identity when checking voicemail. The **Security Question and Answer** is requested by the RingCentral agent when contacting Customer Care.


Follow the on-screen prompts. For each security setting, certain requirements must be met. For your convenience, these requirements are listed next to the setting as you enter the information.

Note: If your extension is configured as a Google tagged account, your Express Setup will have different setup options. For information about setting up and using Google-tagged accounts, see the [RingCentral for Google User Guide](#).

4. Create your **Password**.


Follow the requirements listed next to the **Password** and **Confirm Password** fields. A green check mark indicates when you have met a requirement and all requirements must be met for the password to be accepted.


5. After you **Confirm Password**, press **Continue**.



Your Account Security

1 Login

Use to login to your account

 Password: Letter, number, special character, min 8 characters, no spaces

 Confirm Password: Please input the password again

 [Continue](#)

2 Create PIN

3 Security Question and Answer

Password Criteria

- At least one letter (latin character)
- At least one number (0-9)
- Non-sequential, Non-repeating
- No account information
- One upper case letter or special character (!,@,\$,#)
- Length 8-32 characters



Set Your PIN


The next step in **Your Account Security** is to set your PIN.


6. Create your **PIN**.


Follow the requirements listed next to the **PIN** fields. A green check mark indicates when you have met a requirement. All requirements must be met before the PIN is accepted.


You'll need this PIN when checking voicemail.


7. Press **Continue**.


 Your Account Security


1  Login

2  Create PIN
Used to check your voicemail messages via the phone





 PIN: 6-10 digits

 Confirm PIN: Please input the PIN again

 [Continue](#)

3  Security Question and Answer

Pin Criteria

-  Only digits
-  Non repeating
-  Non sequential
-  Length 6-10 digits



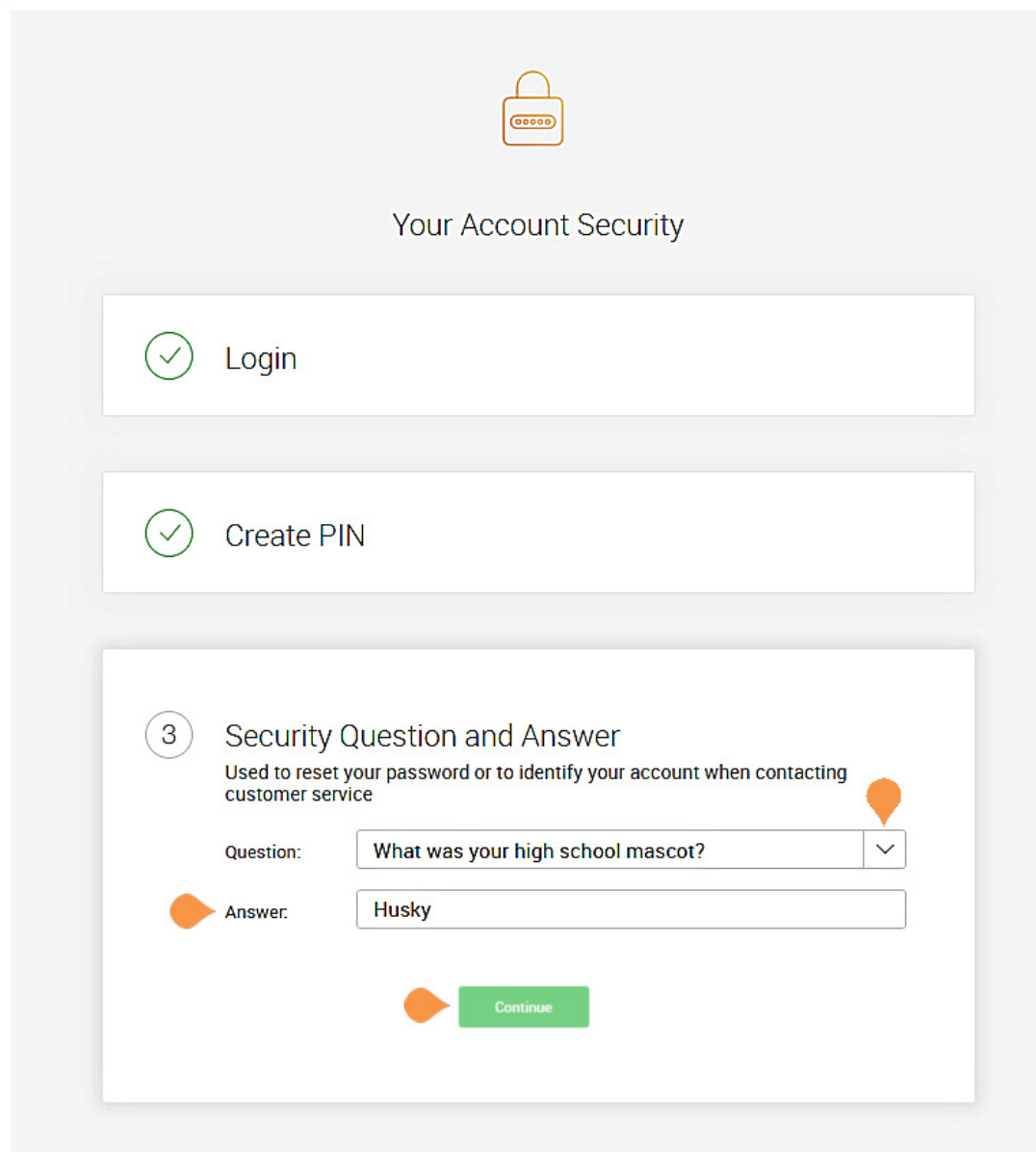
Set Your Security Question and Answer


The last step in **Your Account Security** is to select a **Security Question and Answer**.

Note: You will be asked for your **Security Question and Answer** each time you contact RingCentral Global Customer Care. Keep a record of the question and answer for future reference.


8. Select one of the questions listed in the **Security Question and Answer** menu.
9. Enter your answer to the security **Question** in the **Answer** field.
Note: Your answer must be at least four letters.
10. Press **Continue**.


Should you lose your password, PIN, or Security Question, see this [Knowledge Base article](#), “Changing a User’s Password, Pin, or Security Question.”





Your Account Security

 Login

 Create PIN

3


Security Question and Answer

Used to reset your password or to identify your account when contacting customer service


Question:

What was your high school mascot?

▼

 Answer:

Husky



Continue






Your Company Account is now ready for setup


The next steps include setting up basic details about your company, users, call greeting and operator.

Your company's main number was assigned by RingCentral at the time of purchase in **System Setup**. At that time, your company number and fax number could have been changed. You can change the company and fax number by logging into your account after setup and navigating to the **Settings > Phone System** configuration tab.

11. Click **Next**.

Your account is now active and ready for setup

- 1**

Company Info
Complete basic details about your company and users, and select your company call greeting and operator.
- 2**

My Info
Complete basic details, select your call forwarding and voicemail preferences.
Your users will see the same view for themselves when they set up their own extensions.
- 3**

Review
Review your preferences and see how your system will work when your setup is complete.

 **Next**

You can also get help by
[scheduling an implementation appointment for no additional fee](#)



Setting up Users

In this step, you'll complete information about your users.

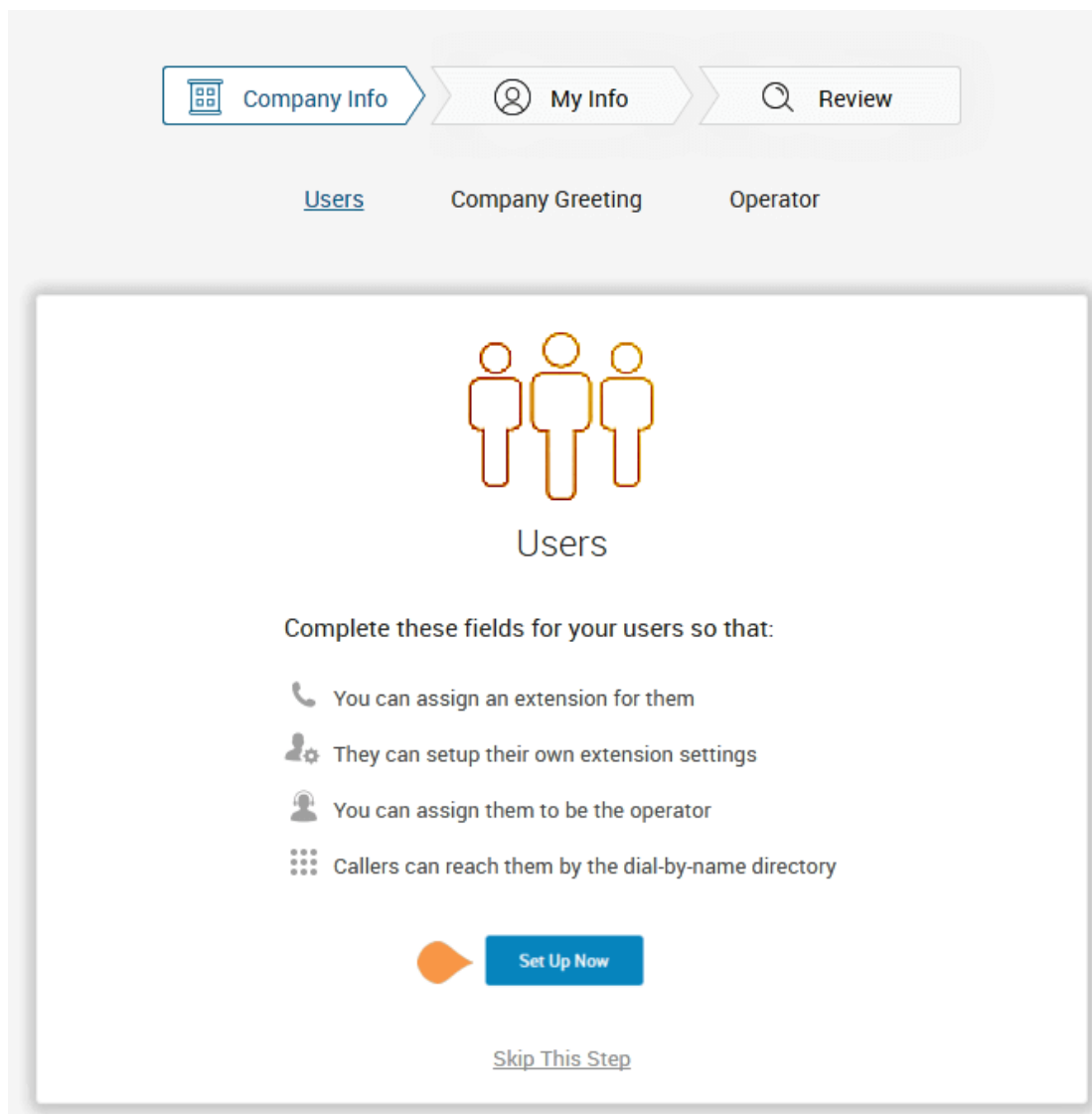
- Assign user extensions
- Enable users to change their own extension settings
- Assign an operator
- Add users to the dial-by-name directory

12. Before you click **Set Up Now**, have information ready, such as, first and last names, email addresses, contact numbers, for each user.

Note: If you click **Skip This Step**, the setup continues to “Company Greeting” on page 196.

As you set up users, each of them will be sent a “Welcome Email” so they can begin setting up their extension.

13. Click **Set Up Now**.



The screenshot shows the 'Users' setup screen in the RingCentral Express Setup wizard. At the top, there are three tabs: 'Company Info' (selected), 'My Info', and 'Review'. Below the tabs, there are three sub-sections: 'Users' (selected), 'Company Greeting', and 'Operator'. The main content area features an icon of three stylized human figures and the heading 'Users'. Below this, it says 'Complete these fields for your users so that:' followed by four bullet points with icons: a phone for 'You can assign an extension for them', a person with a gear for 'They can setup their own extension settings', a person with a headset for 'You can assign them to be the operator', and a grid of dots for 'Callers can reach them by the dial-by-name directory'. At the bottom, there is a blue 'Set Up Now' button and a link that says 'Skip This Step'.



Set up User Profiles

In this step, you'll assign your users to a device.

When purchasing the RingCentral system, a number of phones or lines were bought for your account. Here you'll enter the details for those phones purchased.

Enter the details for each of your users. This information is used for the company directory. Except where noted, this information is set by the administrator.

- First Name
- Last Name
- Email
- Enable Email to log in - The email address entered must be used for only one person and cannot be associated with more than one person or phone number.

If **Use email to log in** is not checked, the user can only log in with their phone number.

- Contact Number
- **Extension** (provided by RingCentral)
- Direct Number
- [Scroll down to complete each User Details profile](#). Any User you do not assign at this time can be added to the system later. Go to the Users tab in the Admin Portal and click Add User.

14. When you are finished, scroll down and click **Next**.

×

User Details

[All Users](#) [Assigned \(1\)](#) [Unassigned \(9\)](#)

1

First Name:

Julie

Last Name:

Fielding

Email:

julie.fielding@example.com

☐ Use email to log in

Contact Number:

(650) 555-0012

Extension:


101

Phone Assigned:

Polycom VVX311

Direct Number:

(650) 555-0012





Company Greeting

In this step, you'll set the greeting callers will hear when they dial your company's main number.

The default company greeting is shown in text below the playback controls. You can either use the default greeting or customize it.

If you choose to record a custom greeting, it can be recorded now or later.


15. To skip this step now and record it later, click **Keep Default** and go to **"Set the Operator Extension"** on page 197.


To customize your company greeting, click **Customize**.


Select **RECORD OVER THE PHONE** or **IMPORT**.

- To **RECORD OVER THE PHONE**, follow the on-screen instructions to record your greeting. When you are finished, click **Next**.
- To **IMPORT** a .WAV or .MP3 file, click **IMPORT**, then browse and attach the filename.

When you are finished, click **Next**.

 Company Info


 My Info

 Review

Users


[Company Greeting](#)

Operator




Company Greeting

Which greeting would you like callers to hear when they dial your company number?



00:00 / 00:00



"Thank you for calling Company Name.
If you know your party's extension you may dial it at any time.
For the Operator **press 0**.
For the Dial-By-Name directory **press 9**."

Customize

Keep Default

[Skip This Step](#)



Set the Operator Extension

When callers dial your company number and press 0, the call is routed to the extension you designate.

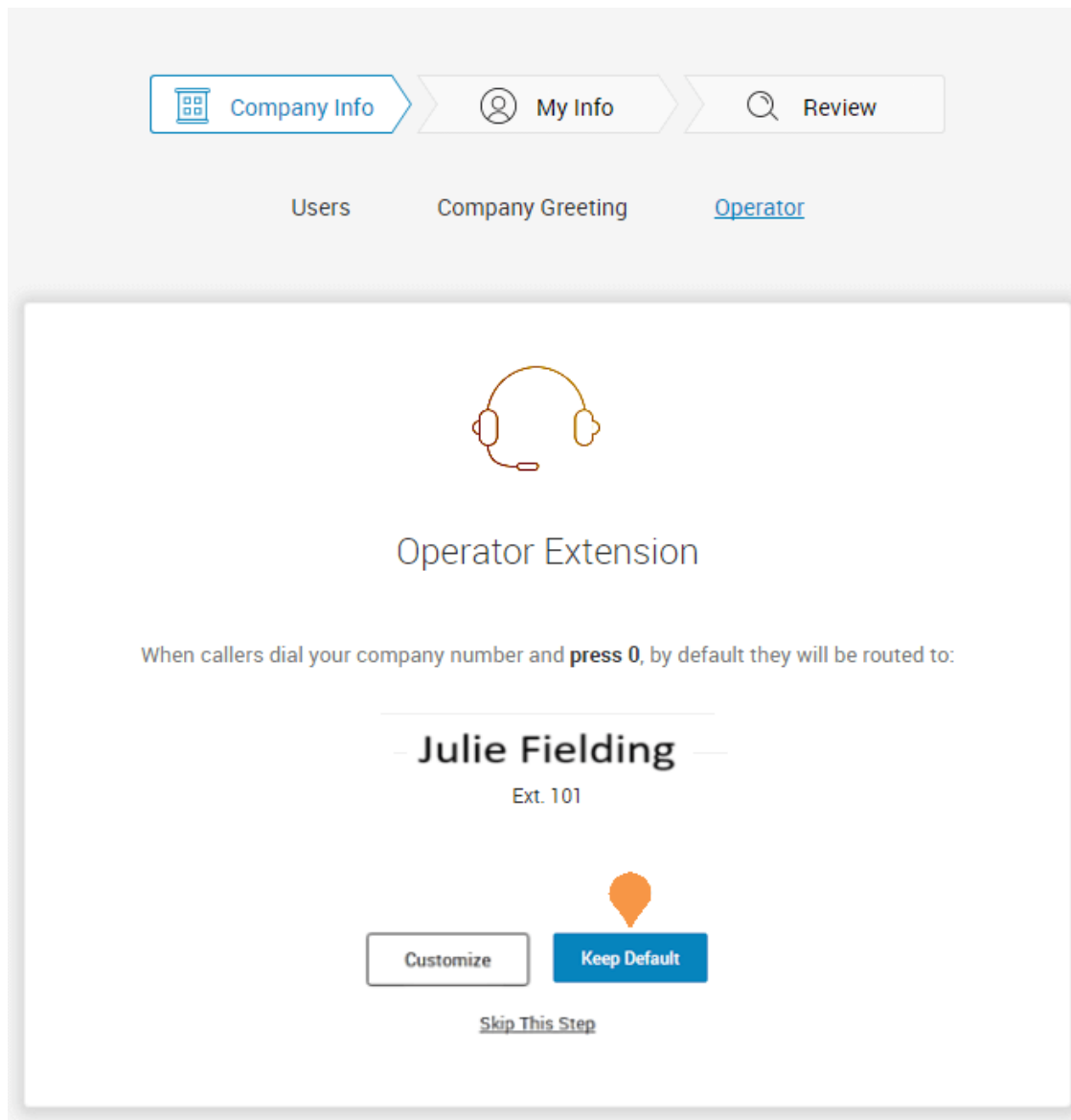
Extension 101 is the Operator extension by default. You may reassign the Operator extension to other numbers in the system.

Note: Extension 101 has specific account authority. See the [RingCentral Office Admin Guide](#) for more information.

16. Select **Customize** or **Keep Default**.

- To change the Operator Extension, click **Change Operator**, then select a different extension number.
- You can also reassign the operator extension after setup. See the [RingCentral Office Admin Guide](#) for instructions.

17. Click **Keep Default**.



The screenshot shows the 'Operator Extension' setup screen in the RingCentral admin interface. At the top, there are three tabs: 'Company Info' (selected), 'My Info', and 'Review'. Below the tabs are three sub-tabs: 'Users', 'Company Greeting', and 'Operator' (selected). The main content area features a headset icon and the title 'Operator Extension'. Below this, it states: 'When callers dial your company number and **press 0**, by default they will be routed to:'. The name 'Julie Fielding' is displayed with 'Ext. 101' underneath. At the bottom, there are two buttons: 'Customize' and 'Keep Default' (which is highlighted with an orange location pin icon). A link 'Skip This Step' is located below the buttons.



Verify My Info Profile

For this step, you'll make sure that your own information is correct.

18. Verify your information.

If it is not correct, update it.

- The name shown in your **My Info** will appear in your company directory for others to contact you.
- Select **Use email to log in** to enable login to your account using a unique corporate email address.

If **Use email to log in** is not checked, you can only log in with your phone number.

The email address must be used for only one person and cannot be associated with more than one person or phone number.

19. Scroll down to **Regional Settings**.

Company Info My Info Review

My Info Call Forwarding Voicemail Greeting

1 My Info

First Name: Julie

Last Name: Fielding

Email: juliefielding@example.com

☐ Use email to log in

Contact Number: +1 (650) 555-0012

Extension Number: 101

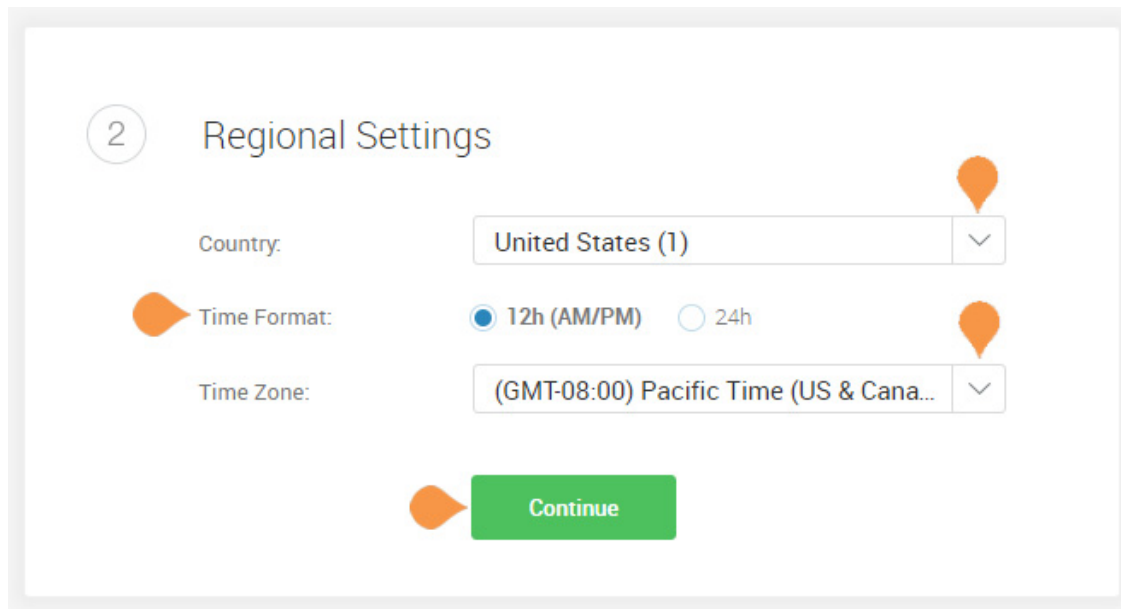
Company Number: (650) 555-0012

Direct Number: (650) 555-0012



Check or Reset your **Regional Settings**

20. Verify **Regional Settings** specified for your account. These are: **Country**, **Time Format**, and **Time Zone**.
21. Click **Continue**.



The screenshot shows a web interface titled "Regional Settings" with a circled number "2" in the top left corner. The interface includes three settings: "Country" set to "United States (1)", "Time Format" with radio buttons for "12h (AM/PM)" (selected) and "24h", and "Time Zone" set to "(GMT-08:00) Pacific Time (US & Cana...". Each setting has an orange callout bubble pointing to it. At the bottom right, there is a green "Continue" button with an orange callout bubble pointing to it.

2 Regional Settings

Country: United States (1) ▼

Time Format: ☒ 12h (AM/PM) ☐ 24h

Time Zone: (GMT-08:00) Pacific Time (US & Cana... ▼

Continue



Emergency Calling - Registered Location

The **Emergency Calling - Registered Location** is the physical location of your phone that is using the RingCentral Digital Line. Emergency dispatchers (Emergency Call Service) will send first responders to this exact location.

For more information, see the [Knowledgebase article, "Updating the Emergency Address."](#)

22. Fill in the **Emergency Calling - Registered Location** form.

- Enter your name
- Enter your country
- Enter your address
- Enter your state
- Enter your postal zip code

23. Read the agreement describing [Emergency Calling - Registered Location](#).

24. Click **Agree and Continue**.

3

Emergency Calling - Registered Location

Emergency Service dispatchers will send emergency first responders to this exact location. Where will you be using this phone?

United States

▼

Alabama

▼

Important: You must update this address every time you move your RingCentral IP phone or Emergency Dialing-Enabled Softphone to a different location. You may update the Registered Address at any time through <http://service.ringcentral.com>. Please note that it may take several hours for any address update to take effect.

Emergency calling may not be available in the event of an Internet or power outage, or if your broadband, ISP, or RingCentral Office service fails or becomes overloaded. VoIP emergency calls may not connect to your local emergency operators, may not transmit your location information, or may improperly ring to an administrative line. It is strongly recommended that you have an alternative means for placing emergency calls available at all times.

By clicking "Agree and Continue", I agree to the [Emergency Service Terms and Conditions](#).

Agree and Continue



My Info > Call Forwarding

As a user, you can set up call forwarding rules for your extension. You can add up to 10 forwarding numbers for each extension assigned to you and set calls to ring sequentially or simultaneously.

In this step you'll enable call forwarding to another number. First, note the phone extensions to which you might want to forward your calls.

You can either skip this step or set your phone to route your calls to another phone.

- To omit this step, click **Ring only my primary phone**. Then go to "My Info > Voicemail" on page 204.
- To add desk phones or a home phone (not mobile phone, see note) to which you can forward calls, click **Yes, add phones**.

25. Click **Yes, add phones**.

Note: If you intend to use the RingCentral mobile app, do not enter the mobile number using these steps. The mobile app's function is integrated into the RingCentral system.

✓ Company Info

My Info

🔍 Review

My Info


Call Forwarding

Voicemail Greeting

Call Forwarding

You ordered a desk phone with RingCentral. All incoming calls will ring this phone. Would you like to add other phones to receive calls when you are away from your desk?

Primary Phone:



RingCentral Phone
(Polycom VVX311)

Ring only my primary phone

Yes, add phones

[Skip This Step](#)



Select additional devices (if any) you would like to ring when you receive an incoming call to your business number. Any purchased phone or your home number can be selected.

26. Select the phone to which the forwarded call will be sent.
27. Enter the number of the selected phone. Continue adding phones, by clicking **Add Additional Phones** as needed.
28. Click **Next**.


Company Info My Info Review


My Info Call Forwarding Voicemail Greeting


Add Phones

1 of 2

Please select which additional phones you would like to receive calls

 Polycom VVX311	(650) 555-0012
--	----------------

 Add Additional Phones

 Next

[Skip This Step](#)



Call Handling - Simultaneously or Sequentially

29. Select whether the forwarded phones ring **Simultaneously** or **Sequentially**.
- Select **Simultaneously** if you prefer the call to ring on all forwarded phones at the same time. Because of different networks, ringing to some devices, such as mobile devices may be delayed.
 - Select **Sequentially** if you prefer the call to ring on forwarded phones in a sequential order. Arrange the forwarding order by dragging up or down.
30. Click **Save**.

The setup instructions continue on the following page.

Company Info My Info Review

My Info Call Forwarding Voicemail Greeting

Call Handling

2 of 2

Which order would you like your devices to answer incoming calls?

☐ Simultaneously ☒ Sequentially

1 Polycom VVX311 (650) 555-0012

2 Home (650) 555-0010

Save

[Skip This Step](#)



My Info > Voicemail

Now, set up the message your callers will hear when RingCentral forwards your calls to Voicemail. In this case, this is the voicemail for extension 101.

You can choose the default voicemail greeting or you can select “**Custom**” to record or import your greeting. See the default greeting text shown below the playback button.

To keep the default greeting, follow these steps:

- Click **Default**.

To keep the default, follow these steps:

- Click **Save** and skip to “Review Your Company Settings” on page 205.

Record or Import a Voicemail Custom Greeting

31. To record or import a new greeting, click **Custom**.

Record your greeting over the phone, or import a custom greeting.

- To record your message over the phone, click **RECORD OVER THE PHONE**, enter a number in **Call me at** field and click **Call**.
- To import a previously recorded message, click **IMPORT** and follow the instructions. (Use an .MP3 or .WAV formatted file.)

32. Click **Save**.

Voicemail

☒ Default ☐ Custom

If you do not answer the call on any of the phones you specified, the caller will be transferred to your voicemail. Please select your voicemail greeting:

Your call has been forwarded to the voicemail for Julie Fielding. No one is available to take your call. At the tone, please record your message. When you've finished recording, you may hang up or press the # key for more options.

00:00 / 00:00

Save

[Skip This Step](#)

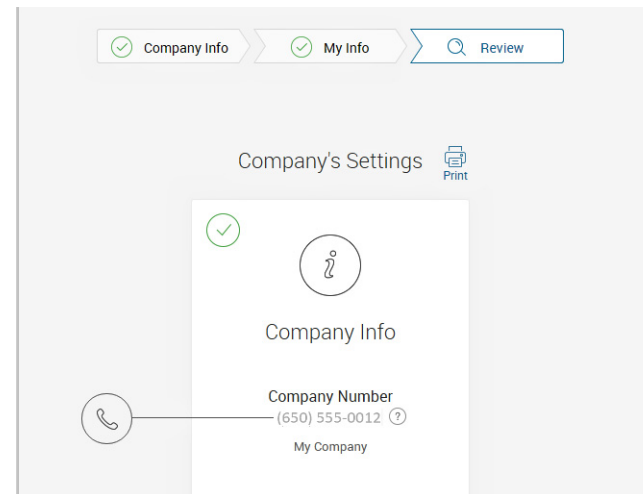


Review Your Company Settings

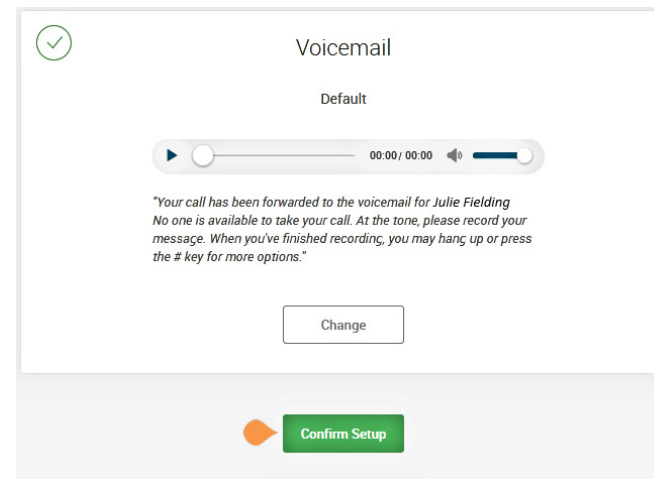
In this step, you'll review the settings set up. Check that these are correct. Continue scrolling to check or adjust all of the settings:

- Company Settings
- Company Greeting
- Users
- Operator
- The Operator Settings
- Call Handling
- Voicemail

If all settings are correct, click **Confirm Setup**.



Continue to final step.



Use RingCentral Anywhere

Collaborate with co-workers and manage your phone system from any device. Apps are available for download that expand your ability to collaborate with others using RingCentral applications.

- You can download apps by clicking on this page. You can also download apps from the RingCentral website, see [Downloads](#).
- For more information about apps you can use with RingCentral Office, see the [RingCentral Office Admin Guide](#).

33. Click **Finish**.

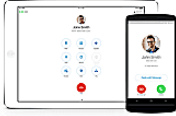
Continue to the following page.

Use RingCentral Anywhere

Collaborate with coworkers and manage your phone system from any device

Free Smartphone App

Accessibility away from your desk




App for iPhone

App for Android

Free Desktop App


Accessibility on your computer



RingCentral for Windows

RingCentral for Google


Productivity and communication from your Chrome browser



Download RingCentral for Google

Glip Messaging


Collaborate anywhere:
Free messaging and file sharing app
RingCentral Glip included with your service



Find more at glip.com

RingCentral meetings

Connect. Meet. Collaborate.



Download RingCentral for Windows

Finish



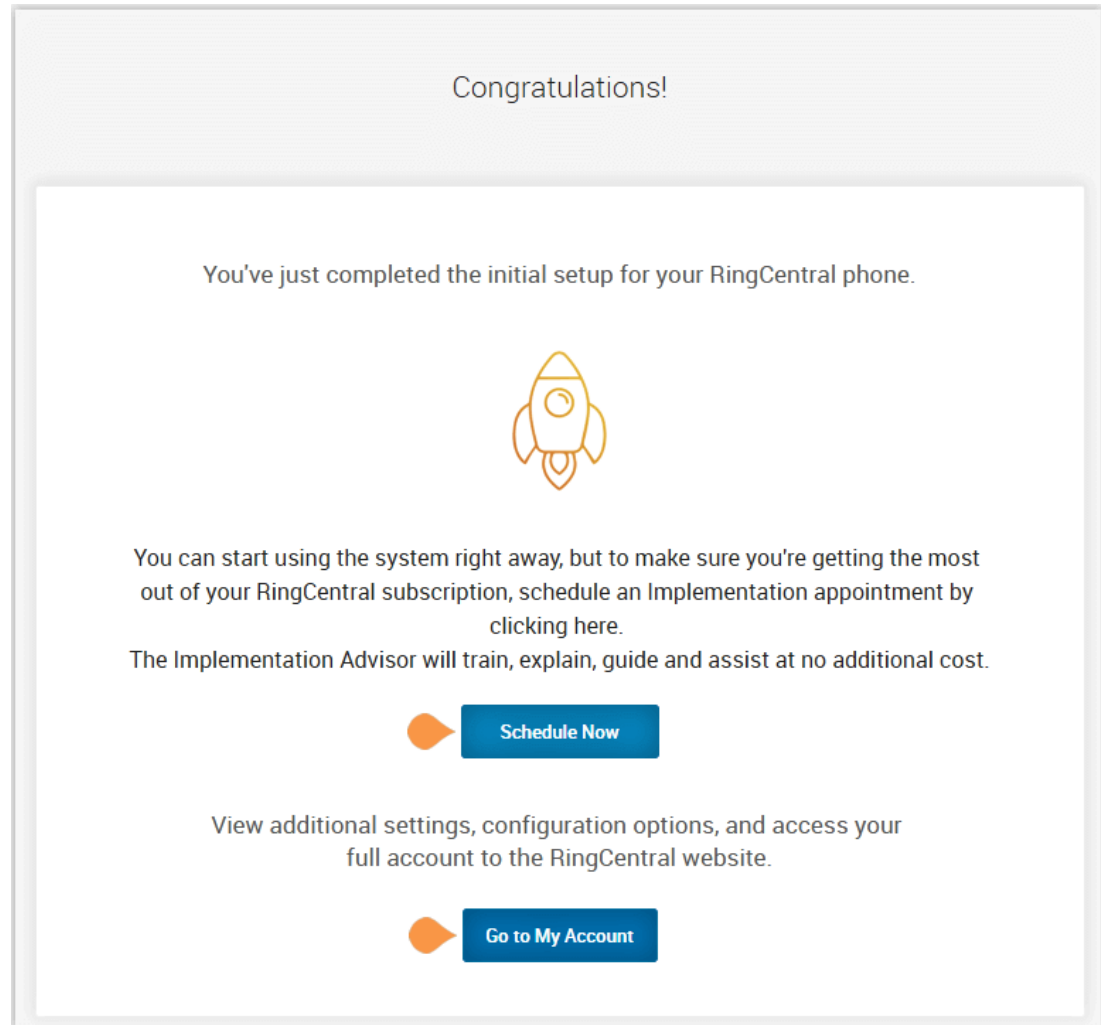
Congratulations!

You have completed the initial setup of your RingCentral business phone system.

- If desired, click **Schedule Now** to schedule an appointment with an implementation advisor who will assist you in setting up your RingCentral phone system.
- Otherwise, click **Go to My Account** to access your account and view additional settings.

34. Click **Go to My Account**.

In the following pages, you'll log in to your RingCentral account.



Sign In

The RingCentral **Sign In** screen appears.

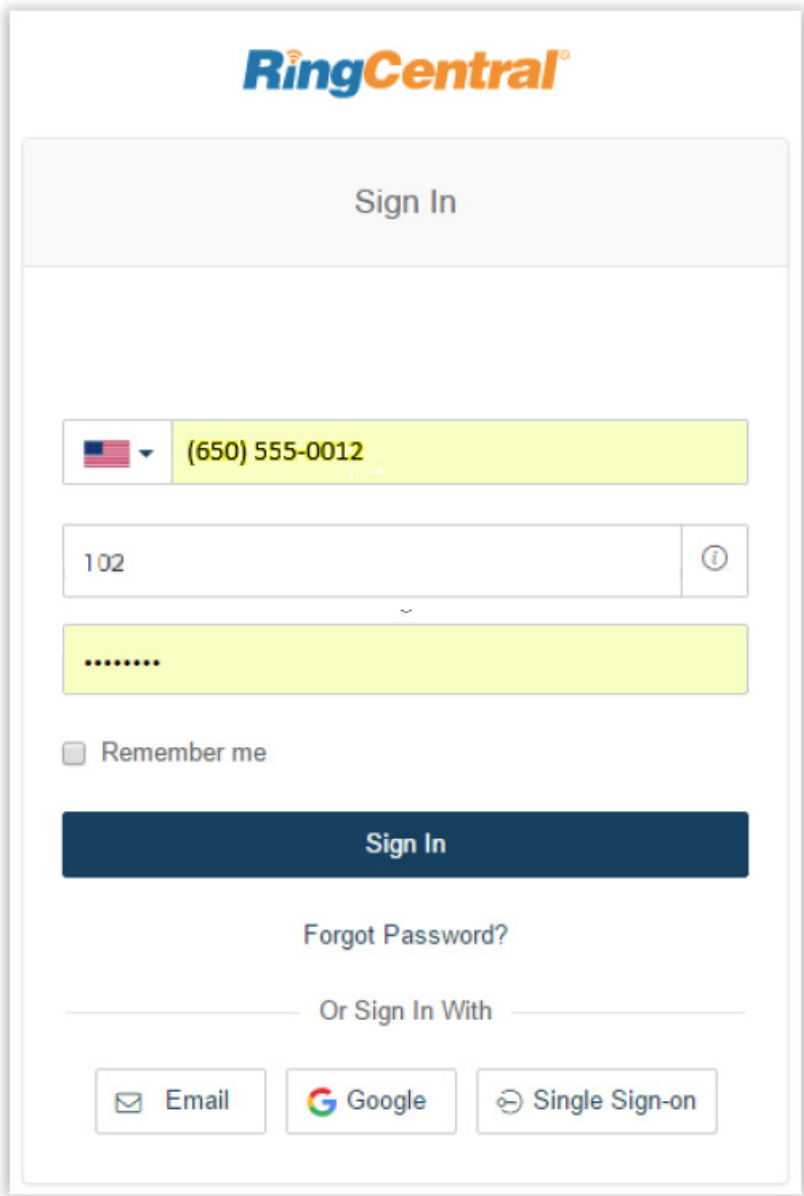
35. Enter your RingCentral phone number, from the **Congratulations!** display, and your password.

- If you have an external phone number assigned, enter it here.
- If you have only an extension assigned, enter the company's main RingCentral phone number, your extension, and then your password.

36. Click **Sign In**.


You can sign-in with a valid Email, Google Gmail (or G Suite), or via Single Sign-on. For more information, see the [RingCentral Office Admin Guide](#).

- To log in with **Email**, log in with your corporate email account.
- To log in with **Google**, your account must have been set up with a valid Google gmail address and password. The administrator configures a Google email address when assigning an extension and verifies the uniqueness of the email address. By default, users can log in with their Google email address. Click **Google** and enter your gmail address and password.
- To log in with **Single Sign-on**, click **Single Sign-on** at the bottom of the screen and enter your email address on the following screen, then log in with your corporate credentials.
Note: Single Sign-on must be enabled for your account by your system administrator.



RingCentral

Sign In

 (650) 555-0012

102 ⓘ




.....

☐ Remember me

Sign In

[Forgot Password?](#)

Or Sign In With

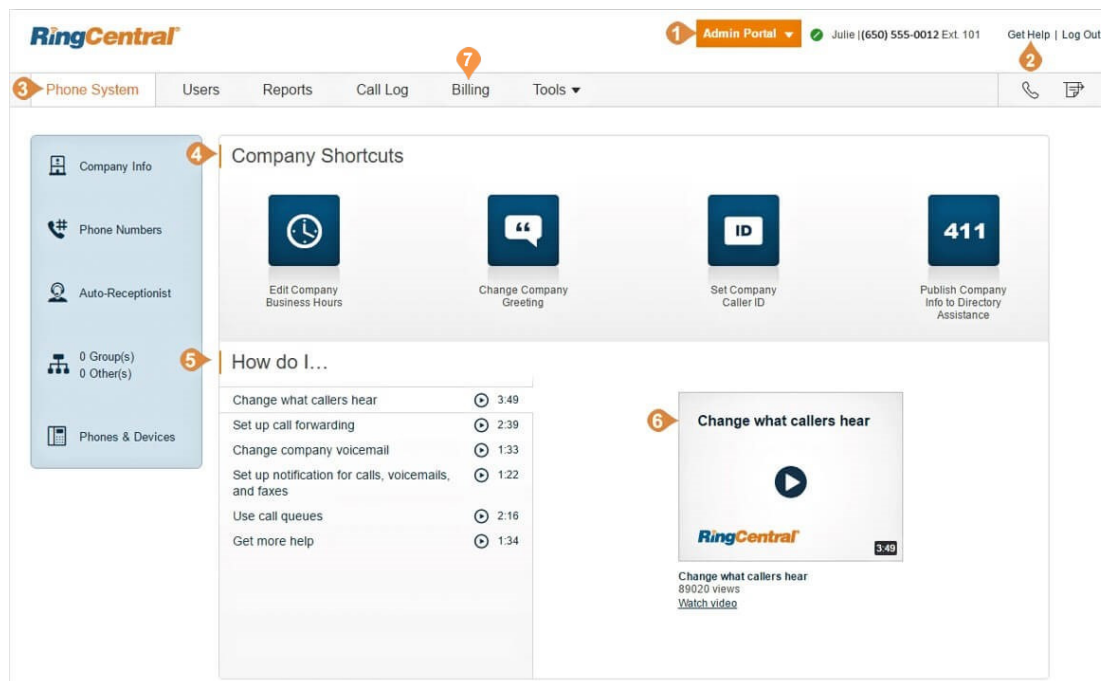
 Email  Google  Single Sign-on



The Admin Portal

Your RingCentral Office Admin Portal opens. Take a tour of your Admin Portal page:

1. The **Admin Portal** button lets you toggle between the admin interface or the user interface, **My Extension**.
2. **Get Help** lets you find answers to most of your questions or request Support.
3. Menu tabs lead you to a tab-specific menu on the left. Each tab has a different menu list. For example, the menu list for **Phone System** tab is **Company Info**, **Phone Numbers**, **Auto-Receptionist**, **Groups-Others**, and **Phones and Devices**.
4. **Company Shortcuts** provide buttons to frequently accessed settings.
5. **How do I ...** lists available admin-specific videos.
6. A featured video.
7. Check the **Billing** tab for questions relating to your account.



To Find Information About

- The *RingCentral Office Admin Guide*, click [here](#).
- Support **Videos**, click [here](#).

Knowledgebase Articles

For further instructions on these subjects:

- [Sign in](#)
- [Changing your password](#)
- [Call Handling](#)
- [Emergency Calling - Registered Location](#)
- [Voicemail Greetings](#)

Continue to the following page.



While You are Using RingCentral Products

We're happy you have selected RingCentral for your business communication needs. RingCentral provides a variety of ways for you to learn more about our service.

Attend a Training Webinar

Designed for both administrators and users, these sessions will give you the best practices, power-user tips, how to instructions and other valuable information on your RingCentral system [View our upcoming scheduled Customer Training Webinars](#).

Post in the RingCentral Community

Share your ideas and feedback, get your problems solved, and give back by helping others! See [RingCentral Community](#).

Download Applications

Wherever you go, RingCentral follows. Download our applications for your computer and smartphone to receive business calls on your mobile phone. [Download Now](#).



Appendix B: Bulk Purchase/Upload



Introduction

Office@Hand streamlines large-customer on-boarding with bulk purchase, upload, and activation for up to 1000 users at a time.

Let's say a customer is doing a major expansion of sales offices in multiple cities and wants to add hundreds of users and purchase hundreds of phones for them.

The customer Administrator begins by logging into their Office@Hand Web account.

Bulk Purchase of Users

Call Go to Settings > Phone System. Select Users, then select Add Users. The Account Status at the top of the panel shows your current Plan.

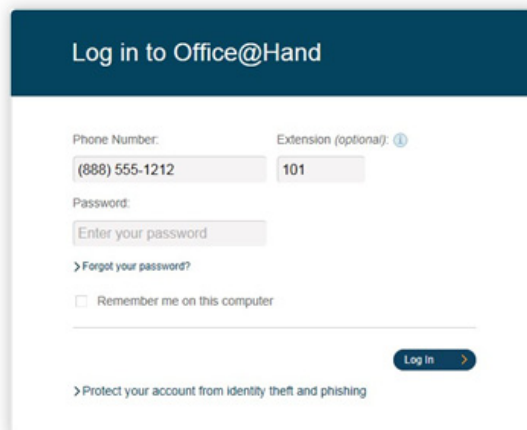
Click the button **Add Users with Phones** (or **Add Users without phones**). First enter the number of users who will be in a specific area code and assigned a specific model of phone.

Click **Select State/Province** and then the **Area Code** or **City** for the phone numbers for these users.

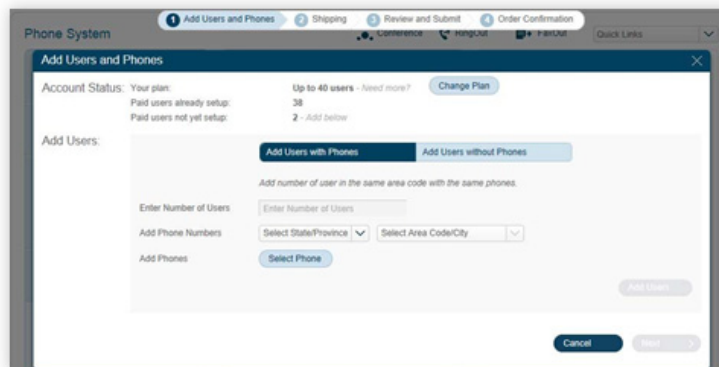
Click **Select Phone**. Review the phone devices listed, scrolling down to see all devices.

Click **Select** next to the phone type to be purchased for these users.

Then click **Add Users** to add them to the Your Selection list at the bottom of the page, which shows your order.



The login form for Office@Hand. It has a dark blue header with the text "Log in to Office@Hand". Below the header, there are two input fields: "Phone Number:" with the value "(888) 555-1212" and "Extension (optional):" with the value "101". Below these is a "Password:" field with the placeholder text "Enter your password". There is a link "> Forgot your password?". Below the password field is a checkbox labeled "Remember me on this computer". At the bottom right is a "Log In" button with a right arrow. At the bottom left is a link "> Protect your account from identity theft and phishing".



The "Add Users and Phones" form. It has a dark blue header with the text "Add Users and Phones". Below the header, there is a section "Account Status: Your plan:" with the text "Up to 40 users - Need more?" and a "Change Plan" button. Below this is a table with two columns: "Paid users already setup:" with the value "38" and "Paid users not yet setup:" with the value "2 - Add below". Below the table are two tabs: "Add Users with Phones" (selected) and "Add Users without Phones". Below the tabs is a section "Add number of user in the same area code with the same phones." with three input fields: "Enter Number of Users" (placeholder "Enter Number of Users"), "Add Phone Numbers" (placeholder "Select State/Province"), and "Add Phones" (placeholder "Select Area Code/City"). Below these is a "Select Phone" button. At the bottom right is an "Add Users" button. At the bottom left are "Cancel" and "Next" buttons.



Repeat this process to add users in a different area code, or to add users with a different phone model: Enter the number of users, select the state and area code or city, then select a model of telephone. And click **Add Users** each time.

As you build your order, Your Selection shows the details at the bottom of the screen.

Now click the button **Add Users without Phones**. Select a location (State/Province and Area Code/City).

Repeat this process until all the users, with or without phones, in various area codes, and assigned various phones, have been ordered.

Review the order in the Your Selection list for accuracy.

Your Selection also shows the running total of Recurring or monthly charges for users and one-time charges for phone devices.

When ready, click **Next**. (If the city or area code you selected for a group of users doesn't have enough phone numbers available for this order, you will get a pop-up error message at this point. Click **Edit** to select another city or area code. (Or contact your sales representative if you're having trouble.)

Account Status: Your plan:

2-19 Users - Need more? Call Sales (877) 245-1178

Paid users already setup:

8

Users available for purchase & setup:

11 - Purchase & add below

Add Users:

Add Users with Phones

Add Users without Phones

Add number of user in the same area code with the same phones.

Enter Number of Users

Enter Number of Users

Add Phone Numbers

Select State/Province

Select Area Code/City

Add Phones

Select Phone

Add Users

Your Selection:

Number of Users	Location Area Code	Phone	Phones (One-time)
3	(650) - California	Cisco SPA-303 Desk Phone	\$357.00 (3 X \$119.00)
	> Edit	> Edit	

*Total charges do not include taxes, fees and proration.

One Time Charges	Quantity	Sub-total*
Phones	3	\$357.00
Recurring Charges		Sub-total*
New Users with Phones	3 X \$419.88	\$1,259.64
Today's Estimated Total*:		\$1,616.64

Cancel

Next >

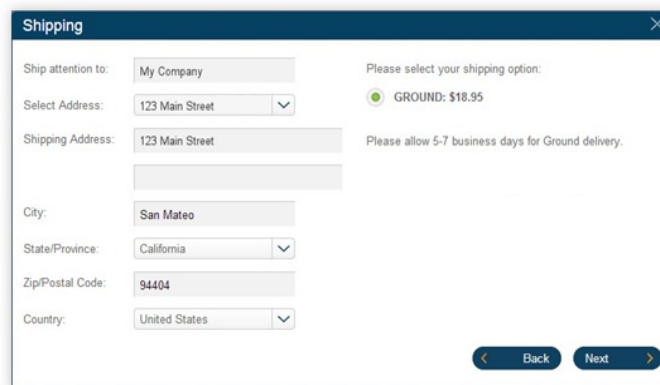
On the Shipping page, check and if necessary update the account information displayed, including the shipping address if you ordered phones.

Please allow five to seven days for Ground delivery.
Note: Each order can be delivered to only one address.
To deliver phones to several addresses, enter separate orders for each address.

Click **Next**. On the Review and Submit screen you will have a chance to review your total phone order and all costs including Taxes, Charges and Fees, and Shipping.

Click the Back arrow if you want to revise your order. If satisfied, click the Acknowledgment box at the bottom of the page, and then click Next.

An email confirmation of your order will be sent to the email address for your account.



The screenshot shows a 'Shipping' form with the following fields and options:

- Ship attention to:** My Company
- Select Address:** 123 Main Street (dropdown arrow)
- Shipping Address:** 123 Main Street (text input)
- City:** San Mateo (text input)
- State/Province:** California (dropdown arrow)
- Zip/Postal Code:** 94404 (text input)
- Country:** United States (dropdown arrow)
- Please select your shipping option:** GROUND: \$18.95 (radio button selected)
- Please allow 5-7 business days for Ground delivery.**
- Buttons:** Back (left arrow), Next (right arrow)

☒ I acknowledge that I have read this information and understand the itemized charges listed above. I authorize the total amount of **\$1,623.89** to be charged to my credit card ending in [*1111]. I further authorize the annually recurring charges of \$1,259.64 beginning on 7/30/2014 and continuing until canceled, which is in addition to my regular charges.

* Prices do not include taxes or fees



Bulk Upload of Users

A customer who wishes to activate a large number of purchased users at once should contact their Sales Agent for assistance.

Rather than entering users' information one user at a time, the Sales Agent will use a template file to upload and activate up to a thousand users at a time.

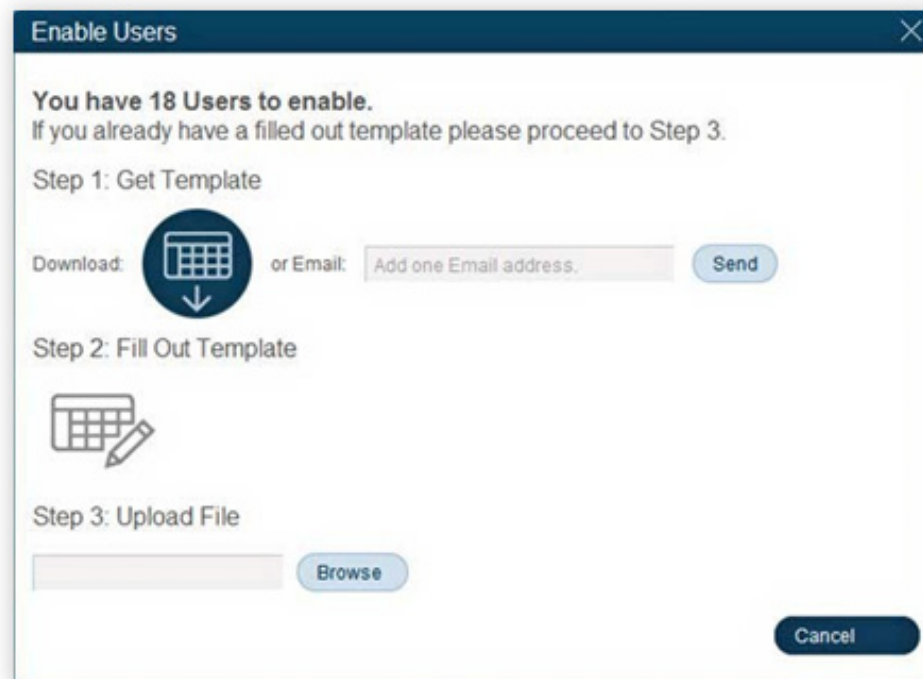
The Sales Agent accesses the customer account through the sales administrative screen, and can review the account with the customer.

The agent's template file will contain all the Unassigned User phone numbers and extensions currently in the customer account.

The customer must provide the data on the users to assign to each number or extension: user name and email address, and for users who will be assigned direct lines, E911 emergency location information such as street address.

The Sales Agent can assist the customer in providing the right data.

The customer can send this data to the Sales Agent to be transferred into the Template and make necessary edits. Or the Sales Agent can email the Template to the customer to be filled out and returned. The template contains instructions for proper use.



The screenshot shows a dialog box titled "Enable Users" with a close button (X) in the top right corner. The main text reads: "You have 18 Users to enable. If you already have a filled out template please proceed to Step 3." Below this, there are three steps listed:

- Step 1: Get Template**
This step includes a "Download:" button with a calendar icon and a downward arrow, and an "or Email:" section with a text input field containing "Add one Email address." and a "Send" button.
- Step 2: Fill Out Template**
This step includes a calendar icon with a pencil, indicating a template to be filled out.
- Step 3: Upload File**
This step includes a text input field and a "Browse" button.

A "Cancel" button is located at the bottom right of the dialog box.



Activation of Users

The Sales Agent checks the finished Template to ensure that the customer's users are assigned to the area codes and Direct Lines or Extensions desired by the customer. The Sales Agent will also ensure that users with direct lines provide the required E911 address information.

Once the template is completed and checked it is uploaded into the system for processing. The system generates a preview, with problem areas highlighted on the screen in red, and an Errors column spelling out the problem with any field that needs to be corrected.

Common errors include missing required information; bad email addresses (usually typos); using a postbox address where a street address is required; and duplicate extensions.

The customer or the Agent downloads the file, corrects the problems, and re-uploads the file. (Don't edit out the Errors columns; that will be handled automatically.)

Once the template has been processed and checked, and found to be correct, the Activation process begins.

The Sales Agent will enter one or more email addresses that will be notified when the processing is done.

Activate Your Extension


Your password must be all numbers, between 8 and 10 digits, may not include repeating, sequential or other easy to guess password (such as 1111111111, 12345678, 11223344, 12121212), or match any of your personal or account information.


TIP: A good password is one that is personal and easy for you to remember. A good example is an important date in your life like a birthday or anniversary in the format MMDDYYYY.


Enter password:

Retype password:

Security Question:

Please select one 

Answer: 

[Submit](#) 



Appendix C: Multi-Account Access



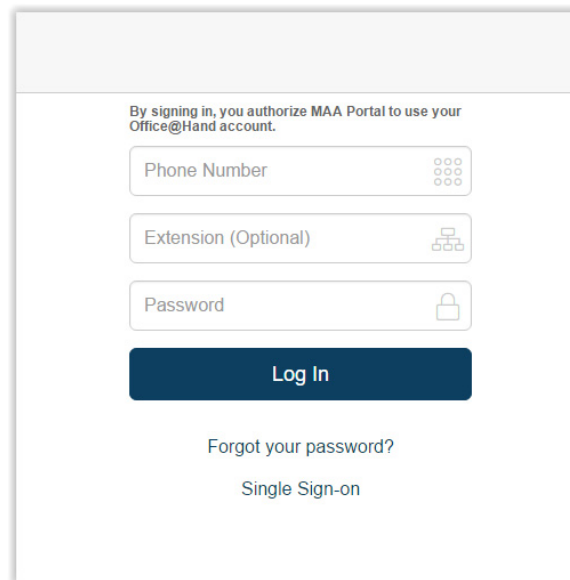
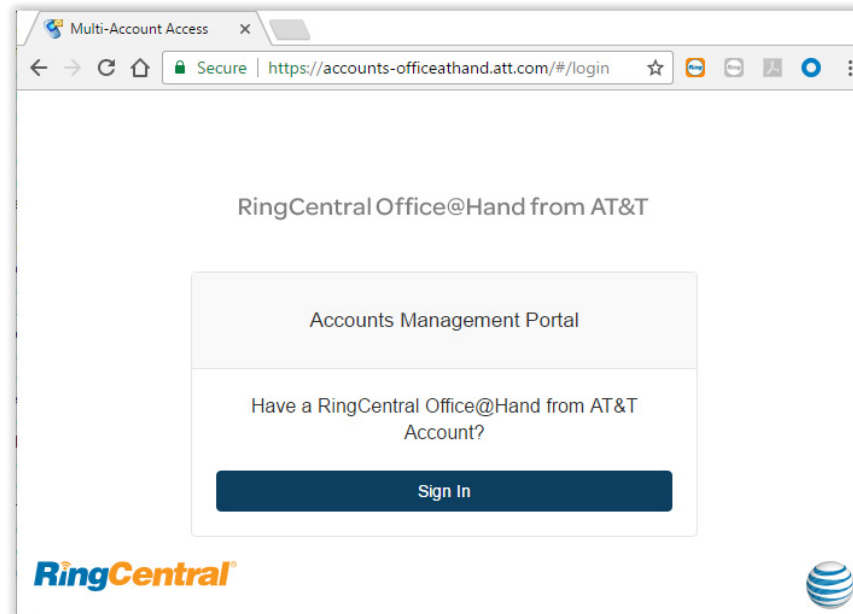
Account Management Portal

The Multi-Account Access feature centralizes access for customers with multiple RingCentral Office@Hand accounts, and allows them to link all their accounts in the accounts management portal. It allows company admins to access their RingCentral accounts from a single log in. It also allows administrators to view services for all accounts from a single location.

The Multi-Account Access feature increases the efficiency of multiple account management for those administrators who manage multiple accounts, or who support multiple clients. From the management portal, you can easily switch from one account to another. The portal provides a consolidated view of all accounts, while they remain separate entities.

To access the management portal:

1. Go to accounts-officeathand.att.com.
2. Enter your credentials for an account. Click **Log In**.



Manage Linked Accounts

You can manage any number of accounts from the account management portal. Each page in the portal can display up to 20 linked accounts, and different pages are identified by page numbers.

To add accounts to the portal:

1. Click **Link Account**.
2. Enter credentials of the account.
3. Click **Log In**.
4. Repeat for each account to add.

To unlink an account:

1. Select one or more account(s).
2. Click **Unlink selected account**.
3. The account is removed from the view.

To edit the account name with descriptive text:

1. Click the **Edit** icon beside the account.
2. Enter the new **Account Name**.
3. Press **Enter**.

To search for an account, enter text in the search field.

To scroll between pages, click controls at bottom right.

Access Accounts

The account management portal allows you easily launch the Admin Portal for any of your accounts, avoiding the complexity of logging in to multiple accounts.

To trigger a login to an account:

1. Click **Open** beside the account.
2. A new browser tab is launched and you are automatically logged into the Admin Portal for the account.

Manage your account as normal.

RingCentral Office@Hand from AT&T John Smith | Logout

Manage Linked Accounts

Search [Link Account](#)

Manage all the RingCentral Office@Hand accounts that you have access to.

[Unlink](#)

<input type="checkbox"/> Account Name	Main Number	Owner	Ext.	Service Status ↗
<input type="checkbox"/> New York ✎	(888) 846-0010	John Smith	102	✓
<input type="checkbox"/> Chicago	(866) 410-0001	Rachel Richards	101	Inbound Call ✓
<input type="checkbox"/> London	+44 (118) 250-0001	Michael Hoffman	301	Outbound Call ✓
<input type="checkbox"/> Canada	(587) 404-0140	Charlie Lee	101	Desk Phones ✓
<input type="checkbox"/> San Francisco	(866) 410-0004	Abby Brown	101	RingCentral for Desktop ✓
<input type="checkbox"/> Leek	+44 (118) 762-0008	Jennifer Albertson	301	service.ringcentral.com ✓
<input type="checkbox"/> Austin	(888) 846-0010	Francisco Mendoza	101	Inbound Fax ✓
				OutboundFax ✓
				Inbound SMS ✓
				Outbound SMS ✓

Total: 1998 Show 10 [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) ... [200](#)



View Service Status

The account management tool reports status for the following services:

- Inbound Calls
- Outbound Calls
- Desk Phones
- RingCentral for Desktop
- service.ringcentral.com
- Inbound Fax
- Outbound Fax
- Inbound SMS
- Outbound SMS

Service status is refreshed automatically every three minutes. Service status details and the date of the last refresh are displayed when you hover. To manually refresh the service status, select the **Refresh** icon:



An abnormal service status results in the display of an error reason when you hover on the status. The following statuses are reported:



Green: the service is available.



Yellow: there is an error related to the service.



Red: the service is unavailable.



Grey: service status has not been reported.

Inbound Call	✓	
Outbound Call	✓	
Desk Phones	✓	« < 2 > »
RingCentral for Desktop	✓	
service.ringcentral.com	✗	>
Inbound Fax	✓	
OutboundFax	⚠	> warning message
Inbound SMS	✓	
Outbound SMS	✓	
Last refreshed on 12/14/2015, 6:46 pm		

