TCU

INFORMATION TECHNOLOGY

RingCentral
SETUP INSTRUCTIONS AND RESOURCE GUIDE

How to Configure Your Device

1 Go to the RingCentral Web Portal at service.ringcentral.com.
A. Enter your TCU email address when prompted
B. Click Next
C. Enter your TCU Username and Password on the Single Sign On page
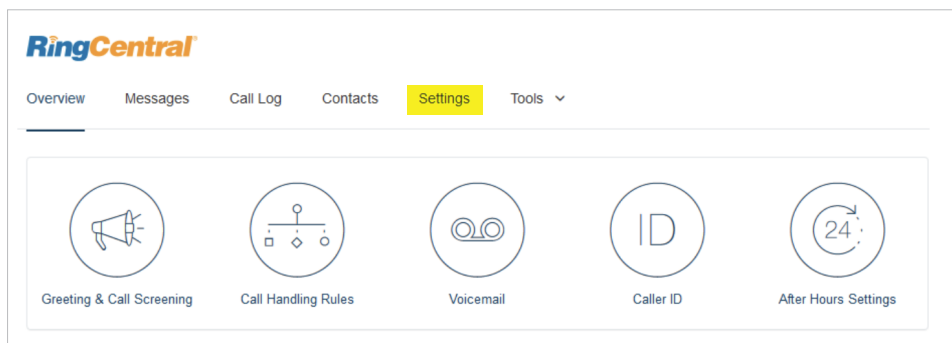
2 You can manage a large portion of your RingCentral settings by logging into the RingCentral Web Portal. The online portal can grant you access to a series of phone features. Some of the most common are:

MODIFY THE NAMES ON YOUR DISPLAY
Click Settings -> Click Phones & Numbers -> Click Phones -> Click Presence

VOICEMAIL GREETINGS
Click Settings -> Click Messages & Notifications

SETUP VOICEMAIL PIN
Click Settings -> User Details -> Change Password

GREETINGS & HOLD MUSIC
Click Settings -> Screening, Greetings and Hold Music

MODIFY YOUR CALL ROUTING
Click Settings -> Call Handling & Forwarding

Key Websites

RingCentral at TCU	• ringcentral.tcu.edu
Web Portal for Settings	• service.ringcentral.com
Online Training	• ringcentral.tcu.edu
RingCentral Knowledgebase	• support.ringcentral.com

Training at RingCentral University
ringcentral.tcu.edu

RingCentral University is your centralized resource for online RingCentral training and educational resources. Visit ringcentral.tcu.edu for more.

Learn more via the following options at RingCentral University:
- Live and on-demand webinars
- Self-paced tutorials
- End-user product training
- Instructional videos

Knowledge Base
support.ringcentral.com

Ask questions and gain insight into the specific things that you need to use when operating your RingCentral phone. Search for answers, view the community discussions and access online written guides.

RingCentral APPS
ringcentral.tcu.edu

You can get away with just using your desk phone and not worry about the software features that come with RingCentral. RingCentral has a series of different apps that connect to the various functions of the tool. Take a look at the list of tools available to you below at ringcentral.tcu.edu.

RingCentral PHONE APP (SOFTWARE BASED PHONE)
With RingCentral Phone, you can manage your phone system directly from your preferred device and OS and take your business calls, voice messages, SMS texts, and faxes anywhere.

RingCentral MEETINGS APP (VIDEO AND AUDIO CONFERENCING)
RingCentral Meetings is an HD video conferencing and screen sharing solution. You can host unlimited video conference calls and share content while meeting and collaborating with anyone, any time, on any device.
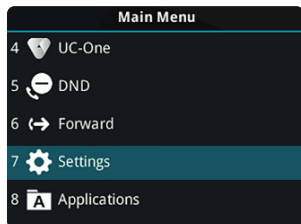
RingCentral APP (SOFT PHONE + MEETINGS + GLIP FOR CHAT)
RingCentral app's intuitive and unified user interface allows you to seamlessly transition between phone calls, video meetings and team chat conversations without losing track.
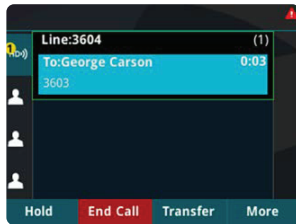** CURRENTLY NOT AVAILABLE FOR USE*
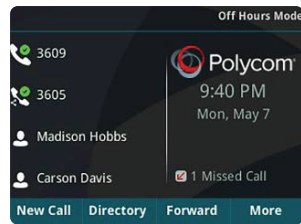
QUICK TIPS
USING YOUR DESK PHONE

Main Menu Screen

Displays menu options for settings and device information.

Call Screen

Displays all Active and Held calls. Available when you have Active or Held call in progress.

Lines Screen

Displays phone line favorites and conditional soft keys.

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Switch among Phone Screens

You can view any screen on your phone from other screens.
To switch between screens:
Press (⌂) to view the Main Menu, Lines or Calls screen

Place Calls

You can only have one active call in progress on your phone.
To place a call, do one of the following:
- Pick up the handset, press (🔊) or (🎧) enter the phone number and press **Send**
- Enter the phone number, press **Dial**, and pick up the handset, or press (🔊) or (🎧)
- Press the Line key, enter the phone number and select **Send**
- Select **New Call**, enter the phone number and press **Send**
- Pick up the **handset**, start dialing and press **Send** or wait **for 2 seconds** and the phone will attempt a call

Answer/End Calls

You can answer calls using the handset, speakerphone or a headset.

To answer a call, do one of the following:
- To answer with the speakerphone, press 🔊 or press **Answer** soft key
- To answer with the handset, pick up the handset
- To answer with a headset, press ⭕

To end an active call, do one of the following:
Replace the handset in the cradle, press 🔊 or ⭕ or press
the **End Call** soft key.

To end a held call, do one of the following:
- Highlight the held call and press **Resume**
- Press **End Call**

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Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

To hold a call:
Highlight the call and press the **Hold** soft key or press 📞

To resume a call:
Highlight the call and press the **Resume** soft key or press 📞

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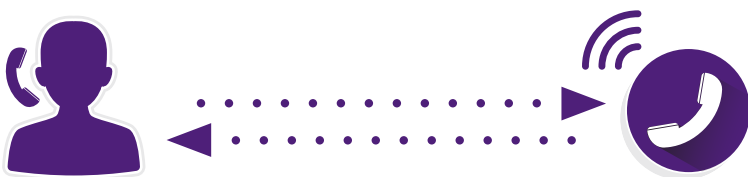
Transfer Calls

You can transfer calls to any contact.

To transfer a call:
1. Press and hold the **Transfer** soft key or press ⤮
2. Choose **Blind** or **Consultative**
3. Dial a number or choose a contact
   - If you chose **Blind**, the call is transferred immediately
4. If you chose **Consultative**, press the **Transfer** soft key
   or press ⤮ after speaking with your contact

Forward Calls

You can forward an incoming call to a contact
or forward all incoming calls to a contact.

To forward an incoming call:
  1. On the **Incoming Call** screen, select **Forward**
  2. Enter your contact's number and select **Forward**

To forward all incoming calls:
  1. On the **Main Menu** screen, select **Forward**
  2. If you have more than one line, select a line
  3. Choose either **Always**, **No Answer**, or **Busy**
  4. Enter a contact's number, and select **Enable.** If you chose **No Answer**,
     you can enter the number of rings before the call is forwarded

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Initiate a Conference Call

You can initiate a conference call with up to 24 contacts.
To initiate a conference call:
  1. Call a contact
  2. Select **Conference** and call your next contact
  3. When your contact answers, select **Conference**

You can also join an active and held call into a conference call.
To join two calls into a conference call:
  • On the Calls screen, select **Join**

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Manage Conference Calls

When you initiate a conference call, you can manage all or individual participants.
To manage all conference participants, do one of the following
  • Select **Hold** to hold all participants - or - select **Mute** to mute all participants

To manage individual participants:
1. Highlight a participant and select **Manage**
2. Do one of the following:
  • Select **Far Mute** to mute the participant
  • Select **Hold** to place the participant on hold
  • Select **Remove** to remove the participant from the conference
    and create a separate call with the participant
  • Select **Information** to view information for the participant

View Recent Calls

You can view placed, received and missed calls.
To view recent calls:
  • Select **Directories** > **Recent Calls**

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View the Contact Directory

You can view and add contacts to the Contact Directory.
To view the Contact Directory:
  • Select **Directories** > **Contact Directory**

To add a contact to the Contact Directory:
1. In the Contact Directory, select **Add**
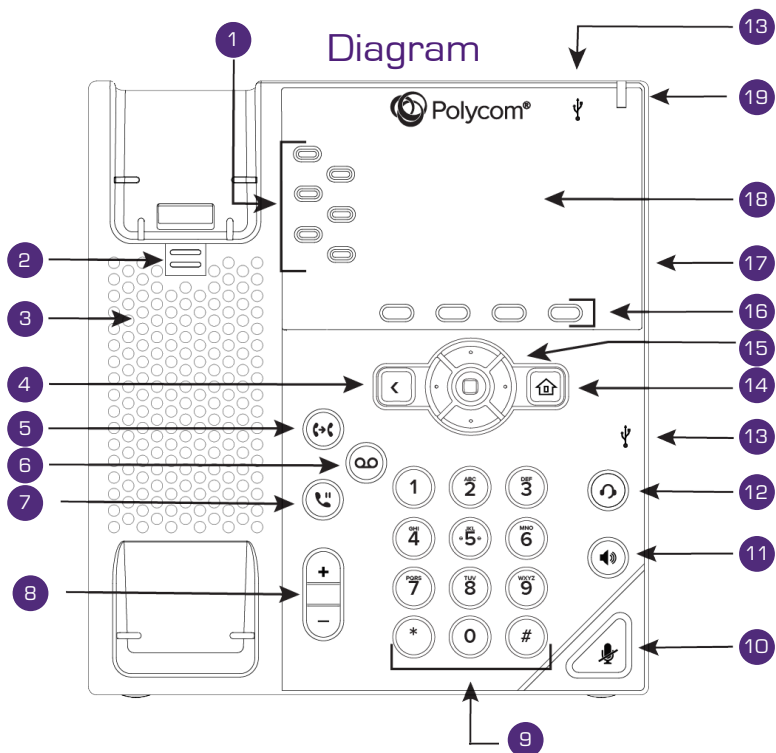2. Enter the contact's information and select **Save**

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Listen to Voicemail

When you have a voicemail the red message indicator on your phone will blink.

To listen to voicemail:
1. On your phone, press the ⚏ Message button
2. Enter your Voicemail PIN when prompted
3. Follow the prompts

Diagram

1. Line keys
2. Reversible tab
3. Speaker
4. Back key
5. Transfer key
6. Messages key
7. Hold key
8. Volume key
9. Dial pad
10. Mute key
11. Speakerphone key
12. Headset key
13. USB port
14. Home key
15. Navigation keys
16. Soft keys
17. Security slot
18. Screen
19. Message waiting

FOR SUPPORT
CALL 817-257-HELP (4357)

To learn more about RingCentral, go to ringcentral.tcu.edu.
Chat • visit chat.it.tcu.edu | Self Service Tickets • visit myTCU