



# RingCentral FAQ – TCU Deployment

## 1. Do I have to dial 9 to get an outside line?

No. Now that you are on RingCentral you no longer have to dial number to get an outside line.

## 2. Do I have to dial 1 to call US numbers anymore?

No. US long distance calls no longer require you to dial a 1 before the number.

**Note:** International calling must be requested if you need it.

## 3. Can I dial 4-digit extensions on campus?

Yes, you still can. Keep in mind that we are going to be in the middle of a phone transition for 18-months so if you run into trouble dialing an internal extension just try the full number (817-257-xxxx)

## 4. What are all of the different website that I need to be aware of?

TCU RingCentral: [ringcentral.tcu.edu](http://ringcentral.tcu.edu)

Settings Portal: [service.ringcentral.com](http://service.ringcentral.com)

Knowledgebase: [support.ringcentral.com](http://support.ringcentral.com)

Training: [success.ringcentral.com](http://success.ringcentral.com)

## 5. How do I change the names on my phone display?

This can be done from the online RingCentral Portal at [service.ringcentral.com](http://service.ringcentral.com).

Click Settings -> Phones & Numbers -> Phones -> Presence

Note: You cannot modify the first two buttons as those are your personal phone lines.

## 6. How do I set the time on my phone if it isn't correct?

This can be done from the online RingCentral Portal at [service.ringcentral.com](http://service.ringcentral.com).

Click Settings -> User Details -> Settings & Permissions -> Regional Settings (Edit)

By default, your device should be set to central time.

## 7. Why is my number different when I make an outbound call?

When we launch RingCentral you start off with a temporary number and then we eventually port your old TCU number over into the system.

This means that when you make a call to an off campus number that your temporary RingCentral number will show until we finish the porting process. This generally takes a few days to a few weeks before the porting process is finished.

## **8. How do I modify the experience that people have when they call me (i.e. hearing music vs a normal ring)?**

This can be done from the online RingCentral Portal at [service.ringcentral.com](https://service.ringcentral.com).

Click Settings -> Screening, Greeting, and Hold Music

You can modify your connecting message, the audio that they hear while the phone is ringing your office, and the hold music.

## **9. How can I modify where my phone rings (desk phone vs softphone)?**

This can be done from the online RingCentral Portal at [service.ringcentral.com](https://service.ringcentral.com).

Click Settings -> Call Handling & Forwarding

You can learn more about this option by visiting the [RingCentral Knowledgebase](#).

## **10. Where is the manual for my desk phone?**

This is located on our website at [ringcentral.tcu.edu](https://ringcentral.tcu.edu). Just click on your phone model in the menu bar on the side or at the bottom of the page.

## **11. How do I access voicemail directly from my desk phone?**

Just press the message button on your desk phone. You must have your voicemail PIN before using this feature. See the FAQ below for info on how to reset your voicemail PIN.

## **12. How do I reset my voicemail PIN?**

This can be done from the online RingCentral Portal at [service.ringcentral.com](https://service.ringcentral.com).

Click Settings -> User Details -> Change Password

## **13. Why is my voicemail light still on after listening to a message that came in via email?**

Since RingCentral cannot determine if you listened to a voicemail sent to your email, you will need to address this issue one of two ways:

- Using RingCentral (three options):
  1. Visit [service.ringcentral.com](https://service.ringcentral.com) and clear out your messages which will update the light on your phone.
  2. Download the RingCentral Phone app on your computer or mobile device and clear out your messages which will update the light on your phone.
  3. You can also have the system mark your messages as read once emailed which will keep the light from coming on at all if email notification is turned on.

- Visit [service.ringcentral.com](http://service.ringcentral.com) -> Login -> Settings -> Notifications -> Change Basic Settings to Advanced Settings -> Customize Notifications right next to Voicemail Messages -> Check “Mark message as read once emailed” -> Save
- Using Your Desk Phone:
  - Press the Message button and enter your PIN to clear out the waiting messages.

## 14. How do I change the ringtone on my desk phone?

A simple way to personalize your phone is to change the ringtone. You can pick unique ringtones for the different lines on the phone. The default ringtone is Low Trill.

You can also refer to the phone manual for more information. This is located on our website at [ringcentral.tcu.edu](http://ringcentral.tcu.edu). Just click on your phone model in the menu bar on the side or at the bottom of the page.

Procedure:

1. Navigate to Settings > Basic > Preferences.
2. Select Ring Type.
3. If there are multiple lines on your phone, select a line.
4. From the Ring Type screen, select a ringtone.
5. Select Play to hear the ringtone.

## 15. How do I transfer a call from my desk phone?

You can transfer a call to another contact and choose the transfer type you want to use for the call. You can also refer to the phone manual for more information. This is located on our website at [ringcentral.tcu.edu](http://ringcentral.tcu.edu). Just click on your phone model in the menu bar on the side or at the bottom of the page.

Procedure - Three Options:

1. During a call, do one of the following:
  - a. Press Transfer to use the default transfer type.
  - b. Press and hold Transfer to use the non-default transfer type.
    - i. For example, if Blind is the default, press and hold Transfer to perform a Consultative transfer.
  - c. Press Transfer > More, and select Blind or Consultative.
    - i. Depending on the default transfer type, either the Blind or Consultative option displays. For example, if the default transfer type is Blind, then you can select Consultative
2. Dial a number or choose a contact from the Recent Calls or a directory. If the transfer type is set to Blind, the call is transferred immediately.
3. If the transfer type is set to Consultative, select Transfer after speaking with your contact

## 16. How do I establish a conference call from my desk phone?

You can also refer to the phone manual for more information. This is located on our website at [ringcentral.tcu.edu](http://ringcentral.tcu.edu). Just click on your phone model in the menu bar on the side or at the bottom of the page.

Procedure:

1. Call a contact.
2. When the contact answers, select the Conference soft key. The call is held.
3. Enter another contact's number or select a contact from the directory or the call lists.
4. When the contact answers, select the Conference soft key. All call participants are added to a conference call.

VVX business IP phones can manage a maximum of 12 active or held conference calls at a time. However, you can have only one active conference call in progress.

## 17. How do I see my recent calls from my desk phone?

In, the Recent Calls list on VVX phones, you can view a list of up to 100 missed, received, and placed call entries. You can also refer to the phone manual for more information. This is located on our website at [ringcentral.tcu.edu](http://ringcentral.tcu.edu). Just click on your phone model in the menu bar on the side or at the bottom of the page.

Procedure: Navigate to Directories > Recent Calls.

## 18. What RingCentral applications can I install to manage my calls?

There are three software applications for RingCentral. Visit [ringcentral.tcu.edu](http://ringcentral.tcu.edu) to learn more about these applications and get access to the installation files.

RingCentral Phone | RingCentral Meetings | RingCentral App (with Glip)

**Note:** This is **not** required to use your desk phone but it can give you additional opportunities to answer your calls or manage your voicemail.

## 19. What is the minimum required OS that I need to run these applications?

**iOS** – iOS 10.0 and up **Android** – 5.0 and up **Windows** – 7 and up **macOS** – 10.12 and up

## 20. Do I have to install the apps on my personal phone?

No, using the RingCentral app(s) is optional since you will have a desk phone that will work to make and receive calls.

## 21. How do I send a fax?

Once you have moved to a RingCentral phone, your account will be able to send and receive faxes. Check out the fax quick start guide below.

[https://netstorage.ringcentral.com/guides/fax\\_quick\\_start\\_guide.pdf](https://netstorage.ringcentral.com/guides/fax_quick_start_guide.pdf)

## 22. Will someone come to my office to show me how to use my phone?

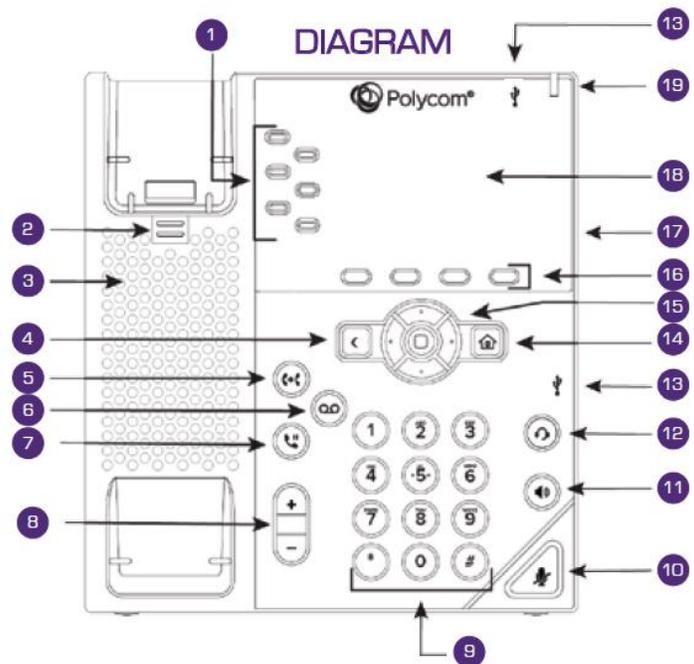
We are going to point you to the training and tutorials that are provided online to help you learn more about your phone. It is important that you visit [RingCentral.tcu.edu](http://RingCentral.tcu.edu) to take advantage of these resources when you have questions.

## 23. What if I want to order a headset for my phone or computer?

Headsets (wired or wireless) can be purchased through IT Purchasing but the cost will need to be covered by the department as IT has already covered the cost of the phone. Please, visit [RingCentral.tcu.edu](http://RingCentral.tcu.edu) and click on the headset link to learn more about what devices are compatible with your phone.

## 24. What do the buttons on my desk phone do?

This information is also available in the guide that came with your phone. If you would like a digital copy of the phone user manual, visit [ringcentral.tcu.edu](http://ringcentral.tcu.edu).



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