

RingCentral Cheat Sheet

- Buttons while listening to Voicemails:

KEY PRESS	FUNCTION
Press 1	Repeats the voicemail.
Press 2	Saves the voicemail.
Press 3	Erases the voicemail.
Press 4	Returns the call.
Press 5	Forwards the voicemail to another extension on the account.
Press 6	Skips the voicemail.
Press * (star/asterisk key)	Exits the message.

<u>Key Press</u>	<u>Function</u>
2	Record your greetings
3	Change your PIN
5	Turn Do Not Disturb on
9	To log into another extension
*	To return to the previous menu

- You NO LONGER need to press 9 before dialing out
- If you are calling someone in the 717 area code, you no longer have to type in 717.
- If you want to do any training for RingCentral, you can go to <https://knowledge.ringcentral.com/> and sign in with your Ring Central Username and Password.
- Another good link is <https://knowledge.ringcentral.com/guides-and-videos.html> which has a lot of good guides and videos about RingCentral

- In order to transfer a call to another person with the caller ID, you will need to do a blind transfer. That can be done by click the transfer button on the phone, then next to the Cancel button you will see blind. Click that button and then put in the extension of the person you are trying to send the call to.
- To send a call straight to another user's voicemail, you will do the follow:
 1. While on a call, press the **Transfer** key.
 2. If your phone's default Transfer type is already set to **Blind**, proceed to the next step. Otherwise, press the **Blind** softkey.
 3. Enter ***0** (asterisk zero), and then the target extension number.
 4. Wait for couple of seconds for the transfer to complete automatically, or press the # (Hash key) to dial out.
- To switch a call from your cell phone (while using the RC Phone app) to the deskphone, you need to press "Flip" on your cell phone and then select your desktop phone. This will then ring your deskphone and play hold music for the caller until you pick up the deskphone.
- To switch a call from your deskphone to your cell phone, you need to open the RC Phone app on your cell phone and then it will display a bar at the top of the phone which you will click to switch the call over.
- Here is a basic user guide for the RC Phone App for both you Computer and your Cell Phone: https://netstorage.ringcentral.com/guides/desktop_quick_reference_guide.pdf
- Here is a video of the overview of the Polycom phones that you all have:
<https://vimeo.com/327142848>