

Use RingCentral By Phone August 2008

To reach the Main Menu, Dial your Main or Local Number then

With extensions, Dial the extension. Press * then Enter your password and Press # or
if you don't have extensions, simply Press *, Enter your password and Press #

1 Listen to Messages

- 1 Repeat the message
- 2 Save the message
- 3 Erase the message
- 4 Return the call
- 5 Forward the message to extension
- 6 Skip the message (keeping it new)
- * Exit message review

3 Place a Call

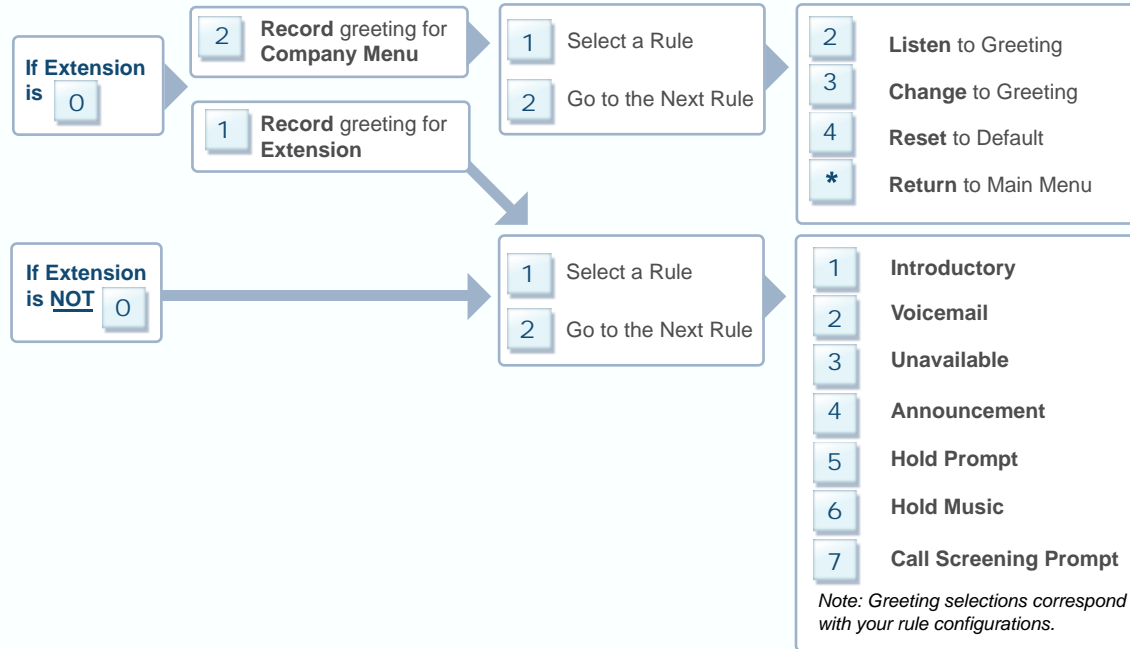
Enter the phone number of the person you'd like to reach and press #
Press * at any time to cancel the current call

4 Call Queue Toggle

Agents can make themselves available or unavailable in call queues

2 Account Administration

- 1 Record your Name
- 2 Record your Greetings
- 3 Change your Password
- 4 Change Call Forwarding
- 5 Turn Do Not Disturb ON/OFF
- 9 Log into another extension
- * Return to Main Menu



Hold / Transfer Incoming Calls

Puts Caller on Hold

TOP LEVEL

Transfer this call to an extension (Dial the extension number)

Return to the Call

* More Options

1 Transfer this call to another phone

Enter the Phone Number or Quick Dial Number and Press #

* * Cancel and return to TOP LEVEL

Note: Can only be done with caller on hold

* ext Quick Dial

Example * 4 transfer to quick dial 4

Note: Cannot be done with caller on hold