



Get the #1 cloud phone system for your business



Table of Contents

4	Getting Started
4	Welcome to the RingCentral Authorized Reseller Program
5	Training and Tools
6	Sales Overview
6	RingCentral Company Background
6	Cloud-based Business Phone Systems
6	What is RingCentral Office™?
7	Complete Business Phone System—Included Features
10	RingCentral Office Pricing—US
12	RingCentral Office Pricing—Canada
14	Reseller Device Options
20	Preparing Your Customer's Quote
23	How many users or lines should I include in my quote?
26	Bandwidth Requirements & Testing
26	Customer Bandwidth Requirements
26	VoIP Bandwidth Test
28	Order Entry
28	Preparing for Your Order—Checklist
28	Placing Your Order & Activating a New Account—Step-by-Step Guide
38	Transferring Numbers
38	Important Guidelines
41	Do's & Don'ts
41	After Your Transfer Request Has Been Submitted
42	RingCentral Supported Customer Implementation
42	Setting Your Customer's Expectations
42	Scheduling Advisor Appointment
42	Preparing Your Customers

43 Reseller Supported Customer Implementation

- 43 Baseline Implementation
- 48 Setting up Company Greetings
- 50 Setting up Phones
- 53 Large Customer Implementation Process

54 Ongoing Customer Support

- 54 Direct RingCentral Support for Customers
- 54 Reseller Support

55 Reseller Commissions

- 55 Commission Credit Guidelines
- 55 Commission Payment Information
- 55 Reseller/Dealer Demo Program & Discounts

56 Frequently Asked Questions

RingCentral Confidential Information

All information contained within this document is strictly confidential to RingCentral and its Sales Agents. Sales Agents shall not disclose any of this information to third parties. Disclosure of this document or any information contained herein is a violation of Section 14 of your Sales Agent Agreement, which will result in immediate termination of your agreement and potential legal ramifications.

Getting Started

Welcome to the RingCentral Authorized Reseller Program

Congratulations on becoming an authorized RingCentral Reseller! We're excited that you've decided to join our Sales Agent Program to bring the industry's #1 cloud-based phone system to your customers. This comprehensive Reseller Sales and Support Guide is designed to help you get a jump-start on selling and supporting RingCentral.

You should have received a Welcome Email with important information about your partner account:

Partner ID for your RingCentral Reseller Account

- All commission payments are tracked and paid to your Partner ID
- You'll also need to provide your Partner ID when you call the Reseller Support Line

Access to the Reseller Training Portal

- All RingCentral Reseller training and documentation is located on the Training Portal. This includes:
 1. Self-paced training
 2. Live webinar training calendar
 3. Sales & marketing tools (marketing collateral, quoting tools, sales presentations, and proposals)
 4. Technical documentation (device information, configuration guides, etc.)
 5. Program information (ordering, support, and direct from distributor program)
- Registration instructions
 1. Go to:
<http://ringcentral.rapidtraining.com/lms/selfRegistration/>
 2. Enter activation code:
56014C1F00147BCF
 3. Enter your Partner ID provided in your Welcome Email

Link to RingCentral Reseller Order Entry Portal

- No log in is required to place an order. (BMID, AID, and PID fields are not required.)
- ALL of your customer orders must be submitted via the Order Entry Portal for you to receive commission credit. Please DO NOT call RingCentral Sales for pre-sales or ordering assistance. Commissions will not be paid to the Reseller if RingCentral Sales is engaged. All Reseller pre-sales and ordering questions should be directed to the Reseller Support Line.

Reseller Support

Support Line
800-595-8110

Email
resellers@ringcentral.com

Join the Reseller LinkedIn Group to stay up to date on promotions, products, and program news:

LinkedIn RingCentral Channel Partners Group

Training and Tools

To get started as a RingCentral Authorized Reseller, please follow these steps:

STEP 1

Complete self-paced online training.

- Log in to the RingCentral Reseller Training Portal: Go to [My Training](#) section.
- Complete tutorials in the [Self-Paced Training](#) folder
 - a. Basic Sales
 - b. Order Entry

STEP 2

Attend live webinar training sessions.

- To view the calendar and register for upcoming sessions, please go to: [Live Webinars](#)

STEP 3

Download tools and documentation to start selling.

- Go to the [Reseller Documentation & Tools](#) folder to download collateral, presentations, proposals, and quoting tools to provide to your prospects.

STEP 4

Contact the [Reseller Support Line](#) if you have any questions on how to prepare your quote or proposal, or have general or technical pre- or post-sales questions.

Sales Overview

RingCentral Company Background

RingCentral is the #1 cloud-based business phone system provider in North America. Over 200,000 small and medium businesses rely on RingCentral. With top industry honors, including PC Magazine Editors' Choice Award, Small Business Computing Excellence in Technology Award, and the 2010 World Economic Forum Technology Pioneer Award, RingCentral delivers on-demand phone systems that are designed for the modern mobile and distributed business world, at a fraction of the cost of traditional systems. Headquartered in San Mateo, California, RingCentral is privately held with backing from Cisco Systems, Sequoia Capital, Khosla Ventures, and DAG Ventures.

Cloud-based Business Phone Systems

At one time, companies turned to hardware-based systems for basic telephone services, such as call forwarding or extensions—because there was no other option. But for today's businesses, on-premise PBXs simply aren't practical. They're expensive and difficult to maintain. With a traditional PBX, you must hire a professional to perform simple tasks, such as adding or removing lines. PBXs are also designed for centralized offices, so they can't integrate multiple locations or home and mobile phones.

A cloud-based business phone system, on the other hand, uses the Internet to deliver all the features of an on-premise PBX—minus the costly setup and bulky hardware. And since the Internet isn't bound to a specific location, a cloud-based PBX seamlessly integrates multiple locations and remote employees. It also seamlessly integrates with your smartphones, so you can work from your office, or take your office with you wherever you go.

What is RingCentral Office™?

Get RingCentral Office, the #1 cloud business phone system that eliminates expensive on-premise equipment, provides *Plug & Ring*® ready phones, and delivers enterprise-class functionality.

No setup fees. No contracts required. Instant activation.

Use RingCentral Office as your business phone and fax system and get:

- More power than a traditional phone system
- One system for multiple locations and mobile employees
- Unparalleled ease of use—no PBX expertise needed
- Ultimate mobility and access from anywhere online or on your smartphone
- No risk—reliable service with free support 24x7
- Best value with an all-inclusive, low fixed monthly cost

Complete Business Phone System—Included Features

Call and fax management

Answering rules

Configure the way callers reach individual extensions. Direct callers to extensions, alternate phone numbers, and voicemail based on date and time, date range and callers' phone numbers, as well as the number they dial (if you have more than one).

Departments

Designate a group of employees to answer calls for departments such as sales or billing. Calls to that department will be placed on hold until one of the department members can take the call. Use music on hold to entertain customers while they wait.

Call screening and blocking

Have your RingCentral auto-receptionist announce incoming callers' names with the option to accept, reject, or send them to voicemail. You can also block calls.

Call logs

A record of your calls and faxes is stored in your online account. You'll see who called, the phone number they called from, the time and date they called, and the duration of the call.

Call transfer

Transfer calls to any extension in your company, or to any 10-digit number outside your business phone system.

Extension dialing

Dial extension numbers to connect with coworkers quickly, no matter where they're located.

Call forwarding

Forward calls from your RingCentral number to your mobile, home, or office phones. You can also use call forwarding to direct calls to employees, partners, and departments around the country.

Conference calling

Conference up to three callers on any phone or connect up to 10 with RingCentral Call Controller™ with Softphone.

Call recording

Record calls from any device used to take or make calls on your RingCentral system, even your mobile phone.

Caller ID

See who's calling you before you answer the phone with Inbound Caller ID. When you make calls, customize which number you want the recipient to see on their display by using Outbound Caller ID.

Return calls with *69

Press *69 to quickly return your most recent incoming call (the Caller ID number of your most recent incoming phone call must be available to use this feature).

Presence across multiple devices

Presence enables you to detect the phone status of your colleagues and display on your desk phones. Whether using your desk phone, smartphone or soft phone, you can now share your presence status – available, busy or on hold – with your admins or colleagues.

new

Internet fax

Send and receive without a fax machine

Send and receive faxes by email, online, from Microsoft Office®, and even your mobile device. RingCentral Office includes free fax software to electronically sign and edit faxes. No fax machine or dedicated line required.

Send faxes using a fax machine with the analog adapter

Connect your existing fax machine to your RingCentral service with an analog adapter.

Sign and edit faxes electronically

You can preview and print faxes, design custom cover sheets, and annotate and sign your faxes electronically.

Get faxes by email

Receive faxes as PDF email attachments.



Business phone system

Auto-Receptionist

Use your Auto-Receptionist to greet callers and route them to any employee, any department, or any phone in the world.

Customize the greeting for your company. For example, “press 1 for sales, press 2 for customer support, press 3 for shipping information...”

When a customer calls, play an announcement, take a voicemail, or ring office, mobile, or home phone numbers in any order. The choice is yours.

Visual Voicemail

Manage your RingCentral voice and fax messages with Visual Voicemail in your online account, the Call Controller™ desktop application, or the RingCentral app for mobile devices. Return calls, delete messages, and more—all with a single click.

Employee and department extensions

Accommodate local and satellite offices and employees—wherever they are—with a flexible extension structure. Accept faxes and use answering rules to block, screen, and route calls through an easy-to-use interface.

Music + Messages on hold

Reinforce your brand by playing music and messages to callers while they wait.

Voicemail with email notifications

Take voicemails with advanced features like greetings, multiple delivery options, and alerts. Retrieve voice messages online or have them delivered to you by email. Play them on your PC speakers or listen to them over the phone.

Dial-by-Name Directory

Provide a list of departments and employees to callers, accessible by first or last name.

Reliable phone service

International calling

Get low, competitive international long distance rates and do business globally.

Smart numbers for voice and fax

- Use just one number for voice and fax communication.
- Choose toll-free or local numbers with the area code of your choice.
- Use vanity numbers to enhance your company image (1-855-Your-Biz)

Toll-free, local, or vanity numbers

Choose a toll-free number that’s right for you—a standard toll-free number (866, 877, and 888), or a true 1-800 number. RingCentral Office also includes one dedicated toll-free number you can use for Internet fax.

Each line includes one direct local number. Choose one or multiple area codes that make sense for your business and get unlimited* calls and faxes with your local numbers.

RingOut click-to-call out

Click a number from the web or Call Controller™ and RingCentral will connect the party to your phone.

RingMe click-to-call me

Drive more traffic with *RingMe*, an embedded button for your website and email signatures. It lets visitors reach your business with a single click. Take advantage of *RingMe* as part of your subscription plan at no additional cost.

Virtual calling card

Forget plastic cards or lengthy PINs—make calls with RingCentral. Simply dial your company’s RingCentral number, log in, and dial out—it’s convenient and cost-effective. You also display your company name and number as your Caller ID.

Integrations

new

RingCentral CloudFax™

Easily access features by integrating with Box, RingCentral CloudFax™ and Microsoft Apps. Use RingCentral CloudFax™ to fax documents from your Box, GoogleDocs and Dropbox accounts.

- Send a fax up to 50 recipients, attach a cover page and see all your faxes in your RingCentral call logs.
- Receive and send faxes from your PC, mobile phone, or Microsoft Office, get fax notifications, and much more.
- It's fast, easy, and free for all RingCentral customers who have a Box, GoogleDocs or Dropbox account.

RingCentral Call Controller™

Install the RingCentral Call Controller for complete integration with Microsoft Office and Outlook.

- Use Outlook to receive voice and fax messages.
- Call or fax your Outlook contacts instantly.
- Send faxes from any Microsoft Windows application.
- Automatically identify callers as Outlook contacts.



RingCentral smartphone apps

Take complete control of your phone system—directly from your iPhone, Android, or Blackberry. Only RingCentral gives you full control to set up, manage, and access your phone system from your smartphone.

Change your call handling rules, your voicemail greetings, even add users, from wherever you are. Access your calls, voice messages, and faxes while on the go. Download the RingCentral app for your smartphone for FREE. It's the perfect companion to your RingCentral service.

- Manage your entire RingCentral phone system from your mobile phone.
- Show your RingCentral business number as your Caller ID when you make calls from your smartphone.
- Receive, view, and forward internet faxes right from your smartphone. Receive, view, and forward Internet faxes.
- Make VoIP calls over Wi-Fi or 3G on your iPhone and Android without using minutes from your wireless carrier plan.
- Access your company directory separately from your personal contacts.
- Receive inbound VoIP calls on Android.



RingCentral Office Pricing - US

Metered Toll-Free plans

Without contract	1 user	2-19 users	20-99 users	100+ users
Term	month-to-month			
Monthly subscription	\$39.99 per user	\$29.99 per user	\$26.99 per user	\$24.99 per user
Extensions	Unlimited			
Local/Long Distance	Unlimited calling & faxing (US & CAN)			
Toll-Free mins. per plan	1000	1000	1000	1000
Additional Toll-Free mins.	3.9¢	3.9¢	3.9¢	3.9¢
Additional features	All features included			
Phone numbers	1 Main Company Voice, 1 Main Company Fax, Direct Local number for each user/line			

2-year contract	1 user	2-19 users	20-99 users	100+ users
Term	month-to-month			
Monthly subscription	\$37.99 per user	\$27.99 per user	\$21.99 per user	\$19.99 per user
Extensions	Unlimited			
Local/Long Distance	Unlimited calling & faxing (US & CAN)			
Toll-Free mins. per plan	1000	1000	1000	1000
Additional Toll-Free mins.	3.9¢	3.9¢	3.9¢	3.9¢
Additional features	All features included			
Phone numbers	1 Main Company Voice, 1 Main Company Fax, Direct Local number for each user/line			

Unlimited Toll-Free plans

Without contract	1 user	2-19 users	20-99 users	100+ users
Term	month-to-month			
Monthly subscription	\$49.99 per user	\$39.99 per user	\$36.99 per user	\$34.99 per user
Extensions	Unlimited			
Local/Long Distance	Unlimited calling & faxing (US & CAN)			
Toll-Free mins. per plan	Unlimited			
Additional Toll-Free mins.	n/a			
Additional features	All features included			
Phone numbers	1 Main Company Voice, 1 Main Company Fax, Direct Local number for each user/line			

2-year contract	1 user	2-19 users	20-99 users	100+ users
Term	month-to-month			
Monthly subscription	\$47.99 per user	\$37.99 per user	\$31.99 per user	\$29.99 per user
Extensions	Unlimited			
Local/Long Distance	Unlimited calling & faxing (US & CAN)			
Toll-Free mins. per plan	Unlimited			
Additional Toll-Free mins.	n/a			
Additional features	All features included			
Phone numbers	1 Main Company Voice, 1 Main Company Fax, Direct Local number for each user/line			

*NOTE: Metered and Unlimited Toll-Free plans can NOT be mixed for one account.

Add-ons


Same price for all tiers/services

Additional local number	\$4.99/mo
Additional Toll-Free number	\$4.99/mo
Additional fax number	\$4.99/mo
Vanity number	\$30 one-time fee
True 800 number	\$30 one-time fee

Additional Numbers

10 to 50	\$3.99/mo
51 to 100	\$2.99/mo
100+	\$1.99/mo

Device pricing with digital line

Devices	List Price	Your Price	Savings
Polycom 321	\$139	\$99	
Polycom 335	\$189	\$149	
Polycom 550	\$289	\$249	
Polycom 650	\$389	\$349	
+1 sidecar	\$559	\$519	
+2 sidecars	\$729	\$689	
+3 sidecars	\$899	\$859	
Linksys ATA	\$109	\$69	
Cisco SPA303	\$159	\$119	
Cisco 508G	\$239	\$199	
+1 sidecar	\$309	\$269	
+2 sidecars	\$379	\$339	
Cisco SPA525G2	\$319	\$279	
+1 sidecar	\$449	\$409	
+2 sidecars	\$509	\$469	
Polycom 6000 conference phone	\$649	\$599	

Unlimited Plans – Reasonable Use Policy

RingCentral services are for normal business usage. Unlimited plans cannot be used for:

- Call centers or trunking (to a PBX or otherwise)
- Continuous or extensive call forwarding, autodialing, fax blasting, telemarketing (including without limitation charitable or political solicitation and/or polling)
- Junk faxing, fax spamming, or other high volume or multi-person calling or faxing purposes

Toll-Free bundles (Metered tiers only)

Minutes	Price/mo	Rate/min	Overage
1,000	\$29.99/mo	2.9¢/min	3.9¢/min
2,500	\$59.99/mo	2.4¢/min	3.9¢/min
5,000	\$109.99/mo	2.2¢/min	3.9¢/min
10,000	\$189.99/mo	1.9¢/min	3.9¢/min
20,000	\$379.99/mo	1.9¢/min	3.9¢/min

Device shipping

No. of devices	Ground	2 Days	Overnight
1-3	\$18.95	\$34.95	\$52.95
4-7	\$24.95	\$39.95	\$62.95
8-10	\$29.95	\$45.95	\$70.95
11-13	\$48.90	\$80.90	\$123.90
14-17	\$54.90	\$85.90	\$133.90
18-20	\$59.90	\$91.90	\$141.90
21+	Calculated during signup		

“Excessive Use” of Unlimited Plans is prohibited.

“Excessive Use” means that your use exceeds the monthly minutes used by 98% of all RingCentral Unlimited Plan customers’ 5,000 minutes per month per line, over 4 hours of talk time per weekday. This is MORE than enough for normal business usage of the phone system pooled across number of lines in account. For example, a 4 line customer should not go over 20,000 minutes/month. Customers identified as using RingCentral for prohibited uses will be contacted and moved to a metered plan.

RingCentral Office Pricing - Canada

Metered Toll-Free plans

Without contract	1 user	2-19 users	20-99 users	100+ users
Term	month-to-month			
Monthly subscription	CDN\$39.99 per user	CDN\$29.99 per user	CDN\$26.99 per user	CDN\$24.99 per user
Extensions	Unlimited			
Local/Long Distance	Unlimited calling & faxing (US & CAN)			
Toll-Free mins. per plan	1000	1000	1000	1000
Additional Toll-Free mins.	3.9¢	3.9¢	3.9¢	3.9¢
Additional features	All features included			
Phone numbers	1 Main Company Voice, 1 Main Company Fax, Direct Local number for each user/line			

2-year contract	1 user	2-19 users	20-99 users	100+ users
Term	month-to-month			
Monthly subscription	CDN\$37.99 per user	CDN\$27.99 per user	CDN\$21.99 per user	CDN\$19.99 per user
Extensions	Unlimited			
Local/Long Distance	Unlimited calling & faxing (US & CAN)			
Toll-Free mins. per plan	1000	1000	1000	1000
Additional Toll-Free mins.	3.9¢	3.9¢	3.9¢	3.9¢
Additional features	All features included			
Phone numbers	1 Main Company Voice, 1 Main Company Fax, Direct Local number for each user/line			

Unlimited Toll-Free plans

Without contract	1 user	2-19 users	20-99 users	100+ users
Term	month-to-month			
Monthly subscription	CDN\$49.99 per user	CDN\$39.99 per user	CDN\$36.99 per user	CDN\$34.99 per user
Extensions	Unlimited			
Local/Long Distance	Unlimited calling & faxing (US & CAN)			
Toll-Free mins. per plan	Unlimited			
Additional Toll-Free mins.	n/a			
Additional features	All features included			
Phone numbers	1 Main Company Voice, 1 Main Company Fax, Direct Local number for each user/line			

2-year contract	1 user	2-19 users	20-99 users	100+ users
Term	month-to-month			
Monthly subscription	CDN\$47.99 per user	CDN\$37.99 per user	CDN\$31.99 per user	CDN\$29.99 per user
Extensions	Unlimited			
Local/Long Distance	Unlimited calling & faxing (US & CAN)			
Toll-Free mins. per plan	Unlimited			
Additional Toll-Free mins.	n/a			
Additional features	All features included			
Phone numbers	1 Main Company Voice, 1 Main Company Fax, Direct Local number for each user/line			

*NOTE: Metered and Unlimited Toll-Free plans can NOT be mixed for one account.

Add-ons

Same price for all tiers/services

Additional local number	CDN\$4.99/mo
Additional Toll-Free number	CDN\$4.99/mo
Additional fax number	CDN\$4.99/mo
Vanity number	CDN\$30 one-time fee
True 800 number	CDN\$30 one-time fee

Additional Numbers

10 to 50	CDN\$3.99/mo
51 to 100	CDN\$2.99/mo
100+	CDN\$1.99/mo

Device pricing with digital line

Devices	List Price	Your Price	Savings
Polycom 321	CDN\$159	CDN\$119	
Polycom 335	CDN\$189	CDN\$149	
Polycom 550	CDN\$289	CDN\$249	
Polycom 650	CDN\$419	CDN\$379	
+1 sidecar	CDN\$589	CDN\$549	
+2 sidecars	CDN\$759	CDN\$719	
+3 sidecars	CDN\$929	CDN\$889	
Linksys ATA	CDN\$119	CDN\$79	
Cisco SPA303	CDN\$179	CDN\$139	
Cisco 508G	CDN\$269	CDN\$229	
+1 sidecar	CDN\$339	CDN\$299	
+2 sidecars	CDN\$409	CDN\$369	
Cisco SPA525G2	CDN\$349	CDN\$309	
+1 sidecar	CDN\$479	CDN\$439	
+2 sidecars	CDN\$539	CDN\$499	
Polycom 6000 conference phone	CDN\$719	CDN\$669	

Unlimited Plans – Reasonable Use Policy

RingCentral services are for normal business usage. Unlimited plans cannot be used for:

- Call centers or trunking (to a PBX or otherwise)
- Continuous or extensive call forwarding, autodialing, fax blasting, telemarketing (including without limitation charitable or political solicitation and/or polling)
- Junk faxing, fax spamming, or other high volume or multi-person calling or faxing purposes

Toll-Free bundles (Metered tiers only)

Minutes	Price/mo	Rate/min	Overage
1,000	CDN\$29.99/mo	2.9¢/min	3.9¢/min
2,500	CDN\$59.99/mo	2.4¢/min	3.9¢/min
5,000	CDN\$109.99/mo	2.2¢/min	3.9¢/min
10,000	CDN\$189.99/mo	1.9¢/min	3.9¢/min
20,000	CDN\$379.99/mo	1.9¢/min	3.9¢/min

Device shipping

No. of devices	Ground	Overnight
1-3	CDN\$29.95	CDN\$74.95
4-7	CDN\$37.95	CDN\$87.95
8-10	CDN\$43.95	CDN\$98.95
11-13	CDN\$73.90	CDN\$173.90
14-17	CDN\$81.90	CDN\$186.90
18-20	CDN\$87.90	CDN\$197.90
21+	Calculated during signup	



“Excessive Use” of Unlimited Plans is prohibited.

“Excessive Use” means that your use exceeds the monthly minutes used by 98% of all RingCentral Unlimited Plan customers’ 5,000 minutes per month per line, over 4 hours of talk time per weekday. This is MORE than enough for normal business usage of the phone system pooled across number of lines in account. For example, a 4 line customer should not go over 20,000 minutes/month. Customers identified as using RingCentral for prohibited uses will be contacted and moved to a metered plan.

Reseller Device Options

Devices—Option #1: Full-Featured Business-Class IP Phones from RingCentral

Your customers can purchase competitively priced IP phones directly from RingCentral. (Please note that RingCentral does not pay commissions on hardware purchases.) Phones arrive preconfigured with phone numbers and extensions—simply plug your phones into your router and make calls instantly.

	Polycom® SoundPoint IP® 321  Basic IP Phone	Polycom® SoundPoint IP® 335  HD IP Phone	Polycom® SoundPoint IP® 550  HD Manager IP Phone
Lines	2	2	2
Display	258x128	258x128 backlit	258x128 backlit
Features	<ul style="list-style-type: none"> • Dedicated 2.5-mm headset port compatible with most monaural mobile phone headsets • Full-duplex hands-free speakerphone • Acoustic Clarity™ technology • Individual volume settings • Voice activity detection • Comfort noise fill • Low-delay audio packet transmission • Adaptive jitter buffers • Packet loss concealment • Acoustic echo cancellation • Background noise suppression • Integrated Power over Ethernet • Local feature-rich GUI • Time and date display 	<ul style="list-style-type: none"> • Dedicated RJ-9 headset port • Dedicated 2.5-mm headset port compatible with most monaural mobile phone headsets • Full-duplex hands-free speakerphone • Acoustic Clarity technology • Individual volume settings • Voice activity detection • Comfort noise fill • Low-delay audio packet transmission • Adaptive jitter buffers • Packet loss concealment • Acoustic echo cancellation • Background noise suppression • Integrated Power over Ethernet • Local feature-rich GUI • Time and date display 	<ul style="list-style-type: none"> • Full-duplex hands-free speakerphone • Acoustic Clarity technology • Individual volume settings • Voice activity detection • Comfort noise fill • Low-delay audio packet transmission • Adaptive jitter buffers • Packet loss concealment • Acoustic echo cancellation • Background noise suppression • Integrated Power over Ethernet • Local feature-rich GUI • Time and date display • Presence capable
Expansion modules	No	No	No
Network and provisioning	No	Two 10/100 Mbps Ethernet ports	Two-port 10/100 Mbps Ethernet switch
HD Voice	No	Yes	Yes
Warranty	One year	One year	One year
Dimensions	6.7 in x 5.7 in x 6.9 in	6.7 in x 5.7 in x 6.9 in	10.5 in x 6 in x 7.5 in

<p>Polycom® IP® 650</p>  <p>HD Manager IP Phone</p>	<p>Cisco® SPA 303</p>  <p>Business IP Phone</p>	<p>Cisco® SPA 508G</p>  <p>8 line IP Phone</p>	<p>Cisco® SPA 525G2</p>  <p>Advanced Executive Color IP Phone</p>
6	3	8 (up to 32 with expansion modules)	2
320X160	128X64	128X64	320X240
<ul style="list-style-type: none"> • 4 context sensitive “soft” keys 26 dedicated “hard” keys • 6 line keys with bi-color (red/green) LED • 8 feature keys • 6 display/menu navigation keys • 2 volume control keys • Illuminated mute key • Illuminated headset key • Illuminated hands-free speakerphone key • Dedicated hold key • Integrated Power over Ethernet • Local feature-rich GUI • Time and date display 	<ul style="list-style-type: none"> • Full-featured business-class IP phones • Wideband audio for exceptional voice clarity • Integrated two-port Ethernet switch enabling connection to PC or device in addition to phone • Speakerphone, caller ID, call hold, conferencing, and more* • Three line keys for managing up to 3 simultaneous calls • Application support on the phone to enhance productivity • Encryption for enhanced security • Requires an external power adapter for Power over Ethernet (POE) support • Integrated Power over Ethernet • Local feature-rich GUI • Time and date display 	<ul style="list-style-type: none"> • Dedicated illuminated buttons for: • Audio mute on/off • Headset on/off • Speakerphone on/off • 4-way rocking directional knob for menu navigation • Dedicated hold button • Settings button for access to feature, setup, and configuration menus • Volume control rocking up/down knob controls handset, headset, speaker, ringer • Standard 12-button dialing pad • Integrated Power over Ethernet • Local feature-rich GUI • Time and date display 	<ul style="list-style-type: none"> • 5 illuminated call appearance line buttons with tricolor LEDs • Dedicated hold key • Dedicated voicemail key with 1-button access • Dedicated menu key • Dedicated lighted mute key • Dedicated lighted headset key • Dedicated lighted speakerphone key • Dedicated lighted message waiting indicator • 5-way navigational buttons • 4 soft-key buttons • Dedicated volume-control toggle • Customizable screen saver on phone display (Photo Album) • Music player (MP3) • RSS web services • Cisco MonitorView
Yes	No	Yes	Yes
Two-port 10/100 Mbps Ethernet switch	Single 10/100 Mbps Ethernet port	Two 10/100 Mbps Ethernet ports	Single 10/100 Mbps Ethernet port Wi-Fi – 802.11b/g/e
No	No	No	No
One year	One year	One year	One year
12.5 in x 13.25 in x 3.5 in	6.7 in x 5.7 in x 6.9 in	8.42 x 8.35. x 1.73in	8.4 x 8.3 x 1.7 in



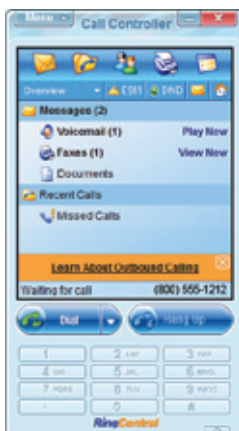
Polycom®
IP 6000

Enjoy clearer, more productive business conversations using this IP conference phone with Polycom HD Voice™ technology, 12 foot microphone range and power over Ethernet (PoE). It is designed to resist interference from mobile phones and provide high resolution call information with multi-language support.



Cisco®
SPA 2102

The Linksys® ATA provides high-quality, feature-rich Internet telephone service using your existing analog phones. Plug your phone into the adapter telephone jack, and your adapter to your router using a standard Ethernet jack for clear telephone reception every time. You can even use the adapter with your existing fax machine; simply plug in a fax machine instead of an analog phone and send faxes—no additional setup required.



RingCentral Call Controller™

Manage all your incoming calls right from your PC. Screen calls as they come in, catch a caller while they're leaving you a message, and leave text to voice messages even if you're on the other line. The call controller also enables direct faxing and click-to-call from within Microsoft Outlook, Office, and Internet Explorer applications. Add a VoIP line and receive a Softphone that will let you make outbound calls directly from your PC when you're away from the office using just a headset.

RingCentral Call Controller™ with Softphone

When you add a VoIP line to your RingCentral Call Controller, you get RingCentral Call Controller with Softphone. This softphone gives Call Controller the ability to make outbound calls directly from your PC—all you need is a headset.

The RingCentral Call Controller with Softphone is recommended for use as a device when you're out of the office.

Devices — Option #2: Full line of supported Cisco and Polycom devices via NETXUSA

We provide Resellers with the option to purchase phones and devices directly from one of our distributors, NETXUSA, at our wholesale pricing from Cisco and Polycom. This extends the opportunity for Resellers to make margins on device sales.

The program allows RingCentral Reseller partners to purchase Cisco and Polycom phones at RingCentral pricing. All Cisco and Polycom phones are supported by RingCentral assisted configuration utility. Other RingCentral documented third party phones, networking equipment, and select accessories (headsets and intercom systems) are also available. Third party devices require manual configuration by Resellers.

Program Benefits for RingCentral Partners:

- Expanded phone options to offer your customers
- Full line of Cisco SPA 300 & 500 series phones; Polycom IP 300, 400, 500, 600, and Conference phones
- Save money on IP phone power supply if not needed by the customer—if the customer has Power over Ethernet at their site, Resellers can order phones without power supplies to reduce hardware costs
- Opportunity to make margins on the hardware OR extend discounted device pricing to your customers
- Use RingCentral assisted provisioning utility to configure Cisco and Polycom phones
- Instant activation—keep phones in stock and activate service instantly for customers

How it works...

- Reseller submits application packet with required paperwork to NETXUSA
- Equipment orders are placed by Reseller directly with NETXUSA
- NETXUSA charges Reseller directly for equipment
- Reseller orders and activates RingCentral line(s) with “no devices”
- Reseller uses RingCentral assisted configuration utility to push configuration to the device(s)
- Reseller bills customer separately for devices

Assisted Configuration Supported Devices

Cisco

- SPA 301
- SPA 303
- SPA 501G
- SPA 502G
- SPA 504G
- SPA 509G
- SPA 525G
- SPA 508G
- Pap2t
- Pap2-na
- SPA 3102
- SPA 3000
- SPA 2102
- SPA 2000
- SPA 1001
- 921
- 922
- 941
- 942
- 962

Polycom

- Sound Point IP 300
- SoundPoint IP 301
- SoundPoint IP 320
- SoundPoint IP 321
- SoundPoint IP 330
- SoundPoint IP 331
- SoundPoint IP 335
- SoundPoint IP 430
- SoundPoint IP 450
- SoundPoint IP 500
- SoundPoint IP 501
- SoundPoint IP 550
- SoundPoint IP 560
- SoundPoint IP 600
- SoundPoint IP 601
- SoundPoint IP 650
- SoundPoint IP 670
- SoundStation IP 4000
- SoundStation IP 5000
- SoundStation IP 6000
- SoundStation IP 7000
- VideoPhone VVX 1500

Other available devices requiring manual configuration

- SNOM Wireless IP Phones
- KIRK Wireless IP Phones
- Cisco Routers & Switches
- Jabra & Plantronics Headsets
- Cyberdata Intercom & Paging System

Sample Device Pricing & Margins

Device	MSRP	RingCentral Direct Price*	Reseller Price*	Estimated Margin Per Device
Devices also sold by RingCentral				
Polycom IP 321 w/power supply (2 line – Single WAN Port)	\$146	\$99	\$79	\$15
Polycom IP 335 w/power supply (2 Line – HD –POE - Dual WAN Port)	\$226	\$149	\$111	\$33
Polycom IP 550 w/power supply (4 Line – HD – POE - Dual WAN Port)	\$369	\$249	\$180	\$64
Polycom SoundStation IP 6000 w/power supply	\$1029	\$599	\$455	\$139
Cisco SPA 525G2 w/power supply (5 line – HD - WiFi -Bluetooth –POE - Dual WAN)	\$378	\$349	\$240	\$65
Cisco Linksys SPA-2102 (ATA)	\$84	\$69	\$53	\$11
Other Popular Phones & Devices				
Cisco SPA 301G w/power supply (1 line – break room scenarios)	\$83	N/A	\$53	At Reseller's discretion
Cisco SPA 303G w/power supply (3 line–HD – Dual WAN Port- no built in POE)	\$125	\$119	\$80	At Reseller's discretion
Cisco 504G w/power supply (4 line–HD - POE – Dual WAN Port)	\$200	N/A	\$129	At Reseller's discretion
Cisco 508G w/power supply (8 line – HD - POE– Dual WAN Port)	\$238	\$200	\$152	At Reseller's discretion
Cisco 509G w/power supply (12 line – POE support – Dual WAN Port)	\$253	N/A	\$163	At Reseller's discretion
IP 331 w/power supply (2 line – POE – Dual WAN Port)	\$176.80	\$350	\$97	At Reseller's discretion
IP 650 w/power supply (6 line)	\$449.00	N/A	\$221	At Reseller's discretion
SoundStation IP 5000 w/power supply	\$708	N/A	\$400	At Reseller's discretion

*Add \$4 per phone NETXUSA provisioning charge. Shipping charges not included.

How do I get set up?

Information on the NETXUSA program and the paperwork to get set up are located on the Reseller Training Portal under

My Training > Reseller Documentations & Tools > NETXUSA –Phone/Equipment Options for RingCentral Resellers.

Please follow the instructions to complete and return the paperwork to NETXUSA.

Devices — Option #3: Unsupported Third Party Devices

For third party devices purchased through other distribution methods, RingCentral provides the standard SIP parameters required to configure the phones. We also have several guides which provide general manual configuration instructions for third party phones. However, RingCentral does not provide configuration support for unsupported third party devices. It is the Reseller's or customer's responsibility to set up, configure, and troubleshoot these devices.

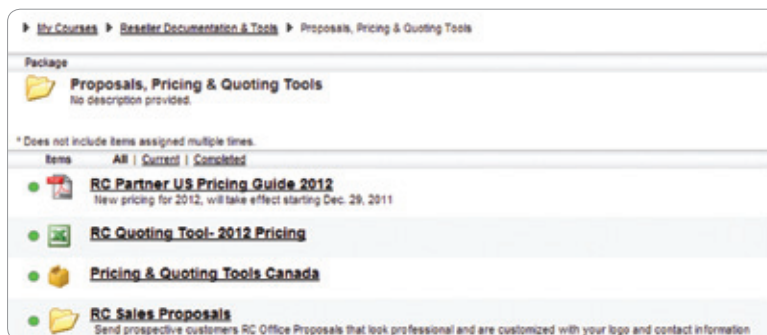
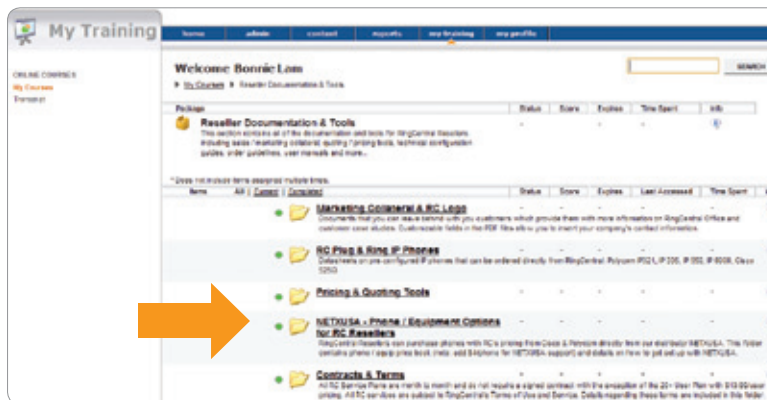
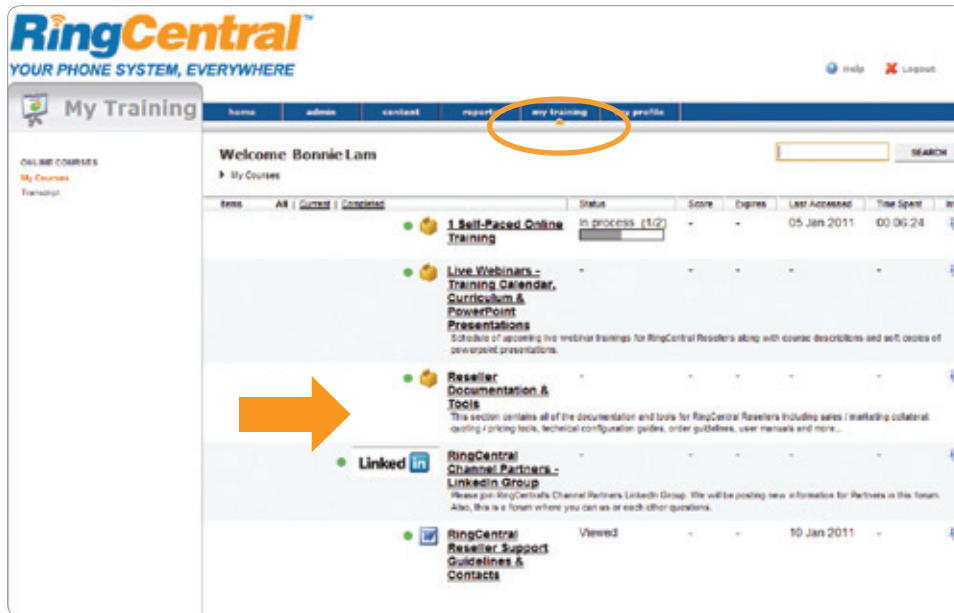
RingCentral Third Party Configuration Guides are available for the following devices:

- Polycom KIRK and SNOM Wireless IP phones
- Cisco SPA 500 Series IP Phones
- Aastra IP Phones
- Grandstream IP Phones
- SNOM IP Desk Phones
- Cisco Linksys 8 Port ATA (SPA 8000)
- Cyberdata SIP Paging & Intercom Devices

These guides can be downloaded from the **RingCentral Reseller Training Portal > My Training > Reseller Tools & Documentation > 3rd Party Device Configuration Guides** Folder.

Preparing Your Customer's Quote

An Excel-based quoting tool is available for Resellers to download from the **RingCentral Reseller Training Portal**. Several versions of the quoting tool are available under **My Training > Reseller Tools & Documentation > Pricing & Quoting Tools**.



After you have downloaded the appropriate version of the quoting tool, follow these steps:

STEP 1 Open the Excel file and go to worksheet (1) **Fill Out Form**. Fill out information required on the form and select RingCentral service plans and equipment options.

RingCentral
YOUR PHONE SYSTEM, EVERYWHERE

RingCentral Quoting Tool

Fill out form below. A quote will be automatically generated on the 'Print Quote' sheet.

Customer Information

Company Name	ABC Accounting
Street Address	123 Main Street
City, State & Zip Code	South Lake Tahoe, CA 96150
Customer Phone Number	(650) 931-6390
Current Phone Bill Total	\$1,000

Order Information

RC Office Package (Select One)	RC Office - 4-15 Users
Number of Users (IP Phones)	7
Select Phone Option	Cisco S250
- Number of Phones	2
Other Equipment (1)	Polycom IP335
- Number of Other Devices	5
Other Equipment (2)	Polycom IP6000 Conference Phone
- Number of Other Devices	0
Additional Local / Toll Free Numbers- 866, 877, 888	0
Additional Toll Free Numbers- 800	0
Vanity 800 Numbers	0

Sales Agent / Dealer Information

Company Name	XYZ Consulting
Sales Person Name	Sara Smith
Sales Person Contact Number	(650) 636-9380
Sales Person E-mail	sara.smith@xyzconsulting.com

Navigation: **Fill Out Form (1)** | Print Quote (2) | Payment Info (3) | Contract (if needed) | Master Pricing

STEP 2 Go to worksheet (2) **Print Quote**. Paste your company logo in the upper left-hand corner. Pricing and cost saving analysis will be automatically populated. Print the quote and provide to the customer.

<Paste Your Company Logo Here>

RingCentral
YOUR PHONE SYSTEM, EVERYWHERE

Quote For:	Vendor:
ABC Accounting	XYZ Consulting
123 Main Street	Sara Smith
South Lake Tahoe, CA 96150	(650) 636-9380
(650) 931-6390	sara.smith@xyzconsulting.com

RingCentral Office - IP Phone System Pricing

QTY	Description	Per Unit Charges		Extended	
		One Time	MRC	One Time	MRC
Service					
7	RC Office - 4-15 Users	\$ -	\$ 29.99	\$ -	\$ 209.93
0	Additional Local / Toll Free Numbers-866, 877, 888	\$ -	\$ 4.99	\$ -	\$ -
0	Additional Toll Free Numbers-800	\$ 30.00	\$ 4.99	\$ -	\$ -
0	Vanity 800 Numbers	\$ 30.00	\$ 4.99	\$ -	\$ -
		Subtotal		\$ -	\$ 209.93
Equipment					
2	Cisco S250	\$ 349.00	\$ -	\$ 698.00	\$ -
5	Polycom IP335	\$ 149.00	\$ -	\$ 745.00	\$ -
0	Polycom IP6000 Conference Phone	\$ 599.00	\$ -	\$ -	\$ -
		Subtotal		\$ 1,443.00	\$ -
Total				\$ 1,443.00	\$ 209.93

RingCentral Cost Savings Analysis

Current Telephone Provider - Monthly Cost	\$1,000
Monthly Cost Savings	\$750.07
Annual Cost Savings with RingCentral	\$9,490.84

Navigation: **Fill Out Form (1)** | **Print Quote (2)** | Payment Info (3) | Contract (if needed)

STEP 3 After the customer accepts the quote, use worksheet (3) to gather required credit card and user information to place the order. (NOTE: RingCentral only accepts credit card payments at this time. AMEX, MasterCard, & Visa are accepted forms of payment).

Credit Card Information	
First Name:	
Last Name:	
Credit Card #:	
Expiration Date:	
CVV Number	
<small>For VISA and MASTERCARD: The CVV numbers are the 3 digits that appear at the end of the credit card number on the back of your card. For AMEX it's the 4 digit code appearing on the front of the card.</small>	
Billing Address	
Billing City	
Billing State	
Billing Zip	
Billing Country	
Billing Phone #	
Contact Phone #	
◀ ▶ ⟲ ⟳ Fill Out Form (1) Print Quote (2) Payment Info (3) Contract (if needed)	

How many users or lines should I include in my quote?

In a cloud-based phone system, lines and users are not defined the same way as they are in a traditional carrier or legacy PBX/key system. Traditionally, people think of “lines” as the number of incoming calls their business can handle simultaneously. With RingCentral's cloud-based platform, a customer can take an unlimited number of incoming calls and callers will never hear a busy signal. The limitation on incoming calls that a single user can handle is based on the number of “line appearances” on their device.

For example, if a company has only one employee/user with a Cisco SPA 525G phone with 5 line appearances, that customer would subscribe to a 1 User (Line) RingCentral Office system at \$49.99 per month. However, since there is no limit on incoming calls and the user has a 5 line phone, the employee could take up to 5 calls at one time. Further, if desired, they could set up their RingCentral system to queue the 6th caller in the cloud.



What is a RingCentral user?

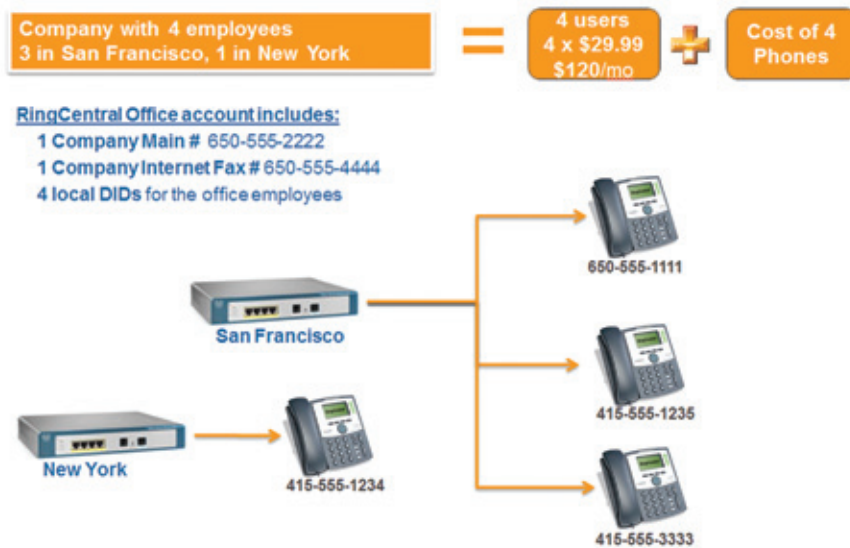
Any device that requires a dial tone for a user to make and receive calls is considered a user. For example, a customer who needs 8 desk phones, 1 reception phone, and 1 conference phone in their office would require a quote for 10 users. Each of these phones needs a dial tone to make and receive calls; therefore, there are a total of 10 devices which equals 10 users.

Sales Tip: Don't confuse your customers with comparisons of lines vs. users. You should ask your customers how many devices/phones they need and prepare your quote based on that number. In many cases, your customers may require more users on RingCentral's system than they would have on a traditional PBX system. However, RingCentral could still save them up to 80% on their phone bill.

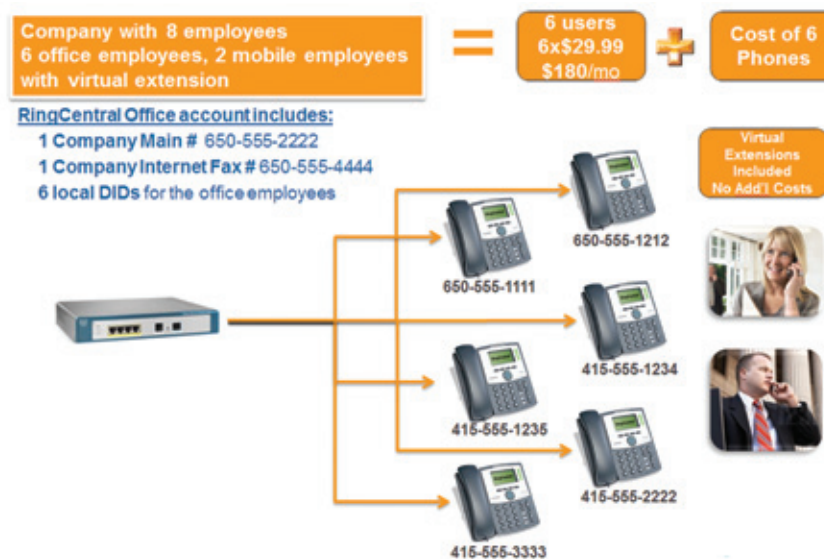
Virtual extensions should not be confused with users. RingCentral service plans include up to 999 virtual extensions. Virtual extensions can be used to integrate field/mobile employees who are using a cell phone or other type of phone service into RingCentral's system. An extension can be created to send calls to mobile employees' cell phones. However, since that user already has a dial tone on their mobile device, they would not be considered a user in the RingCentral system.

Possible User Scenarios

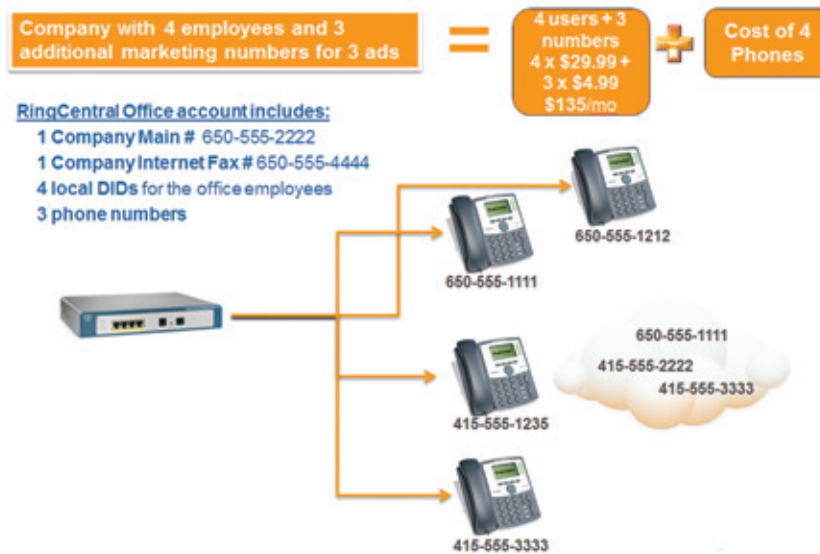
Scenario #1: Customer with 2 offices. They have 3 employees in their San Francisco office who need desk phones and 1 employee in their San Mateo office who needs a desk phone. That is a total of 4 phones/devices or 4 RingCentral users.



Scenario #2: Customer with 1 office and 6 employees who need desk phones. They also have 2 field employees who use cell phones 100% of the time. The customer has created virtual extensions to enable extension dialing and call transfers to these mobile employees from their office phones. However, since these field employees already have phone service on their cell phone, they are not considered RingCentral users. Therefore, this customer only requires 6 users for the office employees who need desk phones.



Scenario #3: Customer with 1 office and 4 employees who need desk phones. They are also running ads in 3 different local newspapers and want unique marketing phone numbers for each ad to track the number of calls they receive from each ad. In this case, they need 3 additional marketing numbers for the ads. These numbers do not enable phone service on a device and are not RingCentral users. Additional phone numbers are \$4.99 per number per month. The total monthly cost for this customer would be \$115/month — 4 users @ \$100 per month plus 3 additional phone numbers @ \$15 per month.



Bandwidth Requirements & Testing

Customer Bandwidth Requirements

To provide your customers with good call quality on their RingCentral system, we recommend a high speed DSL, cable, or fiber optic connection with an upload speed of 90kbps or greater per line.

We provision DigitalLine service at the “High/Automatic” bandwidth setting for better sound quality. If your broadband connection speed is less than 90kbps (and you experience choppy voice quality), you should adjust the bandwidth setting to “Low.” Follow these steps:

- In your online account, click **My Settings**, then click **DigitalLines**.
- Click the **View** link associated with your DigitalLine.
- Change the **Bandwidth Usage** field to **Low**, then click **Submit** to save the change.

At the Low setting, an upload speed of only 36 kbps is needed for good voice quality per line.

VoIP Bandwidth Test

We recommend that all Resellers work with your customers to test your customer’s bandwidth prior to selling them a RingCentral Office System. This test simulates Voice over IP sessions from the customer’s network to RingCentral’s. You or your customer can perform a bandwidth test at their location by following these steps:

Step 1 – Java Installation on Test PC

Java is required to run the bandwidth test. Check your PC to ensure that Java is installed. If Java is not installed, you can download and install from: <http://www.Java.com/en/download/index.jsp>

Step 2 – Go to the RingCentral Bandwidth Test Website

Go to the following URL to access the bandwidth test tool: <http://www.ringcentral.com/support/qos.html>

Step 3 – Test Your Connection

Select the maximum number of simultaneous calls that your customer expects over their network. For example, your customer may be ordering 10 phones/users; however, they may expect that only a maximum of 5 employees would be on the phone at the same time during peak periods. In this case, you would select “5” simultaneous calls from the drop-down menu.



Step 4 – Review Results

This test measures the jitter and packet loss over the customer’s Internet connection. If jitter and packet loss is low, the results will show two green lights which indicate that the customer’s network should be capable of supporting good VoIP calls through RingCentral. If the test results display yellow or red lights, the customer should look at options to upgrade their bandwidth with their existing Internet provider or replace their current Internet connection with an alternate Internet technology that would yield better quality/higher speed connection for their business.

The screenshot shows the RingCentral website interface for the 'Test Your Connection' tool. The page title is 'Test Your Connection' and it includes a 'SIGN UP' button. Below the title, there is a dropdown menu for 'Number of simultaneous calls to test' set to 5. The 'Results Summary' section displays two green lights, indicating a good connection. The text reads: 'Your connection's jitter was measured as 0.8 ms, which indicates that it can produce a constant flow of data. Voice-over-IP conversations should be of good quality.' and 'Your connection's packet loss was measured at 0.0%, which indicates that it is accurately transferring data. Voice-over-IP conversations should be of good quality.'

The screenshot shows the RingCentral website interface for the 'Test Your Connection' tool, displaying a detailed chart of jitter and packet loss results. The chart has two vertical axes: 'Jitter' on the left and 'Packet loss' on the right. The 'Jitter' axis ranges from 0 ms to 100 ms, with color-coded zones: 0-10 ms (green), 10-20 ms (yellow), and 20-100 ms (red). The 'Packet loss' axis ranges from 0% to 100%, with color-coded zones: 0-5% (green), 5-10% (yellow), and 10-100% (red). A horizontal line is drawn at 0.8 ms jitter and 0.0% packet loss, with a callout box stating '0.8ms average jitter, 0.0% packet loss'. The chart also includes a 'VoIP Summary' icon and a 'SIGN UP' button.

Order Entry

Preparing Your Order – Checklist

Before you start to place your order, please make sure that you have the following information:

- Number of lines
- Device to be ordered for each line
- Customer preferences for the main company numbers (main phone and fax) and local DID numbers (e.g. local area code)
- Shipping address
- Credit card information:
 - Card number and CSV (security) code
 - Expiration date
 - Name on card
 - Billing address and phone number
- Optional: Name and email address of each user

Note: If you put together a quote with the RingCentral quoting tool and have worksheets 2-4 completed (quote, billing info, and collect user details), you should have all of the information required to place the order.

Placing Your Order & Activating a New Account – Step-by-Step Guide

Step 1 – Connect to Reseller Order Entry Portal

A link to the Reseller Order Entry portal was included in your Welcome Email. Please click the hyperlink provided in the email and bookmark this URL for future orders. Select the service that you are ordering and click **Sign Up**.

Note:
No Login
Required

RingCentral
YOUR PHONE SYSTEM, EVERYWHERE

Order Entry Portal

Main Services	Partner Tracking Parameters
RingCentral U.S. <ul style="list-style-type: none"><input type="radio"/> RC US Fax<input type="radio"/> RC US Mobile<input checked="" type="radio"/> RC US Office - Metered Toll Free<ul style="list-style-type: none"><input type="radio"/> \$39.99/user RC Office 1-3 Users<input checked="" type="radio"/> \$29.99/user RC Office 4-19 Users<input type="radio"/> \$26.99/user RC Office 20-49 Users<input type="radio"/> \$24.99/user RC Office 50+ Users<input type="radio"/> RC US Office - Unlimited Toll Free	<small>*Required Fields</small> *Enter Partner ID: <input type="text" value="001"/> Enter BMD: <input type="text"/> Enter PID: <input type="text"/> Enter AID: <input type="text"/>
RingCentral CAN <ul style="list-style-type: none"><input type="radio"/> RC CAN Fax<input type="radio"/> RC CAN Mobile<input type="radio"/> RC CAN Office - Metered Toll Free<input type="radio"/> RC CAN Office - Unlimited Toll Free	

ORDER

Step 2 – Begin Order Entry Process

1. Select main company and fax number for the account.
2. Select the number of lines.
3. Enter customer's first and last name.
4. Enter the email address of the person who will be activating the account. Many resellers activate the account on customer's behalf to expedite and streamline the order.
5. Enter customer's phone number.
6. Enter customer's company name.

RingCentral
YOUR PHONE SYSTEM, EVERYWHERE

Company Information System Setup System Review Payment

Company Numbers and Users

Select the main company numbers and the number of lines:

1 Main Number: [Select Number](#)

Fax Number: [Select Number](#)

Number of Lines

Administrator Information

Note: This contact will receive the required activation email

*First Name

*Last Name

*Email Valid email required for activation

*Contact Phone May be used for validation

*Customer Company Name Should be end customer

[Continue Setup](#)

Need Help?

Partner Support:
800-595-8110

IMPORTANT NOTE: If customer wants to port their numbers, please set up their account with temporary numbers first. After system and phones are set up, you can submit the number porting request via the RingCentral Customer Portal.

CHECKPOINT: Enter email address for person who will be activating the account. If you are activating account for customer, enter your email address here.

Step 3 – Continue Order Entry Process

1. Input first name, last name, and email address for each user. If you don't have this information, click the **Auto-Populate Users** button and the system will assign default values to each of the lines.
2. Select the **Operator** line. Click the button under **Oper**.
3. Designate users/lines that should have **Admin** access to your system. Please note that admin rights grant a user access to make changes to the customer's entire account and system.
4. If specific users require a local number in another area, click **Change Number**.
5. Select **Device** that customer has selected for each user/line. If you are purchasing devices from NETXUA or via your own distribution, you should change the device to **No Device**.

The screenshot displays the 'System Setup' interface. At the top, there are navigation tabs: 'Company Information', 'System Setup' (active), 'System Review', and 'Payment'. Below the tabs, the 'System Setup' section is divided into two main areas.

The Main Company Numbers:

- Main Number: (877) 903-3901 [Change Number]
- Fax Number: (877) 903-3903 [Change Number]

Configure the lines for all users:

Line	First Name	Last Name	Email	Oper	Admin	Direct #	Device
Line 1	Something	New	somethingnew@	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	303-600-5678	Polysom IP321
Line 2				<input type="checkbox"/>	<input type="checkbox"/>	720-240-9327	Polysom IP321
Line 3				<input type="checkbox"/>	<input type="checkbox"/>	720-262-8659	Polysom IP321
Line 4				<input type="checkbox"/>	<input type="checkbox"/>	720-862-3928	Polysom IP321

Buttons for 'Delete', 'Change Number', and 'Change Device' are present for each line. A circled '1' with an arrow points to the 'Auto-Populate Users' button above the table.

Main company numbers

- Your Main Number (877) 903-3901
- Your Fax Number (877) 903-3903

Configured Lines

- Line 1 303-600-5678
- Line 2 720-240-9327
- Line 3 720-262-8659
- Line 4 720-862-3928

Your Payment

- 3 lines plan \$49.99
- Discount \$20.00
- Additional Lines \$149.97
- Discount (additional lines) \$60.00
- Main Number \$0.00
- Fax Number \$0.00
- True 800 number \$0.00
- Devices \$396.00
- Subtotal* \$515.96

Discounted Plan* payment for any month(s) \$119.96

*Excludes taxes and/or shipping

At the bottom of the page, there are two buttons: '+ Add a Line' and 'Review System'. A callout box on the right side of the page points to the 'Your Payment' section with the text: 'Order summary with account phone numbers and charges appear on right side of page'.

Step 4 – Review System

Review and confirm order details. If changes are needed, click **Edit Setup**. If order looks correct, click **Begin Secure Checkout**.

Review your phone system

Your Main Company Numbers:

Your Main Number:	877-903-3901	\$0
Your Fax Number:	877-903-3903	\$0

Track your advertising or establish a local presence in any city. [Add more numbers](#)

Your Selections:

Item	Each	Quantity	Price
1 Line Plan	\$29.99	1	\$29.99
Devices	\$99.00	4	\$396.00
Additional Lines	\$29.99	3	\$89.97

Main company numbers

Your Main Number 877-903-3901
Your Fax Number 877-903-3903

Configured Lines

Line 1	303-500-5678
Line 2	720-240-6327
Line 3	720-262-9659
Line 4	720-862-3928

Your Payment

1 line plan	\$49.99
Discount	\$20.00
Additional Lines	\$149.97
Discount (Additional lines)	\$60.00
Main Number	\$0.00
Fax Number	\$0.00
Devices	\$396.00
Subtotal*	\$515.96
Discounted Plan* payment for any month(s)	\$119.96

*Excludes taxes and/or shipping

[Edit Setup](#)

[Begin Secure Checkout](#)

Step 5 – Submit Customer Shipping and Billing Information

1. Select shipping method (Ground, 2 Day or Overnight). Same day shipping requires that the order is submitted and the account is activated prior to 2:30PM Pacific Time/5:30PM Eastern Time.
2. Enter shipping address for devices.
3. Enter customer's credit card information and billing address—credit card will be verified against billing address, so please make sure that you have the correct billing address for customer's credit card.
4. Check box to accept Terms of Use and Service and click **Review Order**.

Shipping and Billing Information

Administrator Details

Your privacy is important to us. Protecting your privacy is our top priority. We do not sell or exchange any information about our customers or guests.

Name: Something New
Email Address: somethingnew@ringcentral.com
This person will receive all email communication regarding this account.

Shipping & Handling

Shipping Method

<input checked="" type="radio"/> Ground	\$24.95
<input type="radio"/> 2 Day	\$39.95
<input type="radio"/> Overnight	\$62.95

If account is activated after 2:30pm Pacific/5:30pm Eastern, 2-day and Overnight shipping will be delayed by one business day.

Shipping Information

First Name: Last Name: Should be end customer name

Company Name:

Address (No P.O. Boxes):

City: State: Zip:

This is also my billing address

Billing Information

Credit Card Type: VISA
Credit Card Number: Verification Code: What's this?

Expiration Month: 02-February
Expiration Year: 2012

First Name: Last Name:

Billing Address:

Main company numbers

Your Main Number 877-903-3901
Your Fax Number 877-903-3903

Configured Lines

Line 1	303-500-5678
Line 2	720-240-6327
Line 3	720-262-9659
Line 4	720-862-3928

Your Payment

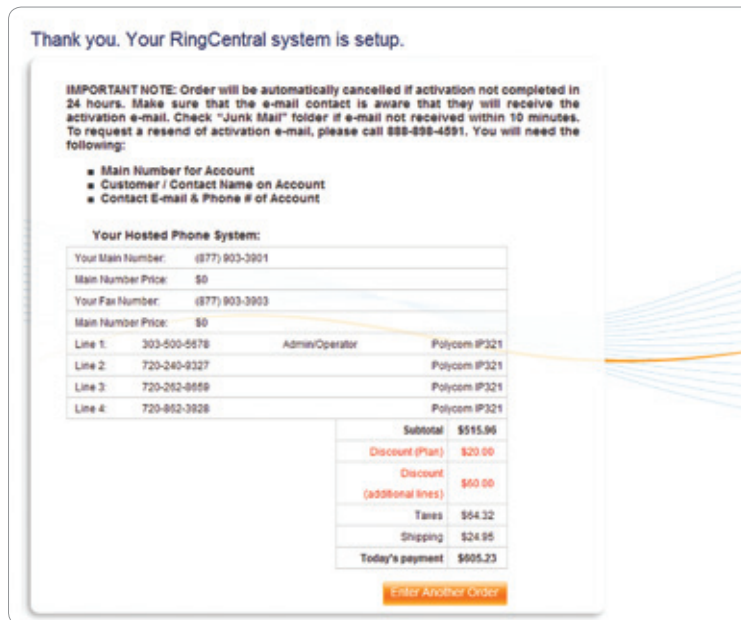
1 line plan	\$49.99
Discount	\$20.00
Additional Lines	\$149.97
Discount (Additional lines)	\$60.00
Main Number	\$0.00
Fax Number	\$0.00
Devices	\$396.00
Subtotal	\$515.96
Taxes	\$23.56
Shipping	\$24.95
Today's Payment	\$564.47
Discounted Plan* payment for any month(s)	\$119.96

*Excludes taxes

[Review Order](#)

[Begin Secure Checkout](#)

Step 6 – Order Confirmation – Proceed to Account Activation to Complete Set up

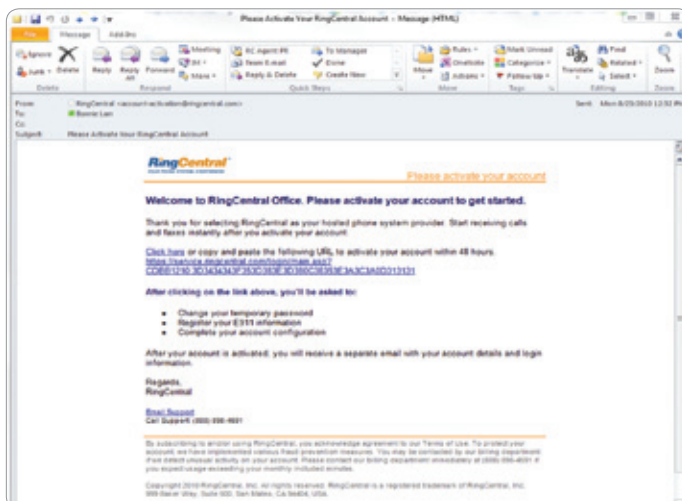


NEXT STEP: Account Activation Required to Complete Order

- Customer's credit card will not be charged until activation completed.
- Equipment will not be shipped and order will be automatically cancelled if activation not completed in 24 hours.
- We recommend that you activate account for the customer to avoid delays in the order process. Use your own email address if you are activating the account.
- Check your junk mail folder if email is not received within 5 minutes.

Step 7 – Click on URL provided in Activation Email

An email with the subject line "Please Activate Your RingCentral Account" will be sent to the email address specified in the order. Check your junk mail folder if the email does not arrive within 5 minutes.



To request resend of activation email, please call **800-595-8110** option #2. You will need the following:

- Main Number for Account
- Customer/Contact Name on Account
- Contact Email & Phone Number of Account
- Shipping/Billing Address

Step 8 – Phone Verification

1. Provide cell phone or landline number for verification call.
2. Enter characters in security code field and click **Call Me**.

RingCentral
YOUR PHONE SYSTEM EVERYWHERE


Click below to speak with someone.
1-800-574-5290 Live Online Chat

1. Sign Up: Pick Plan 2. Choose Number 3. Contact Information **4. Billing Information** 5. Activate

Contact Phone Verification

For your safety, please verify that the telephone number below is a number where you can currently be reached. When you submit this form, you will immediately receive a phone call that will provide you with a verification code that you must enter to continue.

Contact Phone Number: +1 (415) 378-6803 [Edit](#)



[Legal](#)
Copyright © 1999-2010 RingCentral, Inc. All rights reserved.

3. Enter **Verification code** and click **Continue**.

RingCentral
YOUR PHONE SYSTEM EVERYWHERE

Click below to speak with someone.
1-800-574-5290 Live Online Chat

1. Sign Up: Pick Plan 2. Choose Number 3. Contact Information **4. Billing Information** 5. Activate

Contact Phone Verification

In a few seconds, you will receive a call with your verification code. Enter this code below to continue.

Your Phone: +1 (415) 378-6803

Verification code: 3951

[CONTINUE](#)

[Click here if your phone didn't ring and you want to try again.](#)

[Legal](#)
Copyright © 1999-2010 RingCentral, Inc. All rights reserved.

Step 9 – Change Password and Set Security Question for Account

Please note that the security question is used by RingCentral support personnel to verify customer's account. All customer and Reseller calls to RingCentral will require verification of the security question and answer.

RingCentral
YOUR PHONE. YOUR SERVICE. EXCEPTED.

1. Change Password 2. Register E911

Change Password

Your new password must be numeric and between 5 and 10 digits. It cannot contain repeating or sequential digits (such as 22222 or 12345) or match any of your personal or account information.

Type new password: [*****]

Retype Password: [*****]

Required Security Update

To enhance account security and protect your information, you need to select a security question and secret answer.

If you ever forget your password or need customer service, we will use the following security question to verify your identity.

Security Question: What is your pet's name?

Answer: Ring

Use 5 or more characters, not case sensitive

[Continue]

Logitech | TrustWave | SafeSilly

Step 10 – Register E911 Location for First Device

IMPORTANT – COMPLETE ACCURATELY: Input physical address of location for the first device. This number provides emergency responders with location information when 911 is dialed from the phone.

1. Change Password 2. Register E911

Please enter the address that should be used when 911 is dialed from the following device:

Device Name: Polycom IP335
 Phone Number: (415) 446-9538

Customer Name
 Bonnie Lam

Street Address
 999 Baker Way

Apartment / Suite #
 Ste 500

City: San Mateo State: California Zip Code: 94404

Country: United States

RingCentral DigitalLine 911 Service. RingCentral DigitalLine 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 DigitalLine Service is provided were interrupted, you would not have access to RingCentral DigitalLine 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 DigitalLine 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

BY SELECTING THIS CHECKBOX AND CLICKING "I ACCEPT" BELOW, YOU CONFIRM THAT YOU HAVE READ, AGREE TO AND UNDERSTAND THIS NOTICE

[ACCEPT]

Step 11 – Complete and Click through Remaining Activation Steps

1. Set time zone and select customer's industry.

RingCentral
YOUR PHONE SYSTEM, EVERYWHERE

Click below to speak with someone.
1-800-574-5290 Live Online Chat

1. Time Zone 2. Call Forwarding 3. Send/Receive Faxes 4. Call Controller

Congratulations!

Your RingCentral account has been activated.

Please fill out the information below and then click **Continue** to proceed with account configuration.

What's your Time Zone? (GMT-08:00) Pacific Time (US & Canada)

What's your primary industry? Please Select

CONTINUE

Note: RingCentral ensures that you will continue to receive calls and faxes if your account exceeds the subscription limit, by automatically purchasing and billing an additional \$20.00 block of minutes. You will receive an email notification if this occurs.

2. Call Forwarding — Can be completed later.

RingCentral
YOUR PHONE SYSTEM, EVERYWHERE

Click below to speak with someone.
1-800-574-5290 Live Online Chat

1. Time Zone 2. Call Forwarding 3. Send/Receive Faxes 4. Call Controller

FindMe - Call Forwarding for System Extension

Please enter the phone numbers that should ring when someone calls your RingCentral number (if you enter multiple number, you will be able to decide on the next page in which order you want them to ring).

Phone Number	Forwarding Number	
Home	<input type="text"/>	Edit
Work	<input type="text"/>	Edit
Mobile	<input type="text"/>	Edit
Phone 4	<input type="text"/>	Edit

Note: If you do not enter any forwarding numbers all calls will be sent directly to voicemail. You will be notified by email whenever you have a new voicemail.

CONTINUE

3. **Sending and Receiving Faxes** — Informational Screen.

4. **RingCentral Call Controller** — Can be downloaded later.

Activation Complete – Log in to New Account

Service and phone numbers are now active. Devices and phone system are now ready for setup and configuration.

The screenshot displays the RingCentral user interface for a new account. At the top, the RingCentral logo is on the left, and account information for 'Something New' is in the center, including the main and fax numbers. On the right, there are links for 'END OFF', 'GET HELP', and 'LOGOUT'. Below this is a navigation menu with tabs for Overview, Messages, Call Log, Contacts, Company Settings, My Settings, Download, FaxOut, and RingOut. The main content area is titled 'Overview' and contains several sections:

- Recent Messages**: A table with columns for Open, From, Name, Location, Date, Time, and Length. It currently shows 'No Messages'.
- Recent Calls**: A table with columns for Phone Number, Name, Location, Date, Time, and Length. It currently shows 'No Calls'.
- RingCentral Office 4 Line**: A section for 'Calling Credits' showing '0 minutes used' and a link to 'Click here to enable International Calling'.
- Quick Links**: A row of icons for 'Answering Rules', 'Greetings', 'Forwarding Numbers', and 'Notifications'.
- Resources**: A row of icons for 'Forum', 'Small Business Resources', and 'Feedback'.
- Stay Connected**: A row of social media icons for Facebook, Twitter, and Blog.
- Announcements**: A section with a 'Welcome to RingCentral!' message and links to 'Get the Know: RingCentral' and 'Knowledge Center'.
- New Music On Hold**: A section with a 'New music on hold options now available!' message and a link to 'Click here to update your Music on Hold options'.
- Call Recording**: A section with a 'Make life easier by recording your call whenever you want. Just press "9" to start or stop, and access recordings in your call log. Learn more'.
- RingCentral Mobile on your iPhone**: A section with a 'Display your RingCentral phone number as the caller ID when making business calls from your iPhone. Get RingCentral Mobile from the iTunes Store today'.

Transferring Numbers

Important Guidelines

- If a customer wants to transfer their existing numbers, please set up their account with temporary numbers first.
- After the system and phones are set up, submit number porting request via the RingCentral Customer Portal.
- Set customer's expectations that there will be a 30-45 day transition period with service and billing overlap.

Step 1: Collect accurate account information for existing number(s)

IMPORTANT: All information submitted in the transfer request must match customer's account and billing information with existing carrier to avoid delays in transferring.

1. Obtain a copy of customer's current bill for existing number.
2. Billing Telephone Number for numbers that customer wants to transfer. This is the main number associated with the account (for example—if the customer has 5 lines under one account, you will need the main number for the account).
3. If the number is a mobile number, you will need the account PIN or last four digits of the account holder's Social Security Number.
4. For toll-free number transfers, customer will need to sign physical copy of Letter of Authorization (LOA) and provide a copy of their bill to RingCentral's transfer team (download required forms from RingCentral Reseller Training Portal).

Make sure that there are no pending orders on the customer's account with the existing carrier. Pending orders include other transfer requests and moves/adds/changes to any of the phone numbers on the account (even ones that are not in the transfer request).

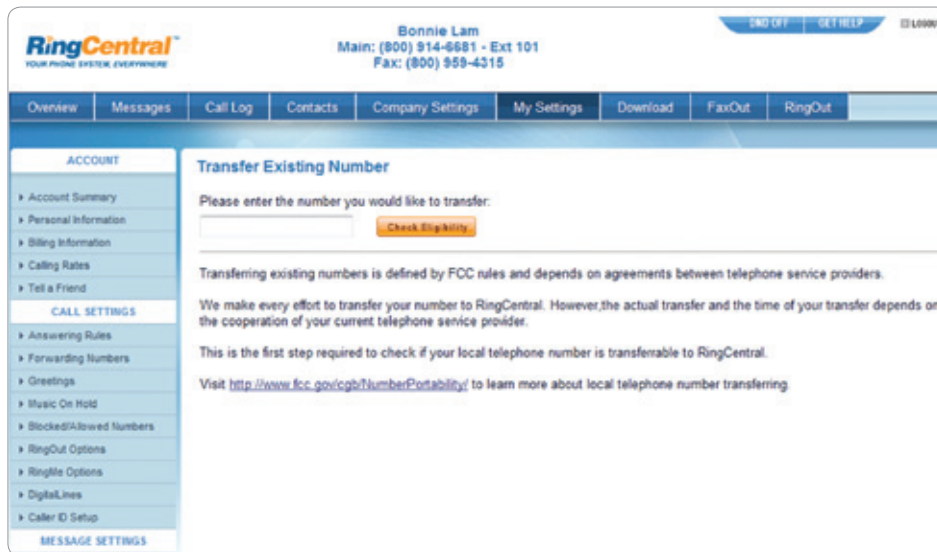
Step 2: Log in to RingCentral Portal and go to My Settings

The screenshot displays the RingCentral Customer Portal interface for user Bonnie Lam. The top navigation bar includes links for Overview, Messages, Call Log, Contacts, Company Settings, My Settings, Download, FaxOut, and RingOut. The main content area is divided into sections for Account Summary, Call Settings, and Message Settings. The Account Summary section shows service plan details, minutes used, and purchased calling credits. The Call Settings section includes a table for RingCentral Phone Numbers and a table for RingCentral Digital Lines.

Phone Number	Location	Type	Extension	
Main: (800) 914-6681	Toll-Free	Voice and Fax	Company Greeting	
Fax: (800) 959-4315	Toll-Free	Fax only	Company Greeting	Delete
(415) 817-9892	San Francisco, CA	Voice and Fax	Company Greeting	Delete
Pending: (550) 836-9380	Cancelled			Delete

Phone Number	Device Name	E911	Extension	Details
(560) 273-5728	Tablet	Edit	102 - Leon 102	View

Step 3: Check transfer eligibility of phone number



Step 4: Confirmation of Phone Number Eligibility



Step 5: Accurately enter information for Transfer Number Account

The screenshot shows the 'Transfer Existing Number' form in the RingCentral web interface. The form title is 'Transfer Existing Number' and the transfer number is '(415) 378-6803'. There are two main sections: 'Type of Account' (Business or Residential) and 'Service Address' (Street, City, State, ZIP). Below that, there's a section for 'Name of Current Service Provider' (AT&T) and 'Contact Telephone Number' (415-378-6803). At the bottom, there are checkboxes for 'Check here if your Billing Telephone Number (BTN) is different from the Number that you are requesting to transfer' and 'Check here if the number you are requesting to transfer is a mobile number'. A list of RingCentral numbers is shown, with the '(415) 417-8800' option circled in orange. A callout box with an arrow points to this circled option, containing the text: 'If the ported number will replace one of the customer's RingCentral numbers, select the RingCentral number that the transferred number will replace – keep a record of this.'

Step 6: Provide electronic signature on Letter of Authorization

The screenshot shows a 'Letter of Authorization' form. It includes a header with 'Transfer Existing Number' and a section for 'The Standard Letter of Agency Document'. Below that, there's a 'Dear Customer' section with text explaining the transfer process. A section titled 'Please ensure the following information is completed accurately to prevent service delays' contains a form for 'Assign New Name or Number', 'Reason for Transfer', 'Service Area', and 'By' (Name and Title). An orange arrow points to the signature line where the customer should sign. At the bottom, there's a 'PLEASE NOTE' section with a list of items: 'The Letter of Authorization (permitting RingCentral to port your local or toll-free number)', 'Changes to communications regulations regarding the porting process for your account number', 'Responses to communications from us', 'Other documents relating to the porting process, and', 'All charges and credits to these documents, notices, and documents'. A footer note states: 'Please provide one (1) signed copy of this Letter of Authorization on the message file.' and 'Please note: our electronic signature is legally binding. Since you've signed a paper document, you agree to use electronic signatures and documents exclusively to resolve issues related to your account or RingCentral porting service.'

Do's & Don'ts

Do be exact.

The customer's information must match exactly what's on record with their current phone service provider. If it doesn't, the transfer will be delayed. Refer to a current bill or contact their current service provider.

Don't cancel old phone service.

Wait until after the transfer is complete to cancel the customer's old service.

Don't lose DSL service.

Call the customer's service provider and get a new phone number for their DSL line before you submit the transfer request or they'll lose their DSL service.

Do remove special features.

Call the customer's current provider and cancel special features (such as Centrex, remote call forwarding, or distinctive ring) before submitting the transfer request. Only cancel the features—not the entire phone service.

Do cancel any open pending service orders.

Contact the customer's current provider to cancel any open service orders or confirm they're complete before implementation.

After the Transfer Request Has Been Submitted

How do I check the status of my customer's number transfer?

Log in to the customer's RingCentral account and click the **Overview** tab or the **My Settings** tab. You'll see the status of the transfer request at the top of the screen. You can also call RingCentral Support Line at **800-595-8110**, option 4 and select the option to reach the Porting Department.

When can I cancel the customer's current phone service?

Wait until the transfer is complete to cancel their phone service. The number must be active with their provider for it to be transferred to RingCentral.

How long does it take to complete the transfer process?

It usually takes 15-30 business days to transfer a number, but the process is often faster. Providing accurate information on the request form speeds it up.

How will I know if you need more information to complete the transfer?

We'll email and/or call you if we need more information to complete the transfer request. You'll also see a notification at the top of the **Overview** screen in your customer's RingCentral account.

RingCentral Supported Customer Implementation

If you don't provide installation services to your customers, your customers should work with a RingCentral Implementation Advisor to set up their new RingCentral system. Our Implementation Advisor Team will walk your customers through setting up their phones and phone system. The Implementation Advisor Team will assist the customer during the first 30 days after their account is activated. Thereafter, they should work with RingCentral Support if they have questions about their system.

Setting Your Customer's Expectations

If your customers have elected to set up the phone system on their own with the help of RingCentral Implementation Advisors, please make sure they understand that the role of the Implementation Advisor is to walk them through the setup process and educate them on how to configure their RingCentral phone system for their business. Any additional setup and changes to the RingCentral system should be performed by the customer (not RingCentral).

In addition, customers should be prepared to spend 1-2 hours on the phone with a RingCentral Implementation Advisor for the initial setup of their system. The actual time they will spend on the initial configuration will depend upon the number of users in their system and the complexity of their company settings and answering rules.

Scheduling Advisor Appointment

After you have worked with your customer to place their order and activate their account, you should assist your customer with scheduling a follow-up appointment with an Advisor. To schedule an appointment with an Advisor for your customer, please call **800-595-0110**, option 5. The hours of operation for our Advisor Team are 5AM-5PM Pacific Time.

Preparing Your Customers

For your customer's initial system setup call with the RingCentral Advisor Team, please make sure that they have the following information:

1. RingCentral main account phone number
2. Internet service provider, speed, and type
3. Network equipment, modem, or router's make and model
4. User and administrator password for their router
5. Other network equipment (switches, hubs)
6. Other devices on the network (number of computers, printers)
7. Do they have an in-house IT manager or third party IT consultant we will be working with?

Reseller Supported Customer Implementation

Many of our Resellers provide full service, turnkey installation of RingCentral systems to their customers for an additional fee. If you plan to provide these services to your customers, we highly recommend that you take the following steps prior to performing your first customer installation:

1. Attend the Reseller Implementation Training Module II: Basic & Advance System Setup
2. Order, install, and set up a demo RingCentral account.
3. Work with a RingCentral Implementation Advisor to set up and test your demo account.

Resellers who are assisting customers with phone and system setup can work with the RingCentral Implementation Advisor Team if they require assistance during the customer implementation. In addition, for large implementations (20+ lines) or customers who require advanced configuration or technical assistance, our Reseller Sales Engineering Team can assist with your implementation.

Baseline Implementation

Step 1 — Configure E911 Addresses for All Phones and Devices

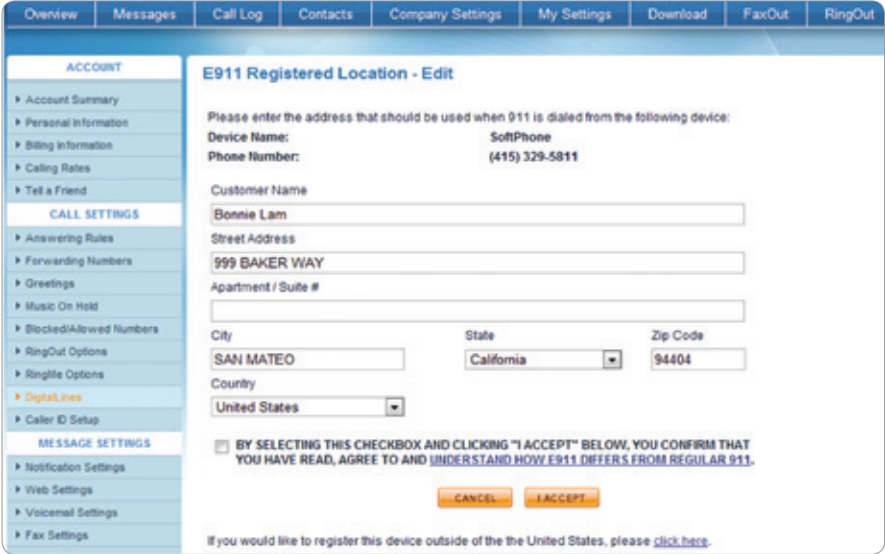
Log in to customer's RingCentral account. Go to the **My Settings** Tab.

Click **Failed/Edit** - E911 address needs to be configured so that when 911 is called from the device, the appropriate address will be relayed to the emergency responders; police, fire, ambulance.

Phone Number	Location	Type	Extension
Work: (956) 282-1083	Camden, NJ	Voice and Fax	Complaint Greeting
Cell: (956) 282-1125	Camden, NJ	Fax only	Complaint Greeting

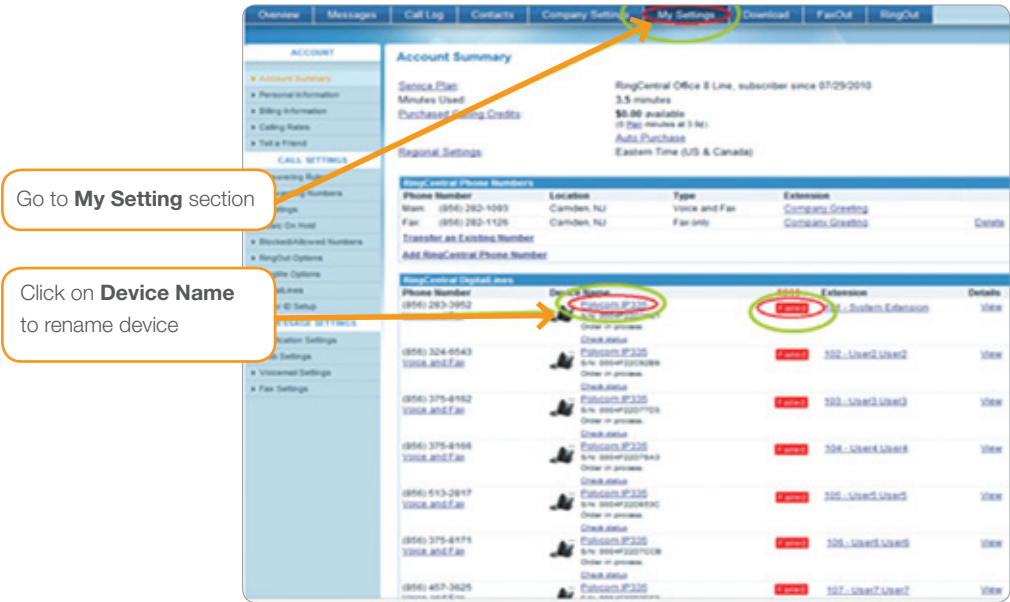
Phone Number	Device Name	E911	Extension
(854) 283-3952 VOICER.A02.Fax	Polcom_P231 S/N: 8884F22070E1 Order in process	Failed	101 - System Extension
(854) 324-6543 VOICER.A02.Fax	Polcom_P235 S/N: 8884F220K089 Order in process	Failed	102 - User2 User2
(854) 375-8162 VOICER.A02.Fax	Polcom_P235 S/N: 8884F2207109 Order in process	Failed	103 - User3 User3
(854) 375-8166 VOICER.A02.Fax	Polcom_P235 S/N: 8884F22078A3 Order in process	Failed	104 - User4 User4
(854) 513-2817 VOICER.A02.Fax	Polcom_P235 S/N: 8884F220K630 Order in process	Failed	105 - User5 User5
(854) 375-8171 VOICER.A02.Fax	Polcom_P235 S/N: 8884F22070C8 Order in process	Failed	106 - User6 User6
(854) 457-3625 VOICER.A02.Fax	Polcom_P235 S/N: 8884F22070C8 Order in process	Failed	107 - User7 User7

Input E911 address for each device. This should be the physical location where each device will reside. If 911 is dialed from a device, emergency personnel will dispatch to the location provided in the E911 address field. IMPORTANT: If the location of a device changes, please make sure that the E911 address is updated accordingly.



Step 2 — Rename Devices and Set Device Visibility

Renaming devices will make it easier to set up the answering rules for each department and user. We recommend that you name a device to correlate to a specific user or location. For example, you could name a device belonging to David as “David HQ Desk Phone” or a device residing at the front reception desk as “Front Reception Desk.” In addition, if a device will be assigned to multiple extensions or departments, you should set the device visibility to **All Extensions**.



RingCentral
YOUR PHONE SYSTEM, EVERYWHERE

Bonnie Lam
Main: (800) 914-6681 - Ext 101
Fax: (800) 959-4315

Overview Messages Call Log Contacts Company Settings My Settings Download FaxOut RingOut

ACCOUNT

- Account Summary
- Personal Information
- Tell a Friend

CALL SETTINGS

- Answering Rules
- Forwarding Numbers
- Greetings
- Music On Hold
- Blocked/Allowed Numbers
- RingOut Options
- RingIn Options
- DigitalLines**
- Caller ID Setup

MESSAGE SETTINGS

DigitalLine Details - 3rd Party Device Config

[Click here for device configuration instructions](#)
[Click here to provision this device](#)

Device Nickname: 3rd Party Device Config

Device Visibility: All Extensions

Phone Number: (530) 665-8290
Chico, CA

Extension: Company Greeting

Caller ID: DigitalLine: (530) 665-8290

Alternate: DigitalLine: (530) 665-8290

E911 Dialing Address: [Edit](#)

Rename Device

RingCentral
YOUR PHONE SYSTEM, EVERYWHERE

Bonnie Lam
Main: (800) 914-6681 - Ext 101
Fax: (800) 959-4315

Overview Messages Call Log Contacts Company Settings My Settings Download FaxOut RingOut

ACCOUNT

- Account Summary
- Personal Information
- Billing Information
- Calling Rates
- Tell a Friend

CALL SETTINGS

- Notification Settings
- Web Settings
- Voicemail Settings

DigitalLine Details - Tahoe

Device Nickname: Tahoe

Device Visibility: All Extensions

Phone Number: DigitalLine: (950) 273-5726

Alternate: DigitalLine: (950) 273-5726

E911 Dialing Address: [Edit](#)

7-Digit Dialing: Disabled

Bandwidth Usage: 650

Low

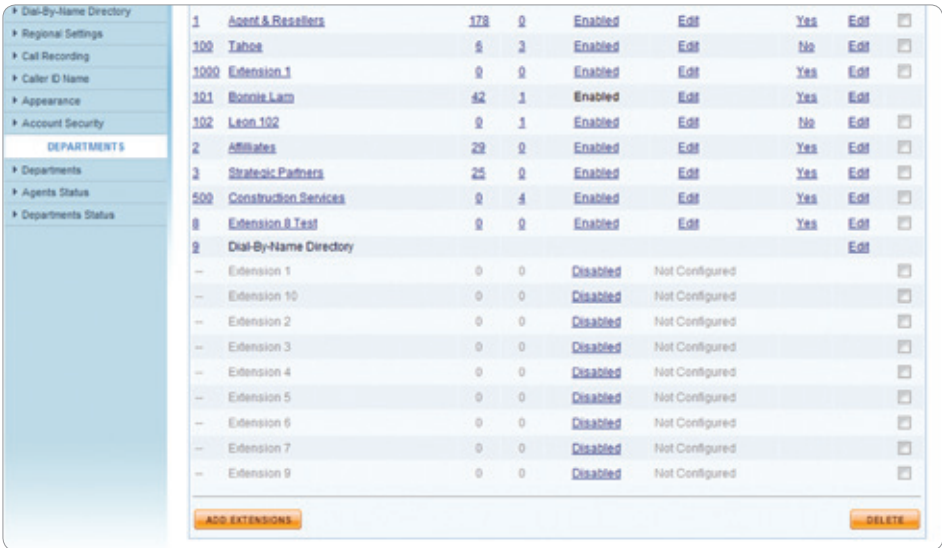
By default, this is set to the extension that the DigitalLine is assigned to. To make the device visible and available for call forwarding for other extensions, change to **All Extensions.**

Step 3 – Set up Extensions

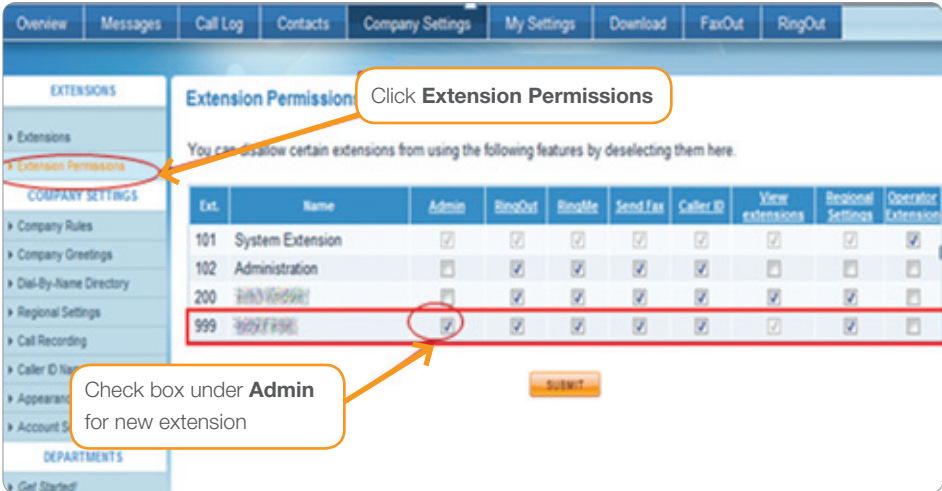
By default the system sets up an extension for each user that has a digital line/device. You can also create additional virtual extensions. Here are a few different use cases for setting up virtual extensions so you can help your customer take full advantage of their RingCentral system:

- Extension for field/mobile employees – Integrate field employees' cell phones into the system so that callers can reach them by dialing an extension from the main company number. This also enables call transfers and extension dialing to an employee's cell phone.
- Announcement only extensions – Used for commonly asked questions such as billing address, directions to office, etc.
- Voicemail only extensions – Create a voicemail only extension for users so that you can transfer users directly to voicemail.
- Integrate third party provider/partners – If you work with third party providers or partners who should handle support calls for your customers, you can create an extension for "Provider ABC Support" and forward calls directly to their support numbers. (Please make sure that the nature and volume of these calls will not put your customer in jeopardy of violating the RingCentral reasonable use policy.)

To add a new virtual extension, click the **Add Extension** button.

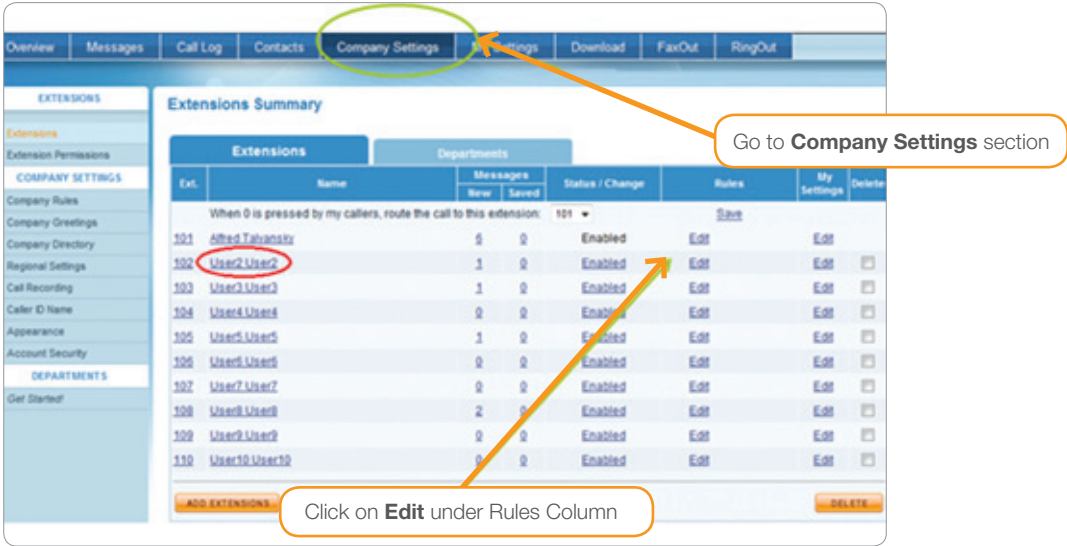


If you will be administering the account for the customer in the future, we recommend that you set up an extension “999” with administrative privileges so that you can access the account in the future. After you set up the extension, click on **Extensions Permissions** under the left menu bar. Locate extension 999 and check the box under the **Admin** column for the new extension. Click **Submit**.

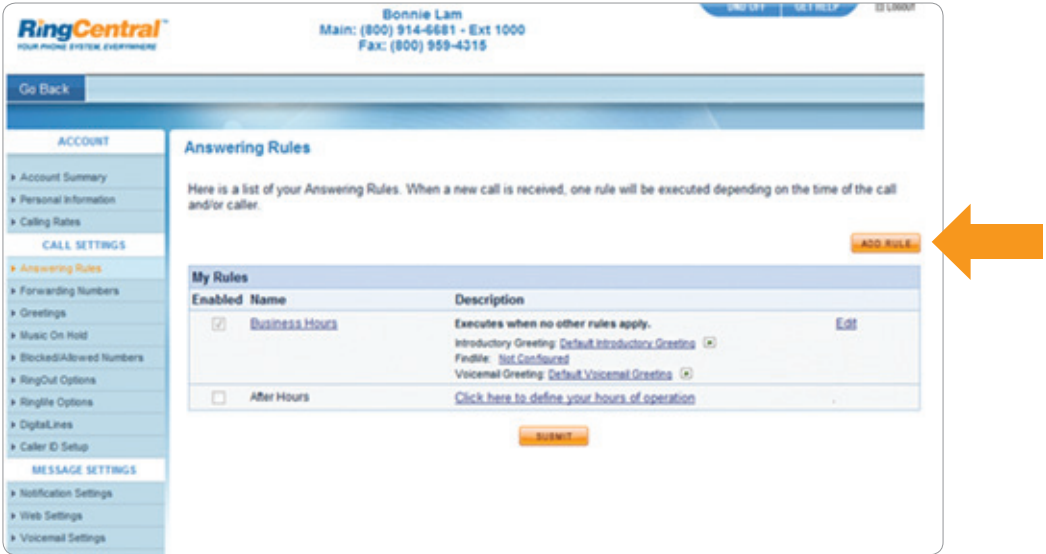


Configure Answering Rules for Extensions

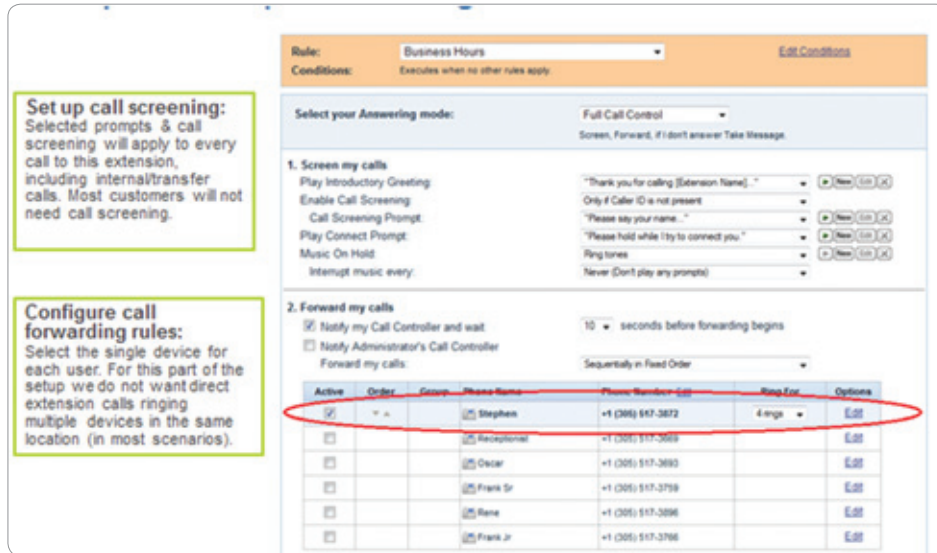
If you entered the user's information and email when you placed the initial order, each user will receive a Welcome Email and can log into the system to configure their own answering rules. The administrator can also configure answering rules for all extensions. To configure answering rules, locate the extension that you are configuring and click the **Edit** link.



Answering rules can be set up for each extension. Rules can be set up based on dates, times, date/time windows, and caller ID. To create additional answering rules, click **Add Rule**. To edit the configuration of an answering rule, click the **Edit** link.

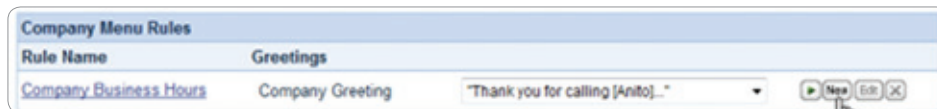


Configuration of an answering rule encompasses call screening, call routing, and voicemail. The steps outlined below are recommended for the configuration of an extension music associated with a device/user.



Setting up Company Greetings

1. To set up company greetings, go to the **Company Settings** tab and click on **Company Greetings** in the left menu panel. Choose from two default greetings or create a custom greeting by clicking **New** and following the instructions.



If using the default greeting, you can enter the company name in the **Company Name** field of the **Personal Information** page, found on the left panel under the **My Settings** tab.



2. To specify the **Company Menu Rules** for the main number, go to the **Company Settings** tab and click on **Company Rules**. Select the greeting callers will hear and the routing options.
 - The **Company Business Hours** rule should have a check mark in the left-hand box. Click on **Edit** next to the description for **Company Business Hours**.

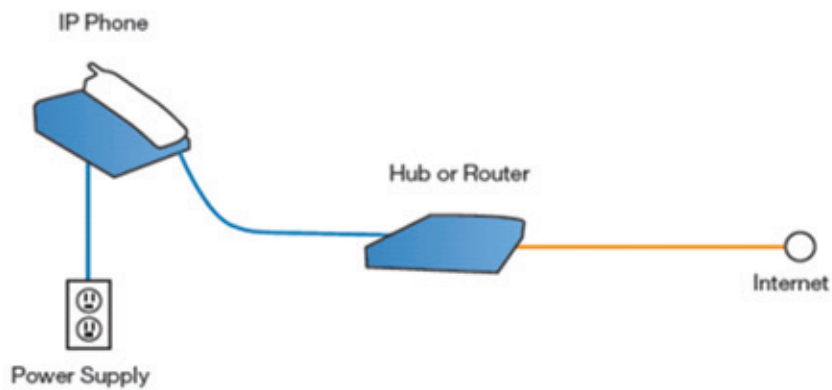
- Click **Edit** next to **Play Company Greeting** under **Action**.
- Set the default action to be taken when a call is received. Select your greeting from the drop-down list.

- Calls can also be forwarded directly to any virtual extension.
- Click **Finish** to save the settings.

Setting up Phones

Ordered from RingCentral–Plug & Ring® Ready Phones

1. Connect your handset to your phone base using the coiled cord provided, if applicable.
2. If you are not using PoE (Power over Ethernet), connect your phone to the A/C adapter following the instructions that came with the device.
3. If you don't have a router or an available Internet jack, the LAN port can be used to connect the phone to a PC (applicable for 2-port phones only). Plug the available Ethernet cable into the WAN port and connect the phone to your PC using a second cable (optional) plugged into the LAN port.
4. Plug the Ethernet cable into the WAN port on the phone. Plug the other end of the Ethernet cable into your router or Internet jack in the wall.



Router Port Ranges

RingCentral Office requires your router/firewall to allow traffic on certain ports. Typically, the NAT(PAT) function of your router/firewall will dynamically open these ports:

- IP phones & ATAs = 5060 to 5090 and 16384 to 16482, UDP Protocol
- Call Controller with Softphone = 8000 to 8200, UDP Protocol

However, if port triggering is available on your router/firewall, we recommend you enable it for these ports.

Port Triggering

Application	Triggered Range		Forwarded Range	
	Start Port	End Port	Start Port	End Port
RC1	5060	to 5090	5060	to 5090
RC2	16384	to 16482	16384	to 16482
	0	to 0	0	to 0
	0	to 0	0	to 0
	0	to 0	0	to 0

RingCentral IP phones and ATAs require 2 specific port ranges on the customer's router

Assisted Provisioning for Phones (Not Purchased from RingCentral)

Assisted configuration–supported devices

Cisco

- SPA 301
- SPA 303
- SPA 501G
- SPA 502G
- SPA 504G
- SPA 509G
- SPA 525G
- SPA 508G
- Pap2t
- Pap2-na
- SPA 3102
- SPA 3000
- SPA 2102
- SPA 2000
- SPA 1001
- 921
- 922
- 941
- 942
- 962

Polycom

- Sound Point IP 300
- SoundPoint IP 301
- SoundPoint IP 320
- SoundPoint IP 321
- SoundPoint IP 330
- SoundPoint IP 331
- SoundPoint IP 335
- SoundPoint IP 430
- SoundPoint IP 450
- SoundPoint IP 500
- SoundPoint IP 501
- SoundPoint IP 550
- SoundPoint IP 560
- SoundPoint IP 600
- SoundPoint IP 601
- SoundPoint IP 650
- SoundPoint IP 670
- SoundStation IP 4000
- SoundStation IP 5000
- SoundStation IP 6000
- SoundStation IP 7000
- VideoPhone VVX 1500

Requirements

Cisco and Polycom phones sourced through our program with NETXUSA will be provisioned with required firmware. For all other third party sourced phones, Reseller or customer needs to ensure that the appropriate firmware and bootrom is loaded on the phone. RingCentral cannot provide support on third party phones.

Linksys ATAs:

- SPA-1001 - 3.1.19(SE)
- SPA-3000 - 3.1.20(GW)
- PAP2-NA - 3.1.22(LS)
- PAP2T - 5.1.6
- SPA-3102 - 5.1.7(GWa)
- SPA-2102 - 5.1.12

Linksys IP Phones

- SPA-921, SPA-941 - 5.1.8
- SPA-922, SPA-942 - 6.1.5(a)
- SPA-962 - 6.1.5(a)

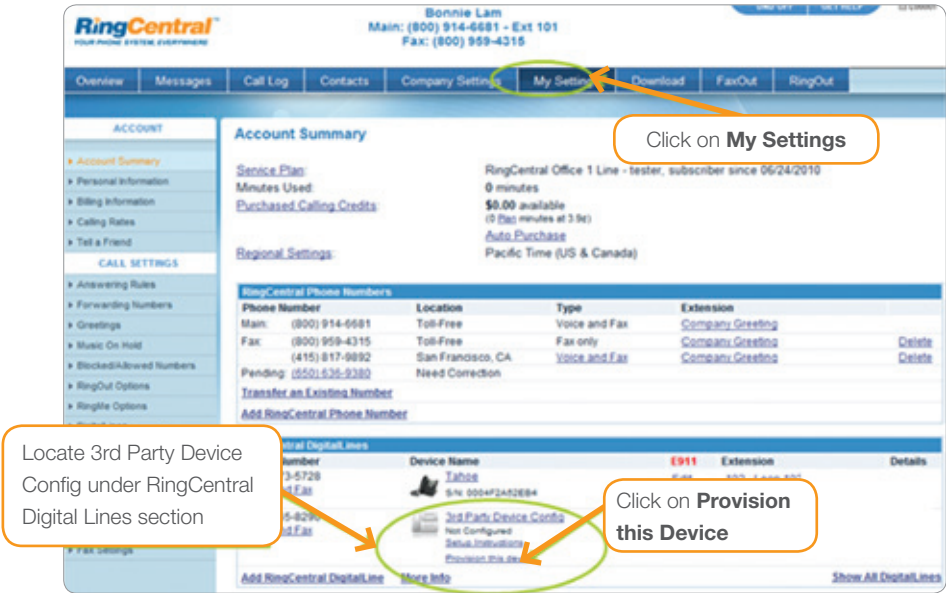
Polycom:

- Bootrom:
 - 4.1.3 for older models, 4.2.0 for newer models.
- Application:
 - Legacy models (SPIP300, SPIP301, SPIP500, SPIP501, SPIP600, SPIP601, SSIP4000) - 2.1.3
 - 3.2.1 for the other models

Instructions for Configuring Phones Supported by RingCentral Assisted Provisioning

Log into the associated RingCentral account and follow these steps:

Step 1: Initiate Provisioning Wizard from My Settings



Step 2: Select Phone Model



Step 3: Enter Device's IP (Cisco) or MAC (Polycom) Address



Note: For Cisco/Linksys phones, your computer must be on the same network as the phone during provisioning.

For other third party devices, follow instructions above and select other device to get SIP parameters for manual phone configuration. RingCentral does not provide technical configuration support for third party phones.

Setting up Phones Manually (no RingCentral support)



Refer to phone manual and program phone with information provided.

Large Customer Implementation Process

For large customer implementations with 20+ lines, RingCentral will provide Resellers with Advanced Sales Engineering Support. To coordinate an appointment for Advanced Sales Engineering Support, please call the Reseller Support Line.

Ongoing Customer Support

Direct RingCentral Support for Customers

RingCentral offers implementation and ongoing technical support for your customers.

Implementation Advisor Team: (866) 737-7704	For the first 30 days after activating service, implementation support is provided to the partner and/or customer. Please contact our Implementation Advisor Team.
Transfer/Porting Team: (866) 738-4405	For questions or issues regarding pending number porting requests, please contact our Transfer/Porting Team.
RingCentral Support: (888) 898-4591	After the 30-day implementation period, please contact the RingCentral Support Team for technical/account issues, changes, and updates.

Reseller Support

All RingCentral Sales Agents and Resellers should contact the RingCentral Reseller Support Line for all requests and issues.

Reseller Support Line: (800) 595-8110
Email: Resellers@ringcentral.com

Please note that this number is for Reseller Support only and should not be given to customers. Customer Support inquiries should be directed to (888) 898-4591.

Here's a guide to the menu options for the RingCentral Reseller Support Line:

Menu Option	Description	Hours of Operation (Mon-Fri, Pacific Time)
1	General pre-sales questions and support for pricing & preparing a customer quote	8AM – 6PM
2	Order entry & account activation support: General order entry questions/issues	6AM – 6PM
3	Reseller Help Desk for customer account support: billing questions, phone number changes, adding/removing digital lines, general system configurations questions, account upgrades/cancellations, hardware return	6AM – 6PM (Tier 2 – Reseller dedicated support)
4	Number transfer status updates and questions	7AM – 4PM
5	Implementation Advisor Team: RingCentral Office system setup, configuration, and implementation support for first 30 days of customer account activation	5AM-5PM
6	Advanced Sales Engineering Support: Implementation support for accounts with 20+ lines, advanced phone configuration and networking questions and large deal pre-sales support for 20+ lines	8:30AM – 5:30PM
7	Reseller Escalations: This option should only be selected after you have opened a ticket with Support or worked with the appropriate RingCentral department on your request and your issue was not resolved in a timely manner	8AM – 6PM

Reseller Commissions

Commission Credit Guidelines

In order to receive commission credit for your sales, you must submit your order via the Partner Order Entry portal using your Partner ID. Please refer to your Welcome E-mail to obtain the order link for your RingCentral reseller account. We recommend that you launch the Order Entry Portal from the RS&I, EZ-Trac website and verify the PID on the landing page is the same as your RS&I dealer number.

To ensure that your Agent account is credited for commissions for new sales, please DO NOT CALL RingCentral's Sales Department for assistance with your orders. If our Sales Team is involved in quoting or placing your order(s), you will not receive commission for the sale.

Please contact our Channel Support Team if you need help with pre- and post-sales questions, implementations, and support issues.

Customer Account information is displayed on the RS&I, EZ-Trac website. Any account that has been activated and does not show on the website within 3 days of activation should be reported to RS&I for research.

Commission Payment Information

Commissions will be paid by direct deposit to Resellers in accordance with the Commission Guidelines found in the Policy and Procedures manual on the EZ-Trac website.

Reseller/Dealer Demo Program & Discounts

We encourage all Resellers who are selling RingCentral to purchase a demo account to get familiar with the service and to have available for future customer demonstrations. RingCentral provides a hardware discount and a 25%/month discount per account on Reseller demo accounts with up to 49 lines. The monthly discount is not available for accounts with more than 49 lines.

The discounted pricing for a dealer demo account is:

Program Details / Rules	<ol style="list-style-type: none">1. Limited to one Demo account per Reseller2. Demo account must be ordered via the Partner Order Entry Portal with your Partner ID3. Account is for demo purposes only4. These discounts are not applicable to EXISTING RingCentral accounts (no exceptions)
Phones Purchased via RingCentral	Polycom / Cisco Phones (up to 5 per agent) \$50 off per phone*
RingCentral Office Monthly Service	25% / month (Discount) on Demo Account up to 49 users <u>Examples:</u> 1 User (at \$40 each) = \$40/mo – 25%/mo (discount) = \$30/mo 2 Users (at \$40 each) = \$80/mo – 25%/mo (discount) = \$60/mo 5 Users (at \$30 each) = \$150/mo – 25%/mo (discount) = \$112.50/m

*There is no discount for RingCentral Mobile or Fax accounts. Prices subject to change.

To set up your dealer demo account, please place a RingCentral Office order via the RingCentral Reseller Order Portal. You will be charged full price on the hardware and service when you place your order. All discounts are adjusted and manually credited back to your card after you place the order. To request the dealer discounts be applied to your dealer demo account, please send the following information to Resellercredits@ringcentral.com after you have placed your order:

Subject Line: Dealer Demo Account

- New RingCentral Account Number/Main Phone Number
- RingCentral Partner ID
- Company Name

Frequently Asked Questions

How do I add another line?

Log in to the RingCentral Customer Portal. Click on the **My Settings** tab on the top menu bar. Under the **RingCentral Digital Lines** section, click **Add RingCentral Digital Line**.

How do I add an additional virtual/marketing phone number?

Log in to the RingCentral Customer Portal. Click on the **My Settings** tab on the top menu bar. Under the **RingCentral Phone Numbers** section, click **Add RingCentral Phone Number**.

Can I set up customer accounts with my own credit card and bill them myself?

Some Resellers prefer to set up customer accounts using their own credit card and invoice their customers for their RingCentral service monthly. This is possible. However, please note that RingCentral has fraud protection measures implemented in our system which restrict the number of accounts that can be set up with a single credit card. So, if you are planning to use the same credit card multiple times on different customer accounts, please contact Reseller Support (option #2) after you have set up the first account and we can increase the account limit for that card.

What are the applicable taxes for RingCentral services?

The applicable state and local taxes vary by region. However, the applicable federal taxes are as follows:

Emergency 911 Cost Recovery Fee = \$.99/line

- This fee is used to recover our costs directly associated with providing 911 and E911 for DigitalLine customers. This is not a government-mandated charge. This fee applies to DigitalLine and VoIP customers only and is \$0.99 per line per month.

Compliance and Administrative Cost Recover Fee = \$2.00/line

- This fee is used to recover a portion of certain costs associated with RingCentral compliance with regulatory and tax requirements and includes: (1) fees RingCentral is required to pay to support the TRS fund, which supports facilities and services used to provide telecommunications services for individuals with hearing or speech disabilities; (2) annual regulatory fees assessed on RingCentral by the Federal Communications Commission; (3) costs RingCentral incurs making required tax and regulatory filings; (4) regulatory and similar surcharges RingCentral pays to the providers of telecommunications services that RingCentral uses to provide its services.

Federal Universal Service Recovery Fee – This is based on a variable rate set by the FCC on a quarterly basis. The current quarterly rate is 14.9%. For VoIP providers, 65% of our customer's monthly bill is subject to this tax.

- This fee is used to recover contributions RingCentral is required to make to the federal Universal Service Fund, which provides support to promote access to telecommunications services at reasonable rates for those living in rural and high-cost areas, income-eligible consumers, rural health care facilities, and schools and libraries. The Federal Communications Commission (FCC) sets the applicable USF rate on a quarterly basis and is subject to change.

Is there a limit to the number of virtual extensions that a customer can set up?

Each customer can have up to 999 virtual extensions on their account.

How long are voicemails and fax messages stored on RingCentral?

We store up to 200 messages per extension on our system indefinitely. Users can download and archive messages if needed.

How long are call recordings stored on RingCentral?

Call recordings are stored for 90 days. They can also be downloaded and archived by individual users or the system administrator.

Does RingCentral provide directory listing 411 service?

We currently do not support 411 directory listing. This will be supported in early 2012.

Does RingCentral support bridged line appearances on a single phone?

Today RingCentral supports 1 line appearance per device. Your phone can receive more than one simultaneous call. Our system duplicates that line so you're able to stack up multiple calls at once on a single device. So, if you have a 2 line phone, you can take 2 simultaneous calls—if you have a 4 line phone, you can take up to 4 simultaneous calls. However, BLF (Busy Lamp Field), which allows for multiple lines to show on a single device is not currently supported and is on our product roadmap for later in 2011.

Does RingCentral support call parking?

RingCentral does not currently support call parking. This is planned for release in early 2012.

How do I enable the message waiting light on my Polycom phone?

Polycom phones have a message waiting indicator light. In your online account, go to **My Settings > DigitalLine > Details**. Click on **View** and go to **New Message Alert**.

Does RingCentral support intercom or paging?

This feature is not supported by RingCentral. For customers who require intercom or paging, we recommend that they implement a third party paging system. More information is available at: http://www.ringcentral.com/pdf/configuring_cyberdata_with_ringcentral_v3.pdf

Does RingCentral support alarm systems?

RingCentral does not support alarm lines. You should either use a cellular data card or keep an analog phone line for the alarm. If you call the carrier and ask for an alarm only rate, many carriers will give you the line for approximately \$10/month.

Does RingCentral support credit card terminals?

RingCentral does not support credit card terminals. Resellers should recommend customers move to IP-based credit card processing. The customer should be able to call their current merchant processor to request an IP-enabled credit card terminal. Many processors will provide this at minimal or no charge. If the merchant processor is not willing, the customer can tell them they can find another processor who will provide this services at no charge. The processors typically will concede to ensure that they do not lose your customer's merchant transactions.

Does RingCentral provide leasing options on phones?

Currently, RingCentral does not provide leasing options. However, we are looking to provide leasing to customers later in 2011.

What level of reliability does RingCentral offer?

RingCentral provides 99.999+% reliability.

What type of data centers does RingCentral use?

RingCentral has data centers on the east and west coasts. They're in close physical proximity to the world's top 20 Internet exchange points and co-located with all the major U.S. telecommunications carriers to ensure the fastest response times and interconnect services possible. They're equipped to handle two times the current capacity, so there's plenty of room for growth. For more information, visit www.ringcentral.com/office/RingCentral_DataCenter_Overview.pdf.