

# RingCentral Telephone User Guide

This user guide and glossary is designed to help you receive and respond to messages and change your options by phone.

To reach the main menu, dial your main or local number, press the \* key, enter your password and then press #.

## Listen to Your Messages

Press **1** to Listen to Messages

Listen to your message, then:

Press **1** to Repeat the message

Press **2** to Save the message

Press **3** to Erase the message

Press **4** to Return the call

Press **5** to Forward the message\*

Press **\*** to return to main menu

\*Please note that the "Forward the message" option is available only if you have set up your RingCentral extensions, because it allows you to forward messages to other extensions in your RingCentral account.

## Change Your Account Settings

Press **2** to Access Administrator Options

Change your **Greeting, Password, Call Forwarding, and Do Not Disturb options.**

Press **1** to record your **Greeting**  
Press **\*** to return to main menu

Press **1** to record your name  
Press **2** to record your introductory greeting  
Press **3** to record your voicemail greeting  
Press **4** to record your unavailable greeting  
Press **5** to record your announcement greeting  
Press **9** to record your master greeting\* (\*available only when using multiple extensions)

Press **2** to change your **Password**  
Press **\*** to return to main menu

Enter your current password and press #  
Then  
Enter your new password and press #

Press **3** to change your **Call Forwarding** option  
Press **\*** to return to main menu

Your follow-me forwarding is currently **off**  
Press **1** to enable follow-me forwarding  
Enter your follow-me number and then press #

Your follow-me forwarding is currently **on**  
Press **1** to disable follow-me forwarding  
Press **2** to change the number  
Follow-me is currently forwarding to <number>

Press **4** to turn **Do Not Disturb on/off**  
Press **\*** to return to main menu

Do Not Disturb is **on**  
or  
Do Not Disturb is **off**

## Place a Call

Press **3** to Place a Call

Enter the phone number of the person you'd like to reach and press #

# Glossary of Terms

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## Administrator Options

Allows you to change your password, FollowMe number, and greetings as well as turn your Do Not Disturb or FollowMe feature on or off.

## Do Not Disturb (DND)

The Do Not Disturb feature temporarily stops calls from being forwarded to you, sending callers instead to voicemail. It's available only when your call forwarding feature is on. Best used when you temporarily don't want to be disturbed (e.g., after hours, meetings). You'll continue receiving new message alerts, but incoming calls will not pop-up in your Call Controller.

## FindMe/FollowMe

FindMe and FollowMe are advanced call-routing features that connect callers to you directly via your RingCentral number. The major difference between FindMe and FollowMe is that FindMe is a multi-number locator and FollowMe is a single-number priority call-forwarding service, which can be set up by Web or phone. For instance, FindMe routes callers to up to 10 pre-designated numbers all at once or sequentially in a round-robin fashion. FollowMe, on the other hand, routes calls to one number only—a great option for when you need to redirect calls on the fly. (FollowMe temporarily bypasses your FindMe settings. Easily deactivate it to revert to your original FindMe configuration.)

## Greetings

Up to five greetings are available for main numbers and extensions. Use the default greetings or record your own.

**Master**—If you use multiple extensions, callers will hear the master greeting before entering an extension.

Default: *Thank you for calling. If you know your party's extension, you may dial at any time. For the operator, press 0.*

**Introductory**—If you do not use extensions, then the introductory greeting is the first greeting callers will hear. If you do use multiple extensions, then callers hear the greeting after entering an extension.

Default: *Hello, you've reached the answering service of <your name>.* **Note:** If you have activated the option to prompt callers to record their name, then callers will hear *Please say your name after the tone* following the introductory greeting.

**Voicemail**—Callers hear this greeting when you send them to voicemail or you turn your *Do Not Disturb* feature on.

Default: *Your call has been forwarded to the voicemail for <your name>. No one is available to take your call. At the tone, please record your message. When you've finished recording you may hang up or press the # for more options.*

**Name**—Callers hear your name in your own voice within your default voicemail and introductory greetings.

Default: *<Your name>* as it was entered into your account and then converted with text-to-audio technology.

**Announcement**—Great for when you want to provide directions, events information, or any other announcement; callers hear this greeting when you have set your *Quick Configuration* option to *Play Announcement Only*. They will not be given an option to leave messages.

Default: *Announcement: No one is available to take your call.*

**Unavailable**—Callers hear this greeting when you do one of the following: Set your answering preferences to *Don't take messages*, select *Ignore call* from your Call Controller, or when you have selected the phone prompt option to disconnect an incoming call.

Default: *I'm sorry, no one is available to take your call.*