



RingCentral Office System



Cloud-based phone system for your business.

Cloud-based Business Phone Systems

At one time companies turned to hardware-based systems for basic telephone services, such as call forwarding or call conferencing—because there was no other option. But for today's small businesses, on-premise PBXs simply aren't practical. They're expensive and difficult to maintain. With a traditional PBX, for example, 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 home or 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 the 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 works with your existing phones and mobile devices, so you can work from your office, or take your office with you wherever you work.

What is RingCentral Office™?

Get a complete cloud-based business phone system that eliminates expensive on-premise equipment, includes ready-to-use phones, and provides enterprise-class functionality with RingCentral Office. There are no setup fees or contracts to sign, and service is activated instantly.

Use RingCentral as your complete business phone system and:

- Set up your phone system to work the way you do.
- Integrate office, mobile, and distributed employees.
- Connect mobile devices and office phones under one company number.
- Manage your calls, voicemail, and faxes from your mobile phone.
- Eliminate setup costs and complex installation.
- Significantly reduce ongoing operating costs.
- Add users and phones anytime.

How Do I Purchase RingCentral Office?

Order a RingCentral Office starter plan online, or contact sales to customize a package tailored to your business' needs. You'll get a low monthly rate and instant activation—no contracts, no surprises.

Build your system with one of our starter plans:

- One-line plan \$49.99/mo
- Four-line plan \$99.99/mo
- Eight-line plan \$179.99/mo
- Add additional lines for only \$24.99/line
- *Need a system with 10 or more lines? Contact sales!*

Each RingCentral Office plan include:

- A business phone system
- Unlimited* calling and faxing anywhere in the US and Canada
- Unlimited* calls and faxes to your local numbers
- 1 toll-free or local main company number
- 1 toll-free or local fax number
- 1 local number per user
- 24/7 customer support

Complete Business Phone System

eCentrexsm Virtual PBX and Extensions

eCentrex Virtual PBX

RingCentral delivers professional, full-feature business phone services without the need to install or maintain an on-site PBX. RingCentral manages your eCentrex virtual PBX, so you won't need IT assistance or technical contractors to configure your phone system.

Multiple Extensions

A flexible extension structure accommodates local and satellite offices and employees, wherever they are. Configure answering rules for each extension with a wide range of blocking, screening, fax, and routing options through an easy-to-use interface.

Auto-Receptionist

Push 1 for sales, 2 for service, 3 for company directory...

The auto-receptionist finds you or members of your team—wherever they are—through extensions, departments, business hours, and other routing criteria you define. Use a standard, custom, or professionally recorded greetings and interactive voice response (IVR) menus. 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.

Dial-by-Name Directory

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

Business Voicemail

Voicemail with Email Delivery

Each extension includes advanced voicemail features complete with professional 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.

Professional Recordings

Use professional voice talent to record your greetings and announcements, reinforce your brand, and project a professional image. An online wizard guides you through the process. Visit www.ringcentral.com for more details.

Music and Messages On-Hold

Reinforce your brand by playing music and messages to callers on hold.

Complete Business Phone System

Advanced Call Management and Answering Rules

Hunt Groups	A hunt group ensures that calls never go unanswered, connecting callers by “hunting” through a defined set of phone numbers. There’s no limit to the number of phone numbers you can have in a hunt group, and you can set calls to hunt extensions in sequential, random, simultaneous, longest waiting, or skill-based order.
Departments (Call Queues)	Create virtual departments with a group of extensions. Calls to that department will automatically be placed on hold until one of your pre-designated agents can take the call. Call queues make it easy for you to specify queue priority (if you’ve set up multiple queues), and to customize the in-queue experience, including maximum hold time.
Routing and Answering Rules	Configure the way callers reach individual extensions. Direct callers to voicemail, extensions, and alternate phone numbers based on date and time, date range and callers’ phone numbers, as well as the number they dial (if you have more than one).
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 callers and view blocked caller IDs.
Click-to-Call Out	Highlight a number from the web or Call Controller™ and click—RingCentral will connect the party to your phone.
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.

Calling Features

Advanced 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.
Call Anywhere in the U.S. and Canada	Make unlimited* long distance calls to all 50 US states and Canada, and get unlimited inbound calling to your line.
Unlimited Inbound Calls to Local Numbers	Receive unlimited* inbound calls when answered on your local RingCentral Office number.

Complete Business Phone System

Calling Features

Multi-Way Calling and Call Conferencing	Connect multiple callers in a single conference call using the RingCentral Call Controller with Softphone, or up to three callers on any other phone
Inbound and Outbound Caller ID	View caller ID information on incoming calls and choose a caller ID name and number to display when making calls. Choose a RingCentral number for any of your phones including your home, office, or mobile numbers.
Call Transferring	On the phone, but have to leave the office? Transfer the call to your mobile phone and take it with you for even greater mobility.
Extension Dialing	Connect with your team members quickly by dialing their extension numbers.
Quick Access to Voicemail	Listen to messages by dialing *86, or play them directly on the Call Controller.
Speed Dial	Call up to 10 numbers with single-digit dialing.
Call Return	Press *69 to quickly return your most recent incoming call (the caller ID number of your most recent incoming phone call must be available for this feature to work).
Call Logs	A record of your calls and faxes is stored in your web-based account. You'll see who called, the phone number they called from, the time and date they called, and the duration of the call.

Internet Fax

Internet Fax with Email Delivery	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.
Dedicated Fax	Every RingCentral number can be used for both phone calls and fax. Use the dedicated fax number included free with RingCentral Office if you need an additional number for sending and receiving faxes.
Message Alerts	Get text message alerts on your cell phone or PDA whenever you receive a new fax or voice message. You'll never have to worry about missing an important message or fax.

Complete Business Phone System

Mobile Application

Want to send and receive faxes on the go? What about making calls using your RingCentral caller ID from your mobile device? No problem. RingCentral gives you complete control of your business phone system directly from your smart phone. Manage your calls and messages wherever you are. Take advantage of push notifications, visual voicemail, and the ability to dial with a single tap.



Online Management

Easily customize and update your phone system settings from your online account. Grow your system—with more users or numbers—any time without contacting sales. See your call activity, voicemails, and faxes any time, from any computer. Update your company directory, auto-receptionist, and greetings instantly. No need to wait or to pay costly fees for a technician.

Application Integration and Support

Microsoft Office and Outlook® Integration

RingCentral integrates with Microsoft Outlook, so you can place calls directly from Outlook with RingOut click-to-call dialing, receive faxes in your Outlook inbox, and send faxes to Outlook contacts. Send faxes directly from any Microsoft Office application such as Microsoft Word®, Excel® or PowerPoint®.

Setup and Support

RingCentral provides knowledgeable customer support for all your setup and support questions 24 hours a day, seven days a week.

Available Numbers

Toll-Free 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. Add additional toll-free numbers for just \$4.99 per month.

Local Numbers

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. Add additional local numbers for \$4.99 per month.

Full-Featured Business-Class IP Phones

Purchase competitively priced IP phones designed specifically for cloud-based business phone systems. Polycom IP phones arrive preconfigured with phone numbers and extensions—simply plug your phones into your router and make calls instantly.

	Polycom® SoundPoint IP® 321	Polycom® SoundPoint IP® 335	Polycom® SoundPoint IP® 550	Polycom® SoundStation® IP 6000
				
Number of simultaneous calls	2	2	4	1
Display	258x128	258x128 backlit	320x160 backlit	102x33
Audio 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 	<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 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 	<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 	<ul style="list-style-type: none"> 12-foot microphone pickup Two RJ-9 mic ports Loudspeaker 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
Additional features	<ul style="list-style-type: none"> Integrated Power over Ethernet Local feature-rich GUI Time and date display 	<ul style="list-style-type: none"> Integrated Power over Ethernet Local feature-rich GUI Time and date display 	<ul style="list-style-type: none"> Integrated Power over Ethernet Local feature-rich GUI Time and date display 	<ul style="list-style-type: none"> Resists interference from wireless devices Software upgradable Integrated Power over Ethernet Local feature-rich GUI Time and date display
Network and provisioning	<ul style="list-style-type: none"> Single 10/100 Mbps Ethernet port 	<ul style="list-style-type: none"> Two 10/100 Mbps Ethernet ports 	<ul style="list-style-type: none"> Two-port 10/100 Mbps Ethernet switch 	<ul style="list-style-type: none"> Ethernet 10/100 Base-T 2.5mm connection port
Polycom HD Voice	No	Yes	Yes	Yes
Warranty	One year	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	14.5 x 12.25 x 2.5 in

Full-Featured Business-Class IP Phones

Linksys SPA-2102 (ATA)



The Linksys ATA Phone Adapter 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 an analog phone and send faxes—no additional setup required.



RingCentral Call Controller

The RingCentral Call Controller makes it easy for you to manage all your incoming phone calls 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.

RingCentral Call Controller with Softphone

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

The RingCentral Call Controller with Softphone is recommended for use as a device when you're travelling, or when you're away from your desk.