Learn what a cloud phone system can do for your business.

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RingCentral

Cloud 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 offices 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 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. Only RingCentral seamlessly integrates with your smartphone, so you can manage your entire RingCentral phone system from your iPhone, Android, or Blackberry—wherever you go.

What is RingCentral Office™?

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

Use RingCentral Office as your business phone, business SMS 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 and tablet
- No risk—reliable service with free 24x7 support[1]
- Best value with an all-inclusive, low fixed monthly cost

Why RingCentral?

- Break-away leader in cloud phone systems
- Over 250,000 business accounts
- Over 200,000,000 minutes of use per month
- Powering AT&T hosted business voice products
- Silicon Valley Company, backed by Sequoia, Khosla, Cisco
- 1,000 strong with over 200 R&D

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[1] 24/7 Customer Support for Office subscribers with 2 or more Users
13/5 13 hours a day PST Monday-Friday for Fax, Professional and Office subscribers with 1 User.

- Unique Mobile PBX approach supports full system configuration and maintenance from any browser or smartphone (iPhone, Android, Blackberry)
- Fully redundant, bi-coastal infrastructure with proven 99.9%
- Robust feature set
- Best-of-class phones from Cisco and Polycom
- VoIP Softphones for Windows and Mac
- Integrated Voice, Fax, SMS
- Open platform supports custom integrations
- Simple, all-inclusive per-user pricing
- Premium support at no extra charge
- No activation — no setup fees, no contracts required

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.

Dial-by-Name Directory

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

Music + Messages on hold

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

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.

Visual Voicemail

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

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.

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.

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 recording[2]

Enable automatic call recordings for inbound and/or outbound calling for single or multiple users. Or use on-demand feature for recording individual calls.

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[2] Automatic call recording available with RingCentral Office (Unlimited) Plan.

Call Park

Park calls in the cloud, and retrieve them from any phone in your system. Park up to 50 calls simultaneously — both inbound and outbound calls.

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.

Extension dialing

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

Business SMS

Unlimited texts

Send messages from your one business number. No need to use your personal number for texts.

Mobile devices

Use the RingCentral app for iPhone and Android to mobilize your phone system. Your one business number for voice, fax and now Business SMS is travel ready.

Texting features

Business SMS seamlessly works across devices, including smartphones, tablets and PCs. There's number blocking, push and email notifications.

Conferencing

Unlimited, easy access

Unlimited audio conference calling with a single company bridge. Each user gets their host and participant access codes, so you can hold conferences whenever you want, for up to 1000 attendees. Plus, local dial-in numbers available in over 30 countries.

Host controls plus *Invite*

Hosts can mute participants, get caller count, record conferences and much more. *Invite* feature makes starting conferences a snap with few simple clicks.

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.

Get faxes by email

Receive faxes as PDF email attachments.

Sign and edit faxes electronically

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

Send faxes using a fax machine with the analog adapter

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

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)

Directory Listings

Directory Listings increases your company visibility with free publications of your business details in local and national directories.

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 number as your Caller ID.

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[3] calls and faxes with your local numbers.

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.

RingOut click-to-call out

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

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[3] US and Canada only. Reasonable use policies apply on all plans.

Integrations

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

Microsoft Office® and Outlook®

Install the RingCentral Softphone 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 App for Salesforce.com[4]

Seamless integration of RingCentral phone system with Salesforce CRM, enabling improved productivity and call efficiency.

- Make calls from within Salesforce with one-click dialing
- Instantly view caller records on incoming call
- Work multiple call records simultaneously
- Easily log notes and view call reports within Salesforce

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[4] [4]Available with RingCentral Office Unlimited Plan. Contact sales for pricing and details.
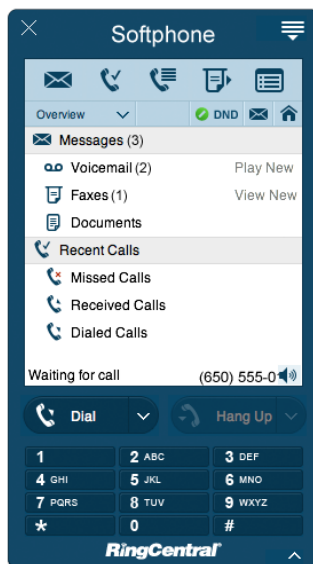
RingCentral smartphone apps

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
- Receive VoIP calls on your Android
- Access your company directory separately from your personal contacts
- Send and receive text messages with Business SMS

RingCentral Softphone

Manage calls, faxes and your entire account from any PC. Screen and answer calls, listen to voicemails, send text-to-speech messages, and route calls on the fly with a single click. You can intercept callers leaving a message, as well as send and receive faxes. Softphone also enables click-to-call from within Microsoft Outlook and Office applications.

Full-Featured Business-Class IP Phones

Polycom® SoundPoint® IP 321 – Basic IP Phone

Features:

- 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

Lines	2
Display	258 x 128
Network and provisioning	No
HD Voice	No
Warranty	One year

Dimensions	6.7 in x 5.7 in x 6.9in
Expansion modules	No
RingCentral list price	$139
RingCentral price with services	**$99**
Savings	$40

Polycom SoundPoint IP 335 – HD IP Phone

Features:

- 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

Lines	2
Display	258 x 128 backlit

Dimensions	6.7 in x 5.7 in x 6.9 in
Expansion modules	No

Network and provisioning	Two 10/100 Mbps Ethernet ports	RingCentral list price	$189
HD Voice	Yes	**RingCentral price with services**	**$149**
Warranty	One year	Savings	$40

Polycom® SoundPoint® IP 550 – HD Manager IP Phone

Features:

- 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

Lines	4	Dimensions	10.5 in x 6 in x 7.5 in
Display	258 x 128 backlit	Expansion modules	Yes
Network and provisioning	Two 10/100 Mbps Ethernet switch	RingCentral list price	$289
HD Voice	Yes	**RingCentral price with services**	**$249**
Warranty	One year	Savings	$40

Polycom® VVX 310 – Business IP Phone

Features:

- 6 line keys can display the presence status for up to 4 users on the phone display
- Intelligent context-based soft keys
- Backlit monochrome display
- Polycom HD (high-definition) voice technology

- Share a single network connection with your phone and PC using the integrated 2-port Gigabit Ethernet switch
- Dedicated RJ-9 headset port
- Integrated Power over Ethernet (PoE) support (Class 2)

Lines	6	Dimensions	7.5 in x 6 in x 7 in
Display	208 x 104 backlit	Expansion modules	No
Network and provisioning	Two 10/100/1000 Mbps Ethernet switch	RingCentral list price	$179
HD Voice	Yes	**RingCentral price with services**	**$139**
Warranty	One year	Savings	$40

Polycom® VVX 410 – Advanced Color IP Phone

Features:

- 12 line keys can display the presence status for up to 10 users on the phone display
- Intelligent context-based soft keys
- Backlit monochrome display
- Polycom HD (high-definition) voice technology

- Share a single network connection with your phone and PC using the integrated 2-port Gigabit Ethernet switch
- Dedicated RJ-9 headset port
- Integrated Power over Ethernet (PoE) support (Class 2)

Lines	12	Dimensions	7.5 in x 6 in x 7 in
Display	320 x 240 backlit	Expansion modules	No
Network and provisioning	Two 10/100/1000 Mbps Ethernet switch	RingCentral list price	$239
HD Voice	Yes	**RingCentral price with services**	**$199**
Warranty	One year	Savings	$40

Polycom VVX 500 – Business IP Phone

Features:

- 12 touch keys can display the presence status for up to 10 users on the phone display
- Intelligent context-based soft keys
- Future expansion via USB flash drive, camera, and other options
- Large backlit capacitive multi-touch display

- Polycom HD (high-definition) voice technology
- Share a single network connection with your phone and PC using the integrated 2-port Gigabit Ethernet switch
- Dedicated RJ-9 headset port
- Integrated Power over Ethernet (PoE) support (Class 2)

Lines	12		Dimensions	7.5 in x 6 in x 7 in
Display	340 x 240 backlit		Expansion modules	No
Network and provisioning	Two 10/100/1000 Mbps Ethernet switch		RingCentral list price	$339
HD Voice	Yes		**RingCentral price with services**	**$299**
Warranty	One year		Savings	$40

Polycom® IP 650 – HD Manager IP Phone

Features:

- Full-duplex hands-free
- 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
- Presence capable

Lines	6		Dimensions	12.5 in x 13.25 in x 3.5 in
Display	320 x 160		Expansion modules	Yes
Network and provisioning	Two 10/100 Mbps Ethernet switch		RingCentral list price	$389
HD Voice	No		**RingCentral price with services**	**$349**
Warranty	One year		Savings	$40

Polycom IP 650 with expansion modules

Features:

Include all the features of Polycom IP 650.

Expansion modules add these features:

- 14 additional lines per expansion module
- Augments user interface
- Can be added or removed from host phone at any time
- High resolution graphical LCD

HD Voice	No
Warranty	One year
Dimensions	5 in x 5 in x 6.5 in x 2.5 in

Expansion modules	+1	+2	+3
Lines	14	28	42
RingCentral list price	$559	$729	$899
RingCentral price with services	**$519**	**$689**	**$859**
Savings	$40	$40	$40

Cisco® SPA 303 – Business IP Phone

Features:

- 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
- Presence capable

Lines	3
Display	128 x 64
Network and provisioning	Single 10/100 Mbps Ethernet port
HD Voice	No
Warranty	One year

Dimensions	6.7 in x 5.7 in x 6.9 in
Expansion modules	No
RingCentral list price	$159
RingCentral price with services	**$119**
Savings	$40

Cisco SPA 508G – 8 line IP Phone

Features:

- 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
- Presence capable

Lines	8
Display	128 x 64
Network and provisioning	Two 10/100 Mbps Ethernet port
HD Voice	No
Warranty	One year

Dimensions	8.42 in x 8.35 in x 1.73 in
Expansion modules	Yes
RingCentral list price	$239
RingCentral price with services	**$199**
Savings	$40

Cisco® SPA 508G with expansion modules

Features:

Include all the features of Cisco SPA 508G.

Expansion modules add these features:

- 32 additional lines per expansion module
- Can be added or removed from host phone at any time

HD Voice	No
Warranty	One year
Dimensions	5 in x 5 in x 6.5 in x 2.5 in

Expansion modules	+1	+2
Lines	32	64
RingCentral list price	$309	$379
RingCentral price with services	**$269**	**$339**
Savings	$40	$40

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Cisco SPA 525G2 – Advanced Executive Color IP Phone

Features:

- 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
- Presence capable

Lines	5
Display	320 x 240
Network and provisioning	Single 10/100 Mbps Ethernet port Wi-Fi – 802.11b/g/e
HD Voice	No
Warranty	One year

Dimensions	8.4 in x 8.3 in x 1.7 in
Expansion modules	Yes
RingCentral list price	$319
RingCentral price with services	**$279**
Savings	$40

Cisco® SPA 525G2 with expansion modules

Features:

Include all the features of Cisco SPA 525G2.

Expansion modules add these features:

- 32 additional lines per expansion module
- Augments user interface
- Can be added or removed from host phone at any time

HD Voice	No
Warranty	One year
Dimensions	5 in x 5 in x 6.5 in x 2.5 in

Expansion modules	+1	+2
Lines	32	64
RingCentral list price	$449	$509
RingCentral price with services	**$409**	**$469**

Savings	$40	$40

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.

RingCentral list price	$649
RingCentral price with services	**$599**
Savings	$50

Cisco SPA 122 (ATA)

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 list price	$119
RingCentral price with services	**$79**
Savings	$40

RingCentral

Service Price (*recurring*)

Description	Quantity	Unit Price	Extended Price
Office Users (devices)	10	$29.99 $27.99 2 year agreement $24.99 Agreement & Pre-Pay	$299.90 Monthly before tax $279.90 Monthly before tax $2,998.80 Yearly before tax
Unlimited minutes (inbound, outbound) and 1,000 incoming toll free minutes			
Auto receptionist			
Unlimited conference bridge			
Unlimited e-faxing			
Unlimited virtual extensions			
All other standard features			

Hardware Price (*one-time*)

Description	Quantity	Unit Price	Extended Price
Polycom VVX 500	10	$299.00	$2,990.00
Ringcentral Discount	10	-$75.00	-$750.00
Polycom Rebate	10	-$50.00	-$500.00

Service total (monthly)	$279.90 (before tax)
Hardware total (one-time)	$1,740.00
Shipping total (one-time)	TBD
Term	24 months

30-Day Money Back Guarantee
This proposal expires on 1.31.14

Thank you for your interest in RingCentral. Please contact me if you have any other questions.

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