

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



Cloud Business Phone Systems

RingCentral is the market leader in cloud business communications, and securely delivers an all-inclusive communications solution with quality voice, fax, text, HD video meetings, and conferencing for businesses—regardless of size, locations, devices, or budget. Easier to manage and more flexible to scale with your business than non-premise phone systems, RingCentral helps lower the total cost of ownership and allows organizations to save on up-front capital expenditure.

Our cloud business communications solution adapts to the unique needs of each business with BYOD-ready mobility support. Manage your entire business phone system anywhere, anytime. Seamless integration with other cloud services, such as Salesforce, Box, Dropbox and Google Drive, RingCentral enables improved productivity and call efficiency.

What Is RingCentral Office™?

RingCentral Office is the #1 cloud business phone system with enterprise-class voice, fax, text, conferencing and HD video meetings. Intuitive to operate and manage, RingCentral provides ease of management across your business, making it simple to connect and scale distributed workforces and locations.



Use RingCentral Office as your day-to-day business communications 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
- BYOD-enabled mobility and access from anywhere online or on your smartphone and tablet
- Single business identity with unified voice, fax, and text
- Integrated solution delivers IT efficiency and increased employee productivity
- No risk—reliable service with free 24x7 support¹
- Best value with an all-inclusive, low fixed monthly cost

How Do I Purchase RingCentral Office?

Your sales associate can customize a package tailored to your business' needs.

You'll get a low monthly rate and instant activation.

Each RingCentral Office plan includes:

- All business phone system features
- Unlimited calling and faxing anywhere in the US and Canada
- Unlimited calls, texts and faxes to your local numbers
- Business SMS
- Conferencing
- Meetings²
- BONUS 1000 toll-free minutes/mo³
- 1 local or toll-free main company number
- 1 local or toll-free fax number
- 1 local number per user
- Free 24/7 customer support¹
- Account advisor that help set up your phone system, at no cost

Contact Jim
Whitfield today at
303-467-5517 or
jim@hcwt.com

¹24/7 Customer Support for Office subscribers with 2 or more Users. Monday–Friday, 8am–9pm EST / 5am–6pm PST for Fax, Professional and Office subscribers with 1 User. Fax 500 or Professional Pro subscribers should open a case at <http://success.ringcentral.com/RCCallSupport>.

²RingCentral Meetings is available for free with RingCentral Office Enterprise edition in the US

³RingCentral Office (Unlimited) plan includes unlimited toll-free minutes.

Complete Business Phone System

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.

Multi-level Auto Attendant

Extend your Auto-Receptionist capability with easy-to-customize inbound call routing and telephone prompts that connect callers to a destination.

Plus, with the advanced XML import and export tool, you can efficiently deploy your phone menus and change in bulk for the entire company, across all locations.

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 group 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 Mobile App for iOS and Android 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, through the RingCentral Mobile App, 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).

Call Queues

Designate a group of employees with similar activities or services to answer calls (eg. Sales or Billing.) Calls to that group will be placed on hold until one of the group 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 number outside your business phone system.

Call Flip

Move an ongoing call between your deskphone, mobile phone or softphone. Call Flip is easy to setup and offers convenience and flexibility for call handling.

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 US.

⁴Automatic call recording available with RingCentral Office (Unlimited) Plan.

Call Recording⁴

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

Shared Lines

Share one phone number across multiple phones. Answer calls from any phone.

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.



Intercom

Announce calls, visitors and ping colleagues on desk phones across your office locations.

Paging

Make real-time, one-way announcements to multiple desk phones and overhead paging devices. Simply Plug & Page™: Connect your paging devices and start paging immediately, without complicated installation or configuration.

Business SMS

Unlimited texts

Send messages to individuals or groups 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 works seamlessly across devices, including smartphones and tablets. There's number blocking, push email notifications, and automatic detection of phone numbers and URLs. Corporate Directory allows you to reach a colleague or group quickly and easily using text messages.

Caller ID

See who's calling you before you answer the phone with Inbound Caller ID⁵. When you make calls, customise 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 monitor the phone status of your colleagues and display on your deskphones. Whether using your deskphone, smartphone or softphone, 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.

Conferencing

Unlimited, easy access

Enjoy unlimited audio conference calling with a single company bridge. Each user gets their own host and participant access codes, so you can hold conferences whenever you want, with up to 1000 attendees. Plus, local dial-in numbers are available in over 40 countries.

Host controls plus *Invite*

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

- Easily add specific international dial-in numbers to an invite
- Touch-tone commands displayed for quick reference

Join a conference with one tap using the RingCentral Mobile App

Joining a conference is easier than ever. Start your conference call instantly with one tap from the mobile app. Participants automatically join a conference with one tap from your text invitation, without having to enter a participant access code.

⁵Inbound Caller ID available with RingCentralOffice (Unlimited) plan.

RingCentral Meetings™

Video Conference. Web Share.



RingCentral Meetings is a powerful but simple HD video conferencing and web sharing feature that enables you to hold unlimited face-to-face meetings with anyone, from anywhere, using any device—computer, tablet and smartphone (Android**, iOS).

- Invite up to 50 participants* to your meeting
- Deliver presentations from anywhere using your PC, Mac, iPhone, iPad device
- Voice recognition highlights the current speaker so meetings stay organized
- Markup or draw on shared documents for more effective meetings
- Host and attendees can share presentations, websites, and files from Box, Dropbox, and Google Docs.
- Use touch gestures to zoom in and focus on specific information on mobile screen
- Record meetings and playback or share the recordings

RingCentral Meetings is available for free with RingCentral Office editions in the US.

Internet Fax

Send and receive without a fax machine

Send and receive faxes by email, online, from Microsoft Office®, cloud storage, and 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

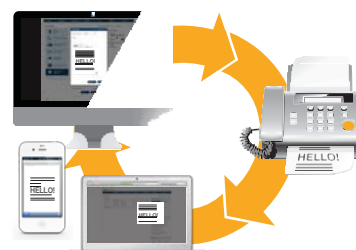
Receive faxes as PDF email attachments.

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.



*RingCentral Office Enterprise edition (50 participants), Premium edition (25 participants), Standard edition (4 participants)

** Web sharing not available on Android

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)

Virtual calling card

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

Directory Listings

Increase your company's visibility with free publication of your business details in local and national directories.



Integrations

RingCentral FaxOut

Easily send and receive faxes from your PC, email, mobile device, and access files in cloud storage.

- 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, Google Drive or Dropbox account to send files.

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.

Toll-free, local, or vanity numbers

Choose a toll-free number that's right for you—a standard toll-free number (844, 855, 866, 877, and 888), or a true 1-800 number. RingCentralOffice 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.

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 Call Controller™ and RingCentral will connect the party to your phone.



RingCentral App for Salesforce.com⁶

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.

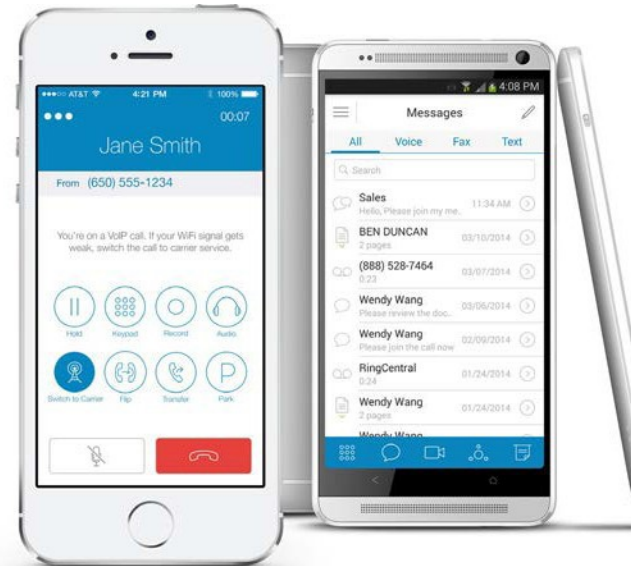
⁶RingCentral App for Salesforce.com is included in RingCentral Office Premium and Enterprise Editions.

RingCentral Mobile Apps

Take complete control of your phone system—directly from your smartphones and tablets. Only RingCentral gives you full control to set up, manage, and access your phone system from your mobile devices.

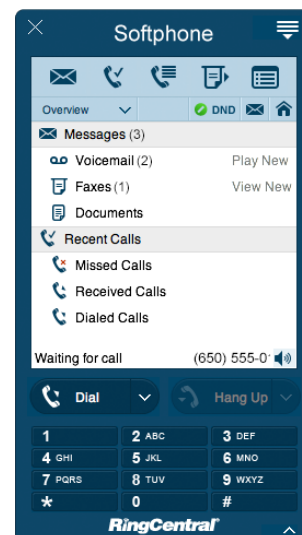
Change your call handling rules, your voicemail greetings, even add users, from wherever you are. Access your calls, voicemail messages, and faxes while on the go. Download the RingCentral app for your smartphone for FREE. It's the perfect companion to your RingCentral service.

- Manage your entire RingCentral phone system from your mobile device
- Show your RingCentral business number as your Caller ID when you make calls
- Reply to a caller with a text-to-speech message, or send the caller to voicemail without interrupting your current activity.
- Control calls with advanced features, such as flip calls to another device, record, park or transfer callers to other extensions
- Send, forward, receive and view faxes right from your mobile device. Easily access and fax multiple files to multiple recipients from local storage or from Dropbox and Box
- Make and receive VoIP calls over Wi-Fi or 3G/4G network without using minutes from your wireless carrier plan
- Call quality tracker displays at a glance the status of your VoIP connection
- When Wi-Fi or 3G/4G signal is weak, reduce call drop by switching from a data network to a carrier network during a call.
- Access your company directory separately from your personal contacts
- View colleagues' real-time phone status (e.g. busy, available) across devices
- Separate personal and company call logs for easy call tracking and expense control
- Send and receive text messages to multiple recipients with Business SMS
- Find messages easily with simple search bar
- Set up and start conference calls and online meetings with one tap on Join as Host and easily invite participants via text or email
- Participants can automatically join a conference with one tap from a text invitation, without having to enter a participant access code
- Initiate intercom or unpark calls using touch-tone commands
- Available for iPhone, iPad and Android



RingCentral Softphone

Manage calls, faxes and your entire account from any computer. Make 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, as well as faxing from Microsoft Office applications, and sync with Microsoft Outlook contacts.



Each user can choose the communication method that best fits their need.

Voice, chat, text, video conference, audio conference or group collaboration.

Migrating to Ring Central is easy. We will work with you every step of the way to ensure a smooth transition. From call flow design to number porting and Go Live, a dedicated representative will be there to assist.

Ring Central allows you to replace your outdated phone system and save money in the process.

To find out more about how this solution can help your business better serve your customers please contact Jim Whitfield today at [303-467-5517](tel:303-467-5517) or jim@hcwt.com