

# Global Office®

Manage all of your office locations, even internationally, using one cloud phone system.



Global Office simplifies management and reduces costs for IT, eliminating the need for on-premises PBX hardware. Keep your offices connected to execute on mission-critical communications more efficiently.

Your employees, located anywhere in the world, can all be on the same secure communications platform. Increase productivity with unified communications, including voice, text, online meetings, and team collaboration across your global organization.

## Features and benefits

- Streamline business communications by connecting your global workforce.
- Reduce costs associated with IT management and maintenance, as well as international calling charges.
- Make international calls between your company's extensions at no extra charge.
- Handle local calls by adding regional auto attendant, call queue, and shared lines to global offices.
- Instant activation of extensions with international numbers directly chosen from the number pool.\*

\*Number selection is available in select countries and cities.

Download the RingCentral Phone™ app—the perfect complement to your RingCentral service.

iOS

FOR IOS®



FOR ANDROID™



FOR WINDOWS®



FOR MAC®

- Consolidate your billing and service summary. Billing is clear and convenient for all offices and is divided by call zones.
- Share flexible calling plans, with metered minutes within the supported countries, across accounts.
- Local shipment for devices with region-compliant power supplies.
- Collaborate and communicate globally on any RingCentral device, including desk phones, RingCentral Phone mobile and desktop applications, RingCentral Meetings™, and RingCentral integration solutions (such as Salesforce®, Zendesk®, Google, and Office 365™.)

## How it works

RingCentral provides the flexibility to add international office extensions using local numbers in supported countries. Billing and metered minutes are divided by regions with competitive dialing plans.

### Adding a user extension to a Global Office location

#### Step 1

Log in to your admin account and select [Add User](#) from Users.

#### Step 2

Select [International](#) for the new user location and choose a supported country from the drop-down list.

#### Step 3

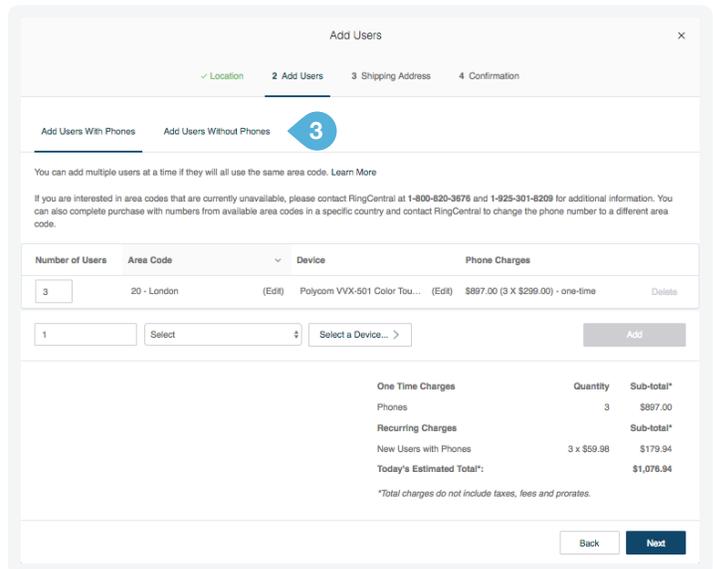
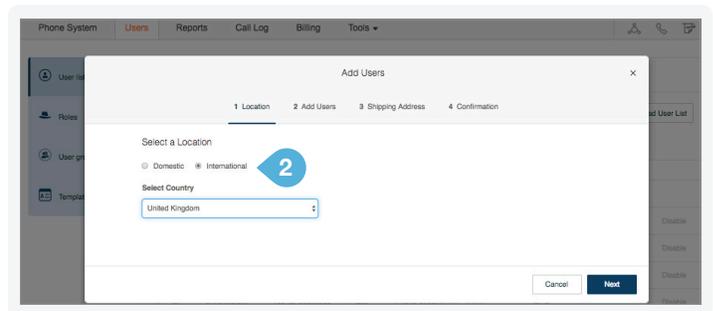
Choose the option to add new users (extensions) with or without phone devices. Then enter the number of users and select the geographic prefix offered from any of the supported countries.

#### Step 4

Complete shipping information.

#### Step 5

Review and confirm your order.



## Adding a device to a Global Office location

### Step 1

From your online account, click [Add a Device](#) from Phones & Devices under Phone System and select a phone model.

### Step 2

Select **International** and choose a supported country where the device will be shipped to.

### Step 3

Select an existing user (extension) who needs a phone device.

### Step 4

Add a selected phone model into the cart. Adjust quantities as needed.

### Step 5

Purchase a new number or assign an existing number to the selected device.

### Step 6

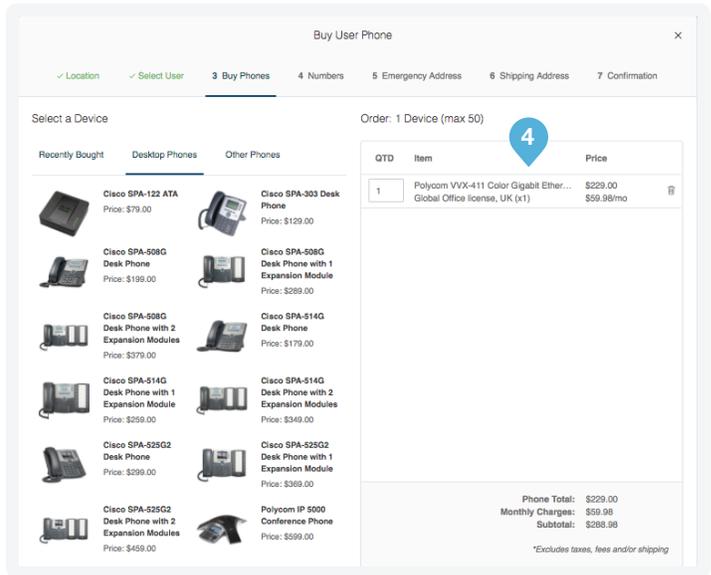
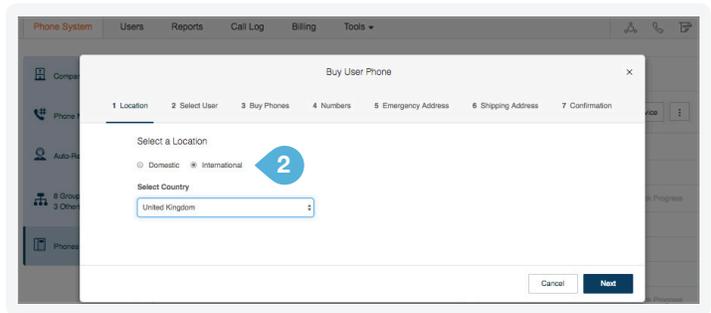
Provide a physical address for emergency services.

### Step 7

Enter the shipping information.

### Step 8

Review and confirm the order to finish the purchase.



## Creating an Auto Attendant for a Global Office location

### Step 1

Click [New IVR Menu](#) from Auto-Receptionist under Phone System. Give an extension number and the name for this IVR menu. Save the information.

### Step 2

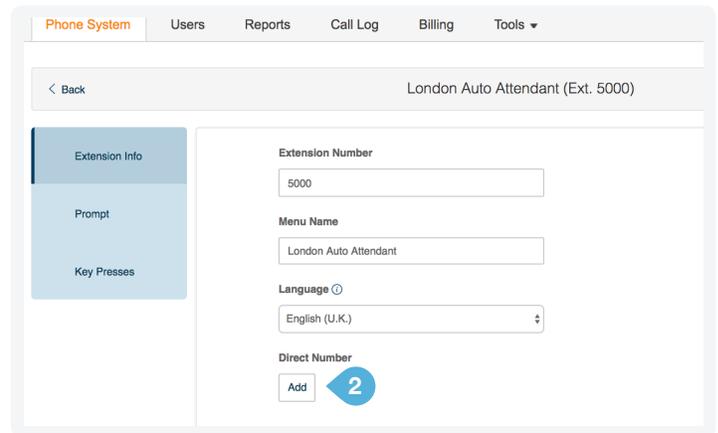
Click on the newly created IVR menu from the list. Select preferred language. Click [Add](#) to complete the purchase process to add an international number for this IVR menu.

### Step 3

Set up the preferred [Prompt Mode](#). Upload a prerecorded audio file if you choose an Audio mode. Type your text greeting if you prefer to use text-to-speech mode.

### Step 4

Set up [Key Presses](#) for your local office to handle incoming calls.



The screenshot shows the RingCentral web interface for configuring an Auto Attendant. The top navigation bar includes 'Phone System', 'Users', 'Reports', 'Call Log', 'Billing', and 'Tools'. The main header displays '< Back' and 'London Auto Attendant (Ext. 5000)'. A left sidebar contains three menu items: 'Extension Info' (selected), 'Prompt', and 'Key Presses'. The main content area is a form with the following fields: 'Extension Number' (text input with '5000'), 'Menu Name' (text input with 'London Auto Attendant'), 'Language' (dropdown menu with 'English (U.K.)'), and 'Direct Number' (text input). Below the 'Direct Number' field is an 'Add' button with a blue circular icon containing the number '2'.

## Creating a Shared Line group for a Global Office location

### Step 1

Log in to your admin account. Click [New Shared Line](#) from Group under Phone System. Select [Share Line](#) from the Add Group screen.

### Step 2

Select [International](#) and choose a country. Give the Shared Line group a name and extension number.

### Step 3

Select existing number(s) or purchase new number(s) with a preferred geographic prefix.

### Step 4

Select a phone device and add to the cart. Adjust the quantities if needed.

### Step 5

Provide a physical address for emergency services.

### Step 6

Enter the shipping information.

### Step 7

Review and confirm the order.

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Your new Shared Lines group becomes active immediately, and you will receive the device(s) within a few days.

Contact RingCentral  
Partner Support at  
[partners@ringcentral.com](mailto:partners@ringcentral.com)  
or 800-595-8110.

RingCentral, Inc. (NYSE:RNG) is a leading provider of global enterprise cloud communications and collaboration solutions. More flexible and cost-effective than legacy on-premises systems, RingCentral empowers today's mobile and distributed workforce to communicate, collaborate, and connect from anywhere, on any device. RingCentral unifies voice, video, team messaging and collaboration, conferencing, online meetings, and integrated contact center solutions. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.