

# 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-premise PBX hardware. Keep your offices connected to execute on mission-critical communications more efficiently.

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

iOS

FOR IOS



FOR ANDROID



FOR WINDOWS



FOR MAC

## 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.\*
- 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 mobile app,
- RingCentral for Desktop, RingCentral Meetings, and RingCentral integration solutions (such as, Salesforce®, Zendesk®, Google, and Office 365™.)

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

# How it works

RingCentral Global Office provides the flexibility to add international office extensions using local numbers in supported countries. Billing and metered minutes are divided by calling zones, with each calling zone consisting of a group of countries and competitive dialing plans. Pooled minutes vary by edition and calling zone, and are accessible to landlines as well.

## Adding extensions to a Global Office location

### STEP 1

Log in to your admin account and select **Add Users** from Users.

### STEP 2

Select **International** for the new user location and choose a supported country from the drop-down list.

### STEP 3

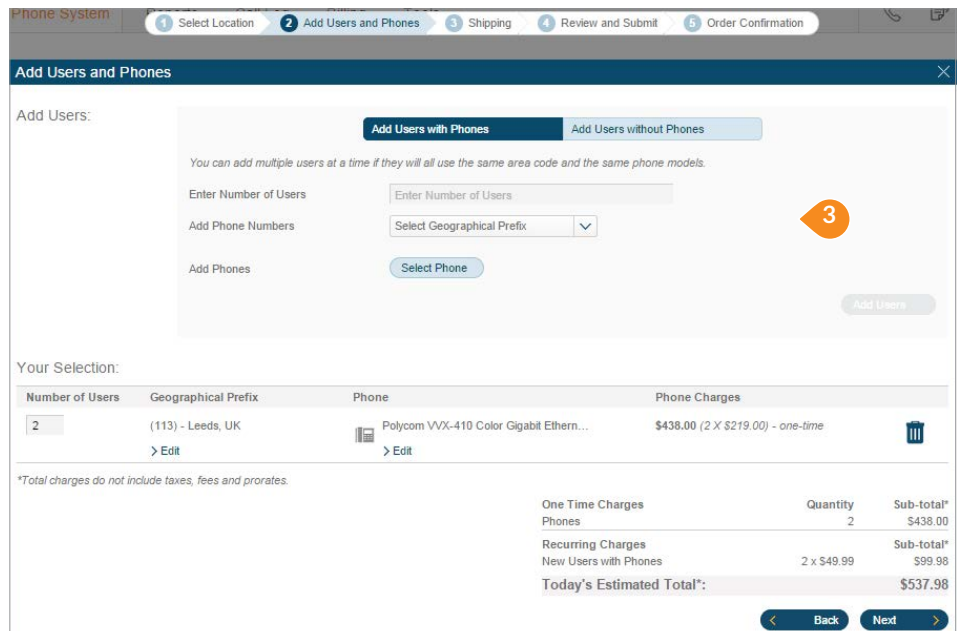
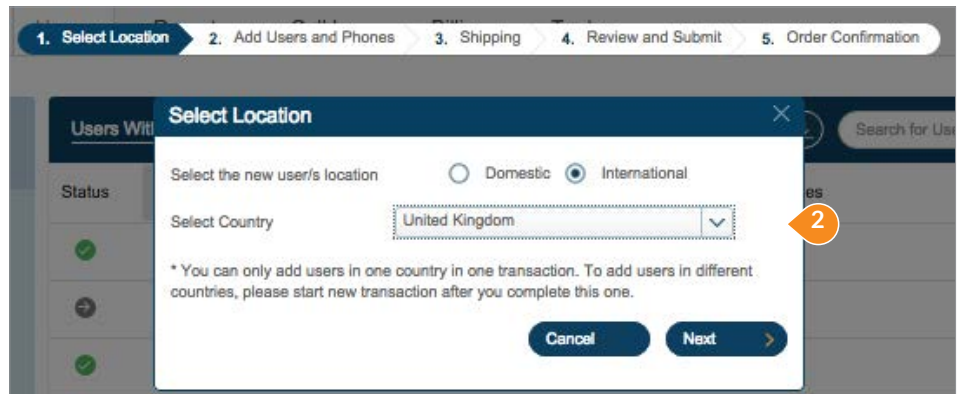
Choose the option to add new users (extensions) with or without phone devices. Then enter the number of users and select the geographic prefix offered from any of the supported countries.

### STEP 4

Complete shipping information.

### STEP 5

Review and confirm your order.



## Adding devices to a Global Office location

### STEP 1

From your online account, click **Add a Device** from Phones & Devices and select a phone model.

### STEP 2

Assign the device to an existing extension. Select **International** from the Phone Number Location and choose a supported country from the drop-down list.

### STEP 3

Select a phone number from the list of locations or geographic prefixes.

Note: If an international number you want has already been added to the account, you can assign that number to your device.

### STEP 4

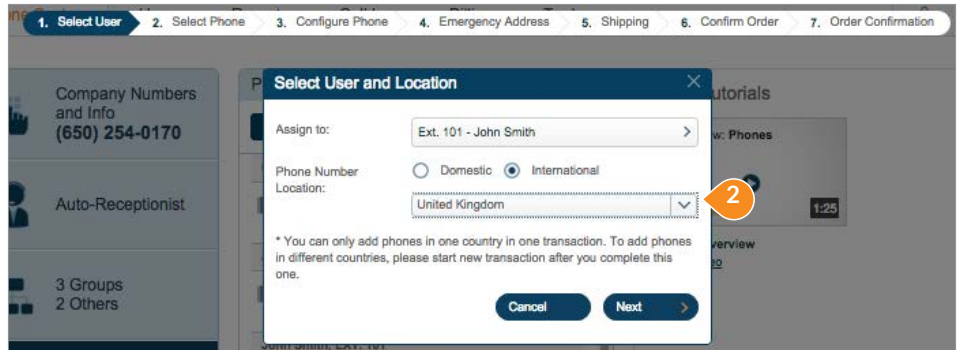
Complete the emergency registration form and include a physical address.

### STEP 5

Enter the shipping information.

### STEP 6

Review and confirm the order to finish the purchase.



### Order Confirmation ✕

<p>Account Number: <b>(682) 232-0592</b></p> <p>Service Plan: <b>RingCentral Office Premium 100 line</b></p> <p>Statement Date: <b>07/28/2015</b></p> <p>Paid By: <b>Visa[1111]</b></p> <p>Reference#: <b>436468004</b></p>	<p><b>Billed to:</b></p> <p>UK Sales John Smith 123 Main St. San Carlos, California 94061 United States</p> <p><b>Pay to:</b></p> <p>RingCentral, Inc. 20 Davis Drive, Belmont, CA 94002 United States</p>
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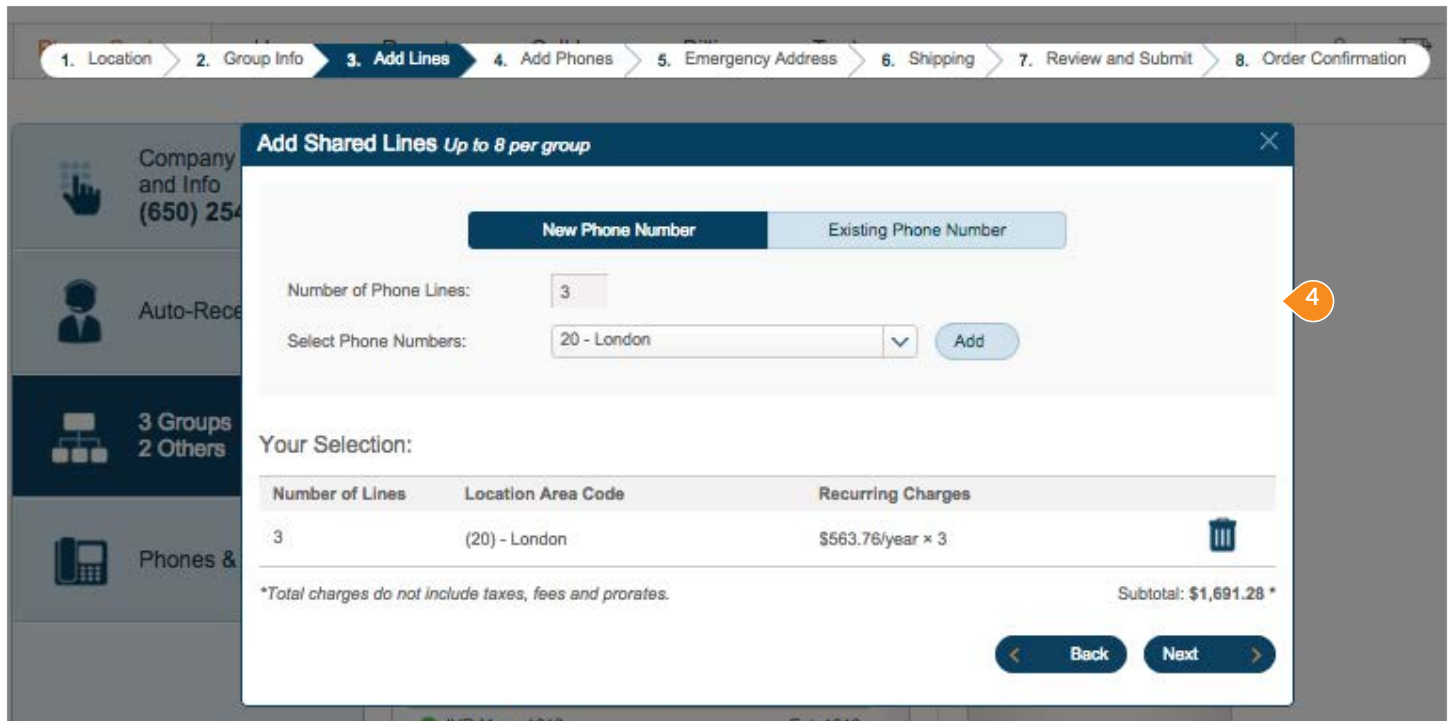
**Cost Center Code: UK Sales**

Charges:	Charges:
<b>07/23/2015 - 07/22/2016</b>	
Global Office - Zone WEU-A - +44 (20) 33181122	\$419.88
Global Office - Zone WEU-A - +44 (20) 33181212	\$419.88
Global Office - Zone WEU-A - +44 (20) 33181199	\$419.88
<b>One Time Charges</b>	
Polycom VVX-310 Gigabit Ethernet Phone	\$209.00
Polycom VVX-310 Gigabit Ethernet Phone	\$209.00
Polycom VVX-310 Gigabit Ethernet Phone	\$209.00
Shipping Fees	\$28.00
<b>Charges: \$1,914.64</b>	

Adjustments:	Credits
<b>07/23/2015 - 07/27/2015</b>	
Prorate Adjustment - Global Office - Zone WEU-A - +44 (20) 33181122	(\$6.88)
Prorate Adjustment - Global Office - Zone WEU-A - +44 (20) 33181212	(\$6.88)
Prorate Adjustment - Global Office - Zone WEU-A - +44 (20) 33181199	(\$6.88)
<b>Adjustments: (\$20.64)</b>	

Taxes, Charges and Fees	
Federal Universal Service Fund	\$88.47
<input checked="" type="checkbox"/> State and local taxes and fees	\$136.59

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



### STEP 1

Log in to your admin account. Select **Add Group** from Groups then choose **Shared Lines**. Select a location from the supported countries drop-down list.

### STEP 2

Give the Shared Line group a name.

### STEP 3

Enter the number of phone lines you want, and select a preferred geographic prefix.

### STEP 4

Click **Add** to submit the number of phone devices and phone models you want.

### STEP 5

Complete the emergency registration form.

### STEP 6

Enter the shipping information, and cost center code if available.

### STEP 7

Review and confirm the order.

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Your new Shared Lines group becomes active immediately, and you will receive the devices within a few days.