

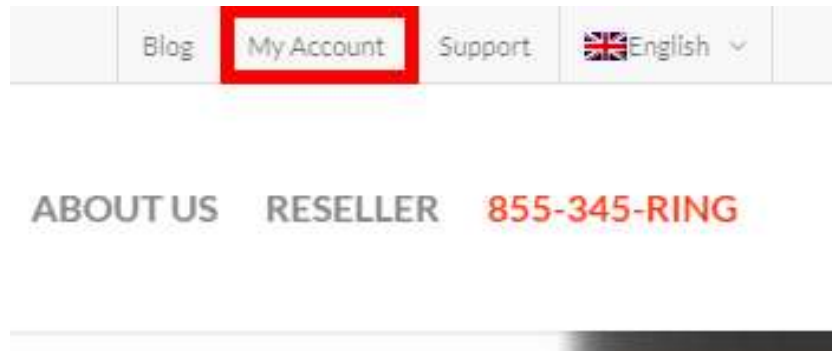
# ULTREX

## **Desktop Softphone Guide**

***R!ng*** *ByName*®

**(1)** Go to [ringbyname.com](http://ringbyname.com)

**(2)** Click on “My Account.”

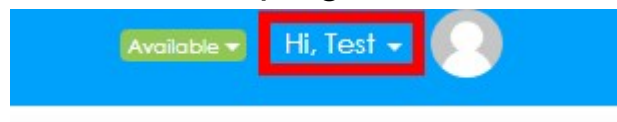


**(3)** Log in using your email address and password.

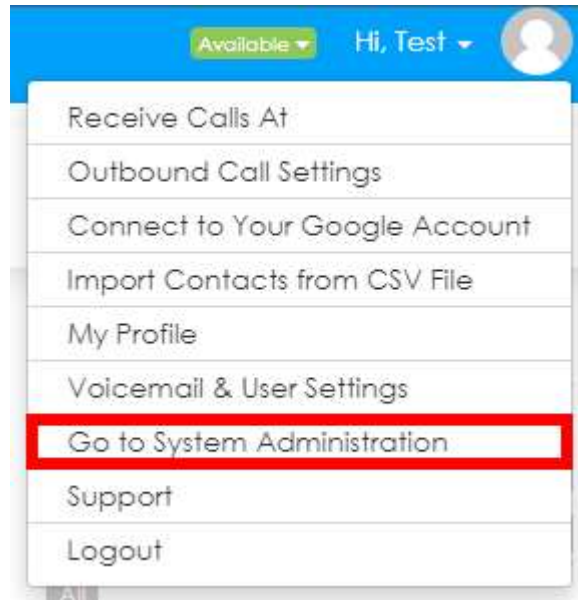
A screenshot of the RingByName login form. The form is titled 'Sign in to RingByName'. It contains two input fields: 'User' and 'Password'. Both input fields are highlighted with a red rectangular box. Below the input fields is a blue 'Sign In' button. At the bottom right of the form, there is a link that says 'Reset Password'.

**If unknown, contact Ultrex.**

**(4)** Click your name on the top right of the screen.



**(5)** Click 'Go to system administration.'

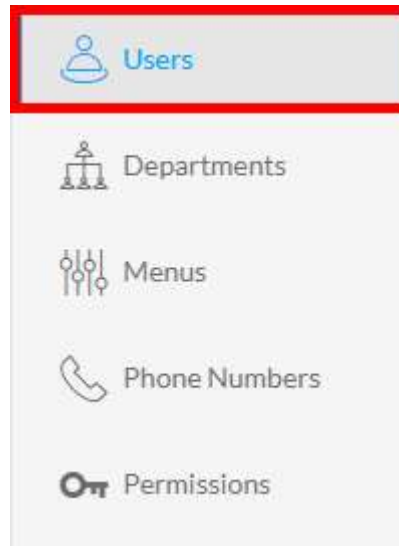


**(6)** From here, click 'Main setup.'

Dashboard Overview



**(7)** Click on 'Users' tab.



**(8)** Select the desired user.

My User & Extensions ?

| Ext  | Name              | Type           | Direct #   | Desktop SoftPhone (2/2) | Admin | Center |
|------|-------------------|----------------|------------|-------------------------|-------|--------|
| 103  | Test User         | R! Extension   | None       | ✓                       | ✓     |        |
| 1001 | Receptionist User | R! Single Seat | 1234567890 | ✓                       | ✓     |        |

**(9)** Click 'R! Desktop Softphone.'

User Details

First Name

Last Name

E-mail

Password

Confirm Password

Center Name

What is the extension number for this user?

Extension

Direct #

Outbound Caller ID

Outbound Department

Where should we send calls for this user?

Send calls to (Click on the device to get credentials)

☒ R! Desktop Softphone

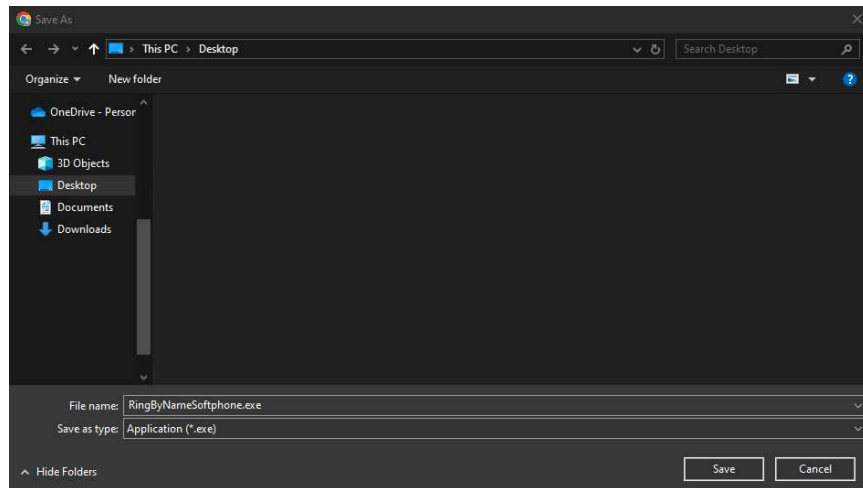
Display Name

[Add another VoIP device](#)

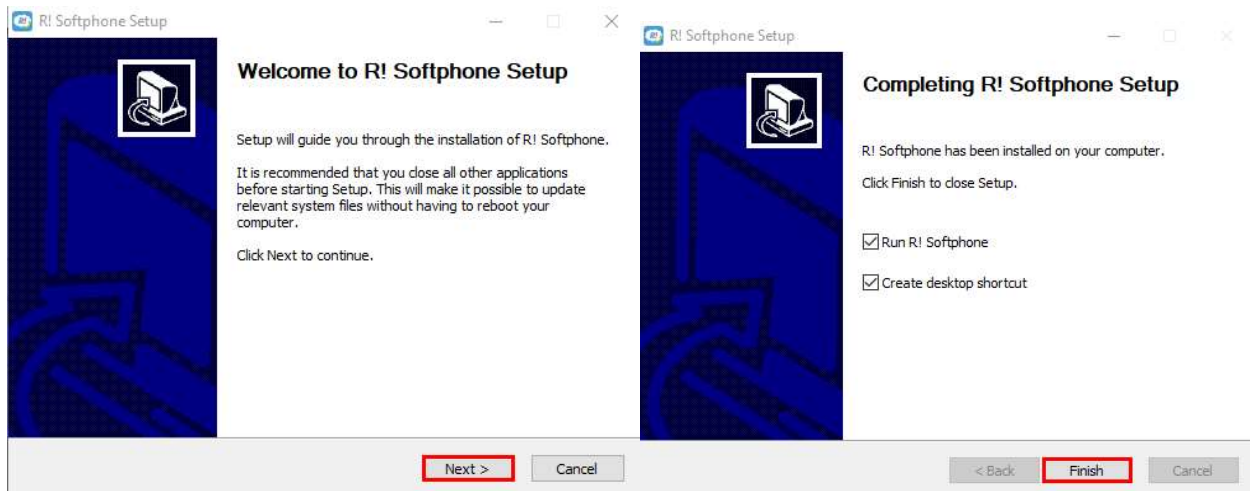
**(10)** Select the operating system the computer is running on.



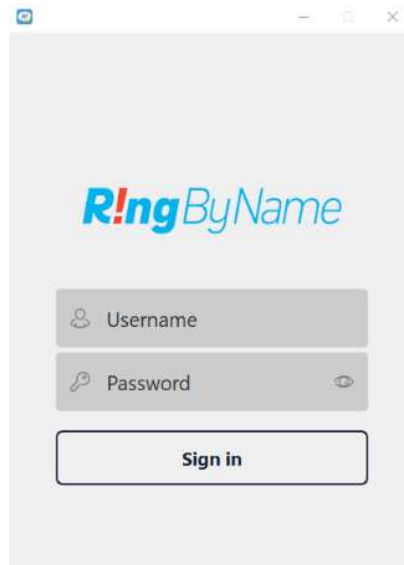
**(11)** Download the application.



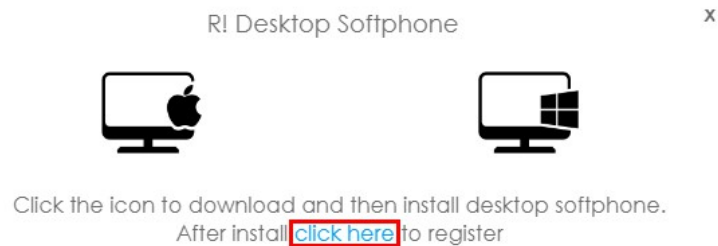
**(12)** Run the installer.



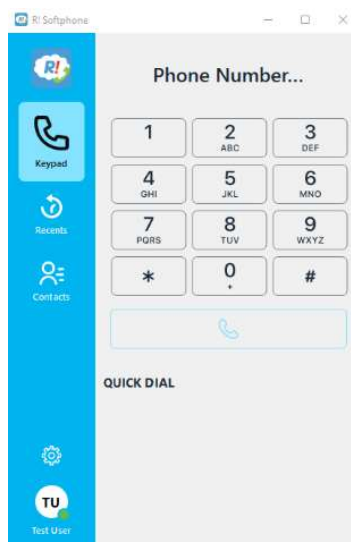
**(13)** Open the software.



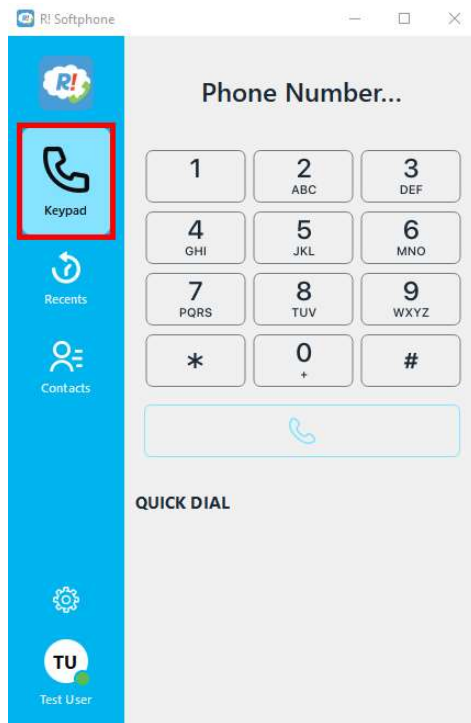
**(14)** Go back into the RingByName website, and press 'Click here.'



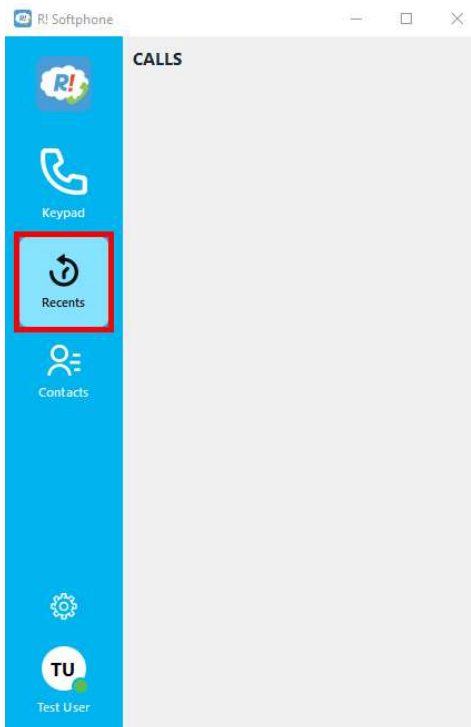
**(15)** This will log the app in. It should lead to the application.



**Keypad:** This tab is used to make outbound calls.

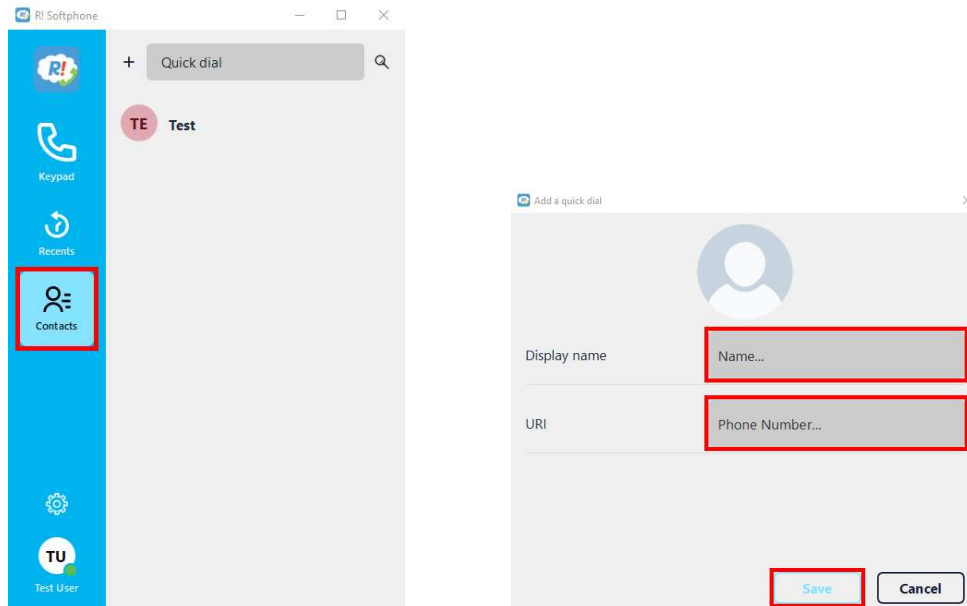


**Recents:** This tab is used to view call history.



**Contacts:** This tab is used to create quick dial contacts.

Press the '+' icon to create a contact. Fill out the details and press save.



**NOTE:** If problems occur, make sure that your icon has a green icon. If problems persist, contact Ultrex.

