

## Ring Central

We are thinking of moving our phones from Cox to VOIP. Ring Central appears to offer the most options we would use.

Any current opinions on Ring Central or other VOIP providers?

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I am happy with Ring Central.

Shell Bleiweiss, Illinois

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I've been very happy with RingCentral. I've been with them for several years now. I can also speak highly of their tech support. You can get someone on the phone quickly if having problems.

Ryan Young, Virginia

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I've been with cloud-based Nextiva for a while. I'm very happy with their customer support, but I think they might be on the expensive side, and I don't think we get the most out of their system.

Since I've downsized since 2018, I am open to exploring a system that is not built around a handset model. I have a service client who uses Ring Central and she's very happy with their dashboard, analytics, and tracking, etc. capabilities. One of my fundamental hardware problems is that I my custom-built desktop computer doesn't have either a camera or a microphone.

Bob Arnold

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I've used RingCentral for 7 years. The features are nice, although there's a learning curve. I won't say the software is counter-intuitive, but not every procedure is readily apparent at first blush. You can add an actual phone (I use a Cisco with three lines) for about \$10/month. So you wouldn't need a camera and microphone. The mobile app is also full-functioned and could actually suffice for a solo. The only reason I don't rely entirely on the mobile app is call quality.

Tony LaCroix, Missouri

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I use RingCentral and like the convenience. I have two phones. One at my office and the other in my home office. I can answer the office phones in either location. I can also answer and make calls using the app on my cell phone. Client can send text messages to my office number and I can reply using the app on my phone or on my desk top computer. The app works on Mac and PC.

Dennis Chen, Florida

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I use Ring Central. I love the fact I can place and receive calls thru Ring Central on my cell. But the best thing I love is the log of all calls and the time spent.

Patricia L. Dennis, Illinois

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Don't forget faxes can be sent directly to your Ring Central number.

Patricia L. Dennis

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Please, someone talk to me like I'm 5 and explain this. Laughing now because 5 year-olds understand these things.

I have one cell phone, use Verizon. If I was to change to Ring Central, keep using cell but added a new phone (work-only phone), how would this work? How do I switch over--cut ties with Verizon, download Ring software?

Julie S. Mills, Ohio

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Ring Central is not cell service. If you want cell service you would have to keep a cell carrier. Although Ring Central can forward calls to your cell phone, just like any "landline" can, that is as far as the two merge. At least as far as I know and I have Ring Central.

Shell Bleiweiss

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Shell, forgive this question but if someone has a cell, why would they want Ring Central? Is it a consideration just for landlines?

Julie S. Mills

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Yes. It's a VOIP phone taking the place of landlines for office phones.

Shell Bleiweiss

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It also allows you to use your cell for business calls with your business number instead of your cell number.

Suzanne L. Hawkins

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I use it all the time on my cell to call clients. I love the log it keeps on connected calls, voice mail, etc. it rings first in my office then to my cell.

Patricia L. Dennis

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IIRC you can use RingCentral (RC) without a separate office phone. RC allows you to use a separate number for business purposes and have access on your cell phone through an app and also through your computer through another app. With a headset on your computer you can make & receive RC calls. I just went to the RC site and it looks more expensive than I recall. If you check out [ringcentral.com](http://ringcentral.com) notice that the prices quoted are per user per month.

One of the reasons I like RC is because of the features it adds to a regular business phone service. When I compared the voip features to what CenturyLink was offering years ago, I thought it was a great deal. I have not researched it recently. I think Century Link is now Embarq.

Dennis Chen

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I have RC but don't use it nearly to its fullest. I would love to be able to make calls from my cell phone when on the road and have it look like it is coming from my office number. How do you do that? What apps do you need and do you need them on your desktop or phone or both?

Shell Bleiweiss

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Think of it as an alternative to getting a land line in your office. It has more flexibility than a regular land line. It gives you a business number to give out that is not your cell phone if that is valuable.

Darrell G. Stewart, Texas

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This one of my favorite RC features. You just download their app and use it to make calls from your work number. The app sort of "borrows" your cell phone signal or wifi connection to make the call. No desktop app needed. If you ever run into setup problems with RC, their customer service is generally helpful and responsive.

Tony LaCroix

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I have been using Google Voice for about 10 years now. Other than not being able to receive faxes at that number, it appears to have the same capabilities as Ring Central--I can call from my GV number using an app on my iPhone, and I can route calls to any phone number I choose. I get transcripts of voice mail, and can receive text messages. The best part is the cost--it's free. The one thing you do have to pay for is a pretty good deal--international calls vary by country, but I can call an Australian or UK landline for 1 cent per minute (4 cents for a cell phone).

Kevin Grierson, Virginia

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Google voice is great. I forward my home number to screen all the robo calls. Set it to go directly to voicemail, so my cell doesn't even ring. If message is left then there is a transcript so I don't have to waste time on marketers... That said I would not rely on a free service from an advertising company like Google for my business needs. There may be a paid business grade service available as part of Google Business Suite, but I use Grasshopper for that. More reasonably priced for similar service as Ring Central. Three extensions included in base service package, so you can have a separate mailbox set up for an assistant or track marketing efforts with different numbers if you're into that sort of thing.

Peter Turai