

RINGCENTRAL MVP Software User Guide

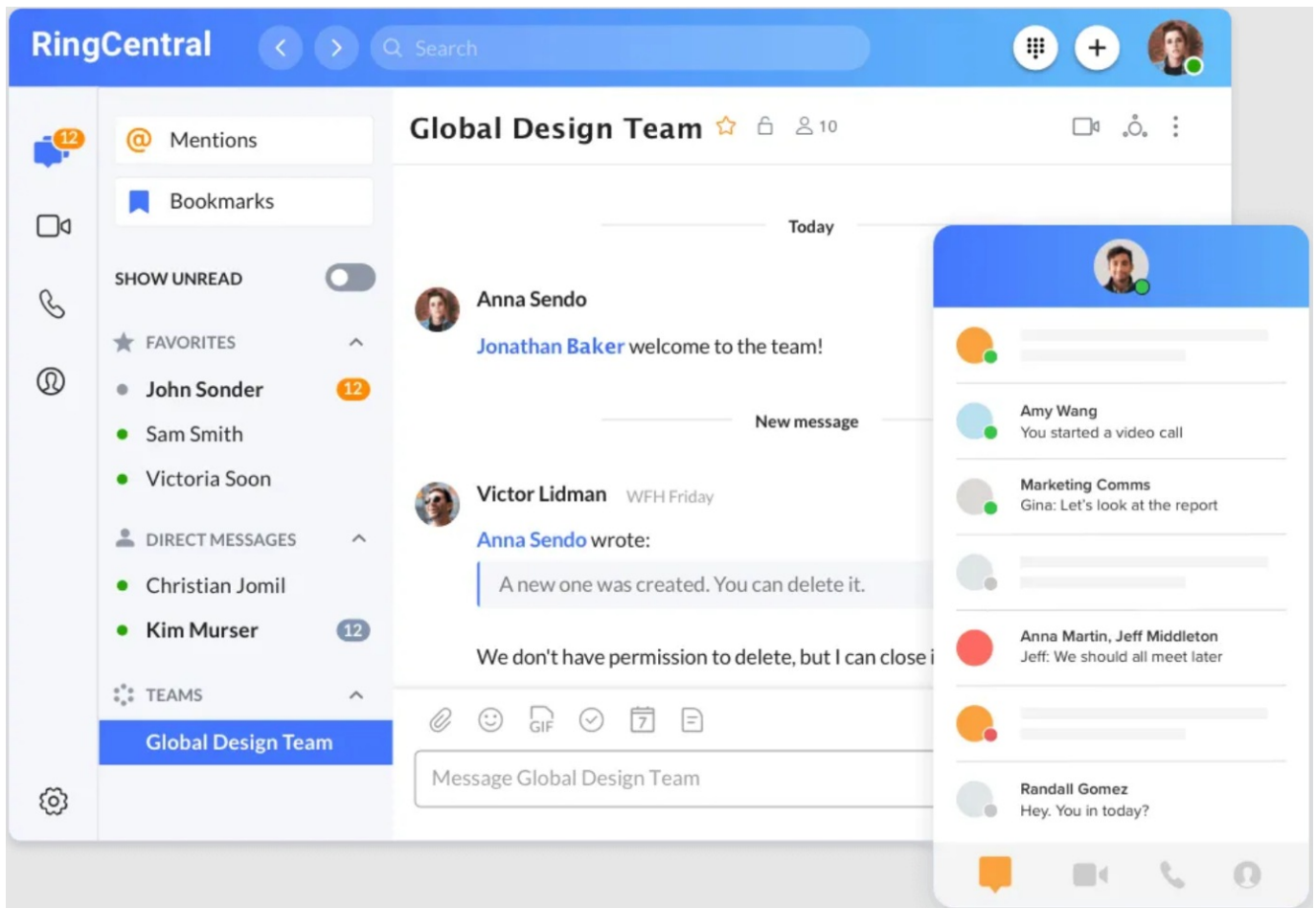
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RINGCENTRAL MVP Software



RINGCENTRAL MVP: ADDING VIDEO PRO AND PRO+ USERS

RingCentral MVP provides you with an enterprise-grade unified communications solution that includes team messaging, HD video conferencing, and cloud PBX telephony. If you have some users that may not need the full telephony functionality of RingCentral MVP, you now have the ability, as an administrator, to add RingCentral Video Pro and Video Pro+ users to your account. Here are a few benefits of this new feature:

1. Provides flexibility in managing user types across your account.
2. Brings more of your users in a single app (RingCentral), whether for messaging and video or message, video, and phone.
3. Tailors the RingCentral experience to your business needs and makes upgrading to MVP convenient.

Use the following steps in this quick guide to adding Video Pro or Video Pro+ users through the RingCentral portal or the RingCentral app.

ADMIN PORTAL

1. Log in to <https://service.ringcentral.com> as an administrator.
2. Click Users.
3. Under the User List, select Users with Extensions.
4. Click Add User.
5. Select your preferred user type.
6. Enter the user's information in the appropriate fields and proceed through the setup process.

RingCentral

Test 6 (210) 812 Ext. 111028 Admin Portal Support Log Out

Home **2 Users** Phone System Meetings Reports Billing More

User List **3 Users with Extensions** Unassigned Extensions Roles User Groups Templates

User List >> **Users with Extensions**

Search + Add User Download User List

Delete Enable Disable Send Invite Set Credentials Apply Templates Change Site

| | Status | Name | Number | Ext. | Roles | Department | Site | Msg. | Actions |
|--------------------------|-------------------------------------|--------------------|-----------|--------|----------------|------------|------|-------|---------|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | @bi Analytics Test | (205) 974 | 111061 | Analytics Only | Company | | 0 / 0 | |

RingCentral MVP | Adding Video Pro and Pro+ Users

Add Users

1 Choose User Type 2 Add User Info 3 Setup Options

What type of users do you want to add?

5

Office User
Message, Video, Phone [Learn More](#)
Location: United States [Select](#)

Video Pro+ User
Message, Video, Limited Phone [Learn More](#)
Available licenses: 2 [Select](#)

Video Pro User
Message, Limited Video [Learn More](#)
FREE [Select](#)

Add Users

✓ Choose User Type **2 Add User Info** 3 Setup Options

While adding an extension without a phone is free, charges of \$39.99 per user/month will be applied to all users who make and receive calls even if they do not have a digital line.

☒ Require unique email IDs

| Email | First Name | Last Name | Cost Center | Site | Ext. |
|------------------------|------------|-----------|-------------|--------|--------|
| john.doe2021@gmail.com | John | Doe | Samuel Sze | Denver | 113110 |

1 + Add

Back Next

RINGCENTRAL APP

1. Log in to the RingCentral app as an administrator.
2. Click Company Setup.
3. Under Assign team members, click Edit.
4. Click Add user.
5. Enter the user's details and select the license type.
6. Click Save to finish or Save and add another to add another user.

The image displays three overlapping screenshots from the RingCentral app interface, illustrating the process of adding a new user. The top screenshot shows the 'Company setup' screen with the heading 'Let's set up your company's RingCentral phone system'. It includes a sidebar with icons for various functions and a main area with an 'Assign team members' section. A blue circle with the number '2' highlights the 'Assign team members' section, and a blue circle with the number '3' highlights the 'Edit' button. The middle screenshot shows the 'Assign team members' screen with a table of existing users. A blue circle with the number '4' highlights the '+ Add user' button. The bottom screenshot shows the 'Add user' form with fields for first name, last name, email, license type, and extension number. A blue circle with the number '5' highlights the 'Add user' button, and a blue circle with the number '6' highlights the 'Save and add another' button. A separate box on the left shows the license selection options: 'Video Pro' (Message, Limited Video), 'Video Pro+' (Message, Video, Limited Phone), and 'Office' (Message, Video, Phone).

Company setup

Your company number is (704) 621-1234 | Get setup help

Let's set up your company's RingCentral phone system

Assign your paid licenses to team members and make sure calls to your company number will route correctly.

Assign team members

Users
Total licenses: 1007 (Office)
Licenses used: 76
Free users: 17

Edit

Assign team members

Add new users or change the license type of existing users

Using 76 of 1007 Office licenses | 52 paid users | 17 free users

4 + Add user

| Name | Ext. | License type | Number | Phone |
|---------------------------|--------|--------------|-----------|---|
| @bi Analytics Test | 111061 | Office | (205) 974 | @bi Analytics Test RingCentral Phone app |
| A@ction o' Jackson | 112102 | Office | (205) 216 | Existing Phone |
| Activate Later Softph... | 111049 | Office | (704) 912 | Activate Later Softphone test 1 Softphone |
| Activate later Softpho... | 111050 | Office | (479) 439 | Activate later Softphone Test 2 Softphone |
| Adam Thuen | 419 | Office | | Adam Thuen Softphone |
| | 349 | Office | | Existing Phone |

5

Add user

Added users will receive an activation email

First name: John
Last name: Doe
Email: johndoe2021@gmail.com
License type: Free
Extension number: 113110
Phone: Not available for license type

6

Video Pro
Message, Limited Video

Video Pro+
Message, Video, Limited Phone

Office
Message, Video, Phone

Done

Cancel **Save and add another** **Save**

FREQUENTLY ASKED QUESTIONS

Question: Is this feature available for RingCentral Video or RingCentral Meetings?

Answer: This feature is only available for accounts with the video provider set as RingCentral Video. Please contact RingCentral Support to confirm your video provider.

Question: Can administrators add both Video Pro and Pro+ users?

Answer: Yes! This feature is designed to allow administrators to mix and match user types within your account.

Question: What are the limitations of Video Pro and Pro+?

Answer: Both plans offer limited phone capabilities. After 11 calls, the account is billed for that user's phone usage for the next month.

Question: Can I upgrade my Video Pro and Video Pro+ users within my account to the full MVP solution at a later point in time?

Answer: Yes! Please reach out to your RingCentral account manager to discuss the right upgrade path for you.

Question: Where can I learn more about this feature?

Answer: Please refer to our support site at support.ringcentral.com.

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Documents / Resources



[RingCentral RINGCENTRAL MVP Software](#) [pdf] User Guide
RINGCENTRAL MVP, Software, RINGCENTRAL MVP Software

References

- [RingCentral Support | Voice, Video, and Messaging Solutions](#)
- [Redirecting](#)