RingCentral Fax for Google Docs

User Guide

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Contents

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Introduction

About RingCentral Fax for Google Docs

RingCentral Fax is an add-on to Google Docs. With your RingCentral account, you can send a fax directly from your Google Doc without the need to download or print your Doc before you send a fax.

About this Guide

This guide is designed for users of RingCentral Fax for Google Docs users. It shows you how to add the RingCentral application to your Google Docs, and how to use the application. This guide also provides some basic troubleshooting questions and answers.

Basics

For optimal user experience, ensure that:

- Your browser is updated to the latest version.
- You are logged in to your Google Docs.

Installation

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Installation—Step 1

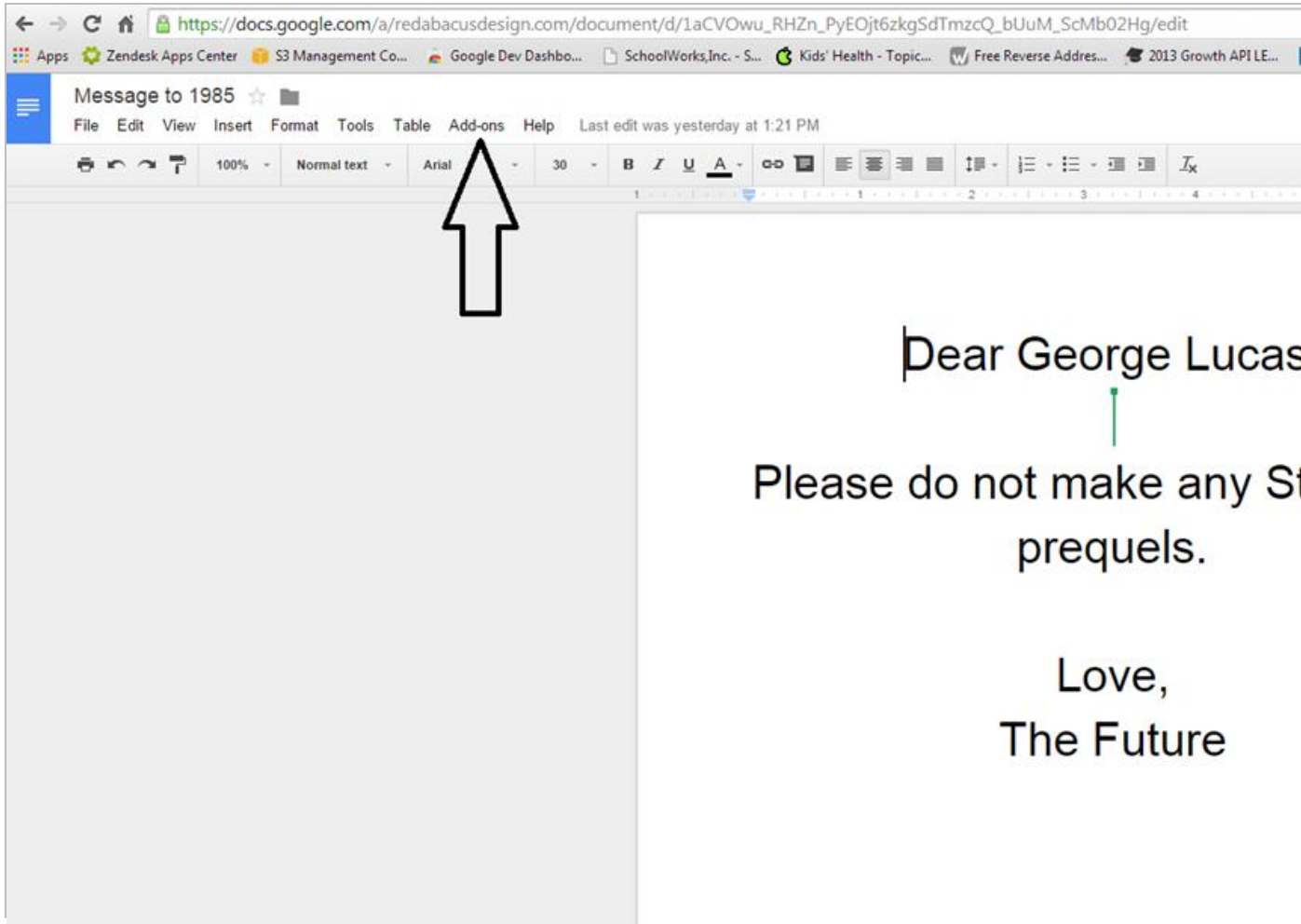Once you are in a Google Doc, click **Add-ons**.

Figure 1

Installation—Step 2

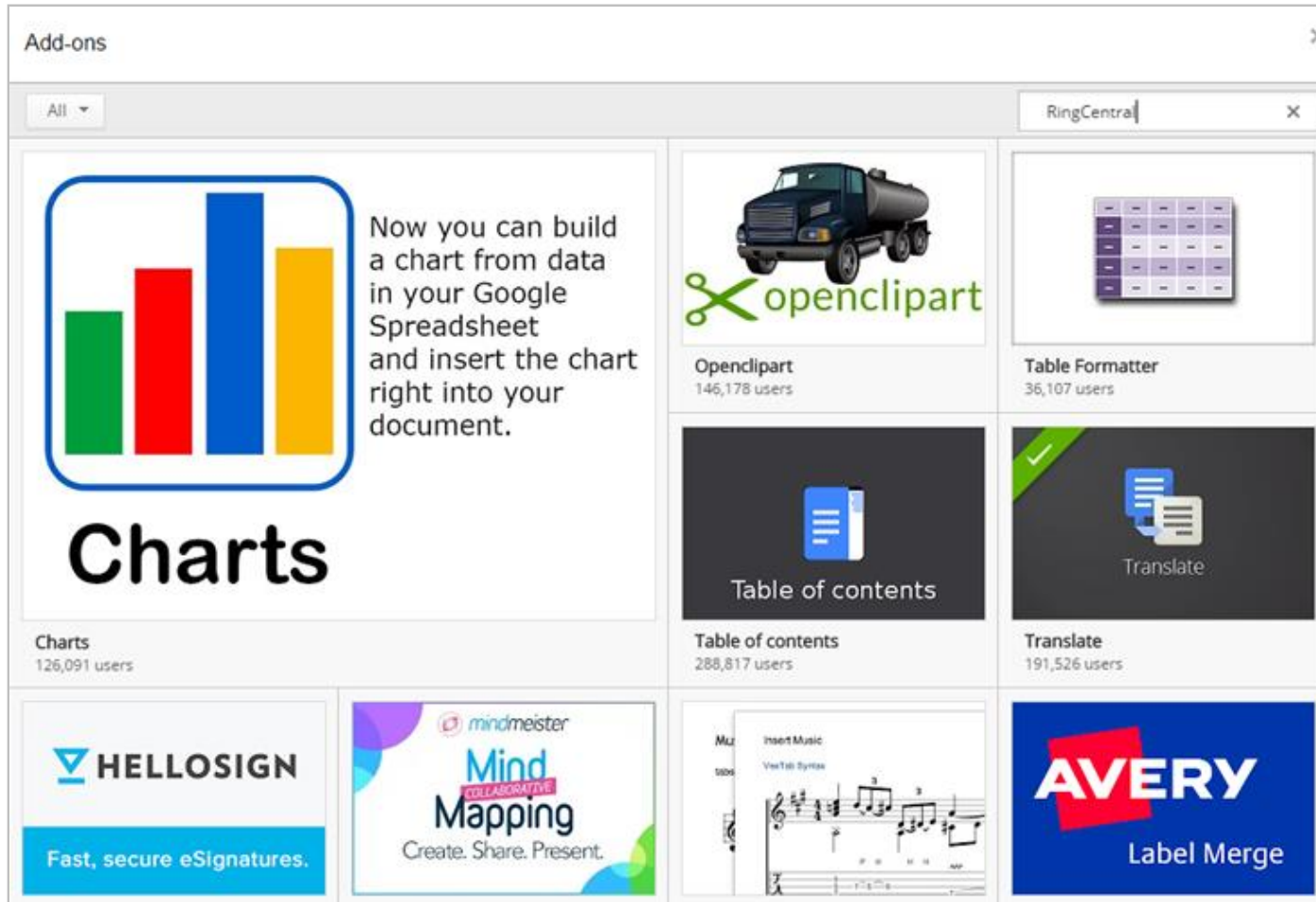Search in the **Google Add-ons** for the RingCentral Fax application.

Figure 2

Installation—Step 3

Once you find the RingCentral Fax application in **Google Add-ons**, click the plus button to add the app to your Google Docs. Then follow the steps required for the installation.
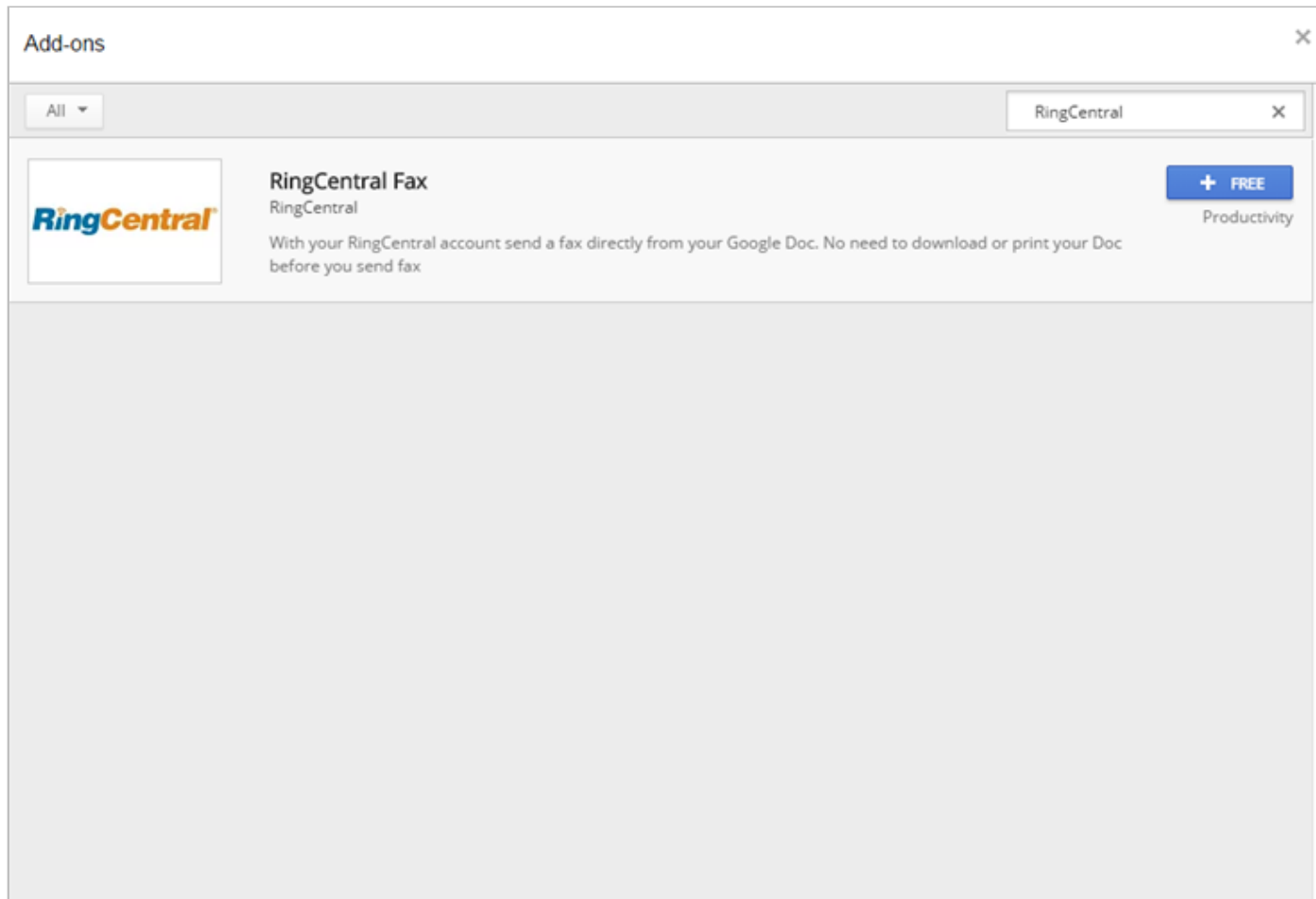

Figure 3

Verify Installation

Once the app is installed, you should see RingCentral Fax under the **Add-ons** tab. Select **Send Fax** to bring up RingCentral Fax for Google Doc.
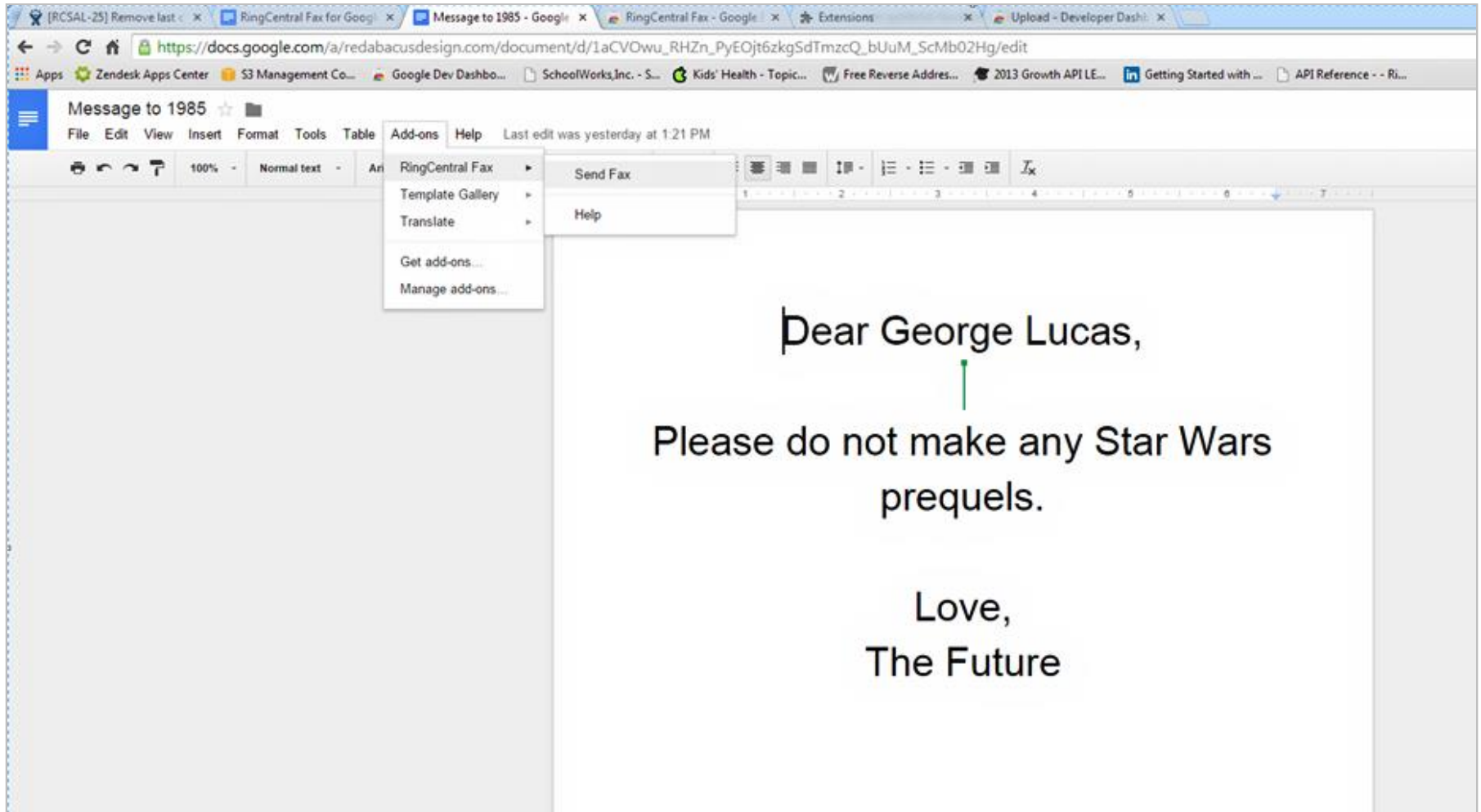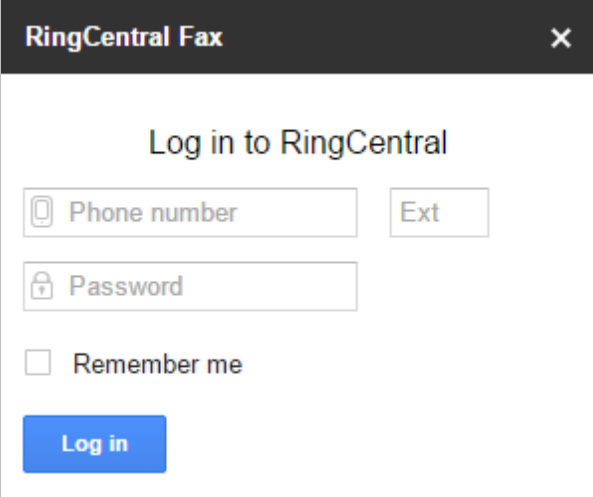

Figure 4

Login

To log into RingCentral Fax for Google Docs, use your RingCentral credentials for the phone number and your RingCentral password.

You can select **Remember me** to stay logged in to RingCentral Fax for Google Docs for one week.
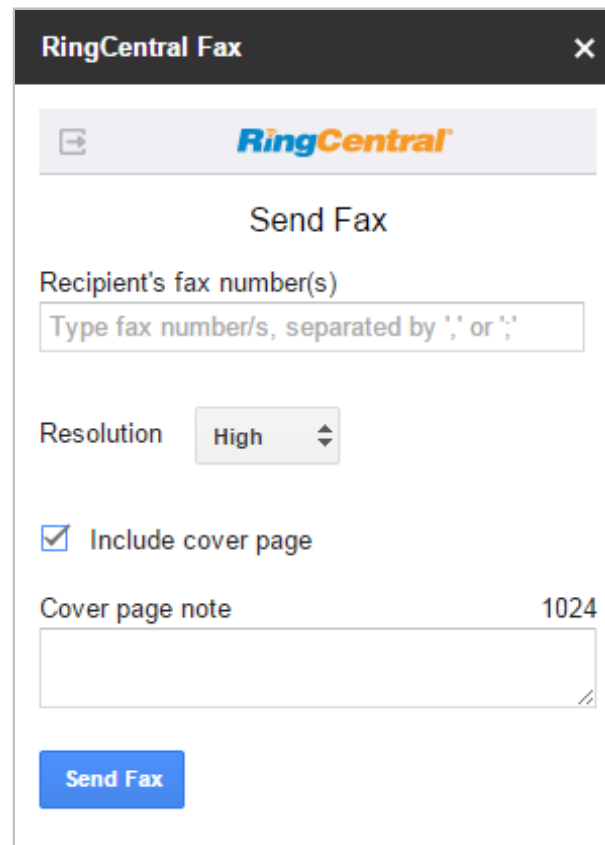

Figure 5

Send a Fax

Once logged in, you will be able to type in the recipient's fax number.

You can send faxes to more than one recipient.

Select the resolution for your fax; High is selected by default.

Select **Include cover page** if desired, and type a Cover page note.

Figure 6

Fax Confirmation

After you press send, a confirmation message is displayed.
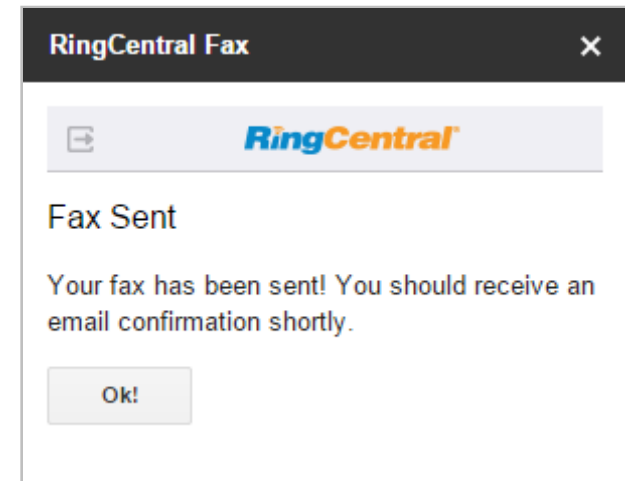
Figure 7

Troubleshooting

Q: I can't see RingCentral Fax for Google Docs when I open a Google Doc. What is the problem? Does it require some special permission?

A: No, RingCentral Fax for Google Docs does not require any special permission. Make sure the app is installed correctly from the Google Add-ons App store. If you are using Google Apps for work, please make sure there are no restrictions imposed by Google Apps administrator in your company.

Q: Can I use the same RingCentral Fax for Google Docs for many Gmail Accounts?

A: Yes you can. Please make sure you authorize RingCentral Fax for Google Docs with your appropriate Gmail account in order to access the App.

Q: Can I use the same RingCentral Fax for Google Docs across multiple browsers (IE and Firefox, for example)?

A: Yes, RingCentral Fax for Google Docs works on browsers supported by Google Docs.

Q: I would like to disable this feature for now.

A: When you are in a Google Doc, Go to Add-ons and Manage add-ons. This will bring up a screen with all of the Add-on apps that you have installed. You can remove RingCentral Fax for Google Docs there.

Q: Which Operating Systems are supported?

A: The following Operating Systems are supported:

- Windows XP, 7, 8 and above.
- Mac OS X Mountain Lion and above.

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