



Ryngly User Guide

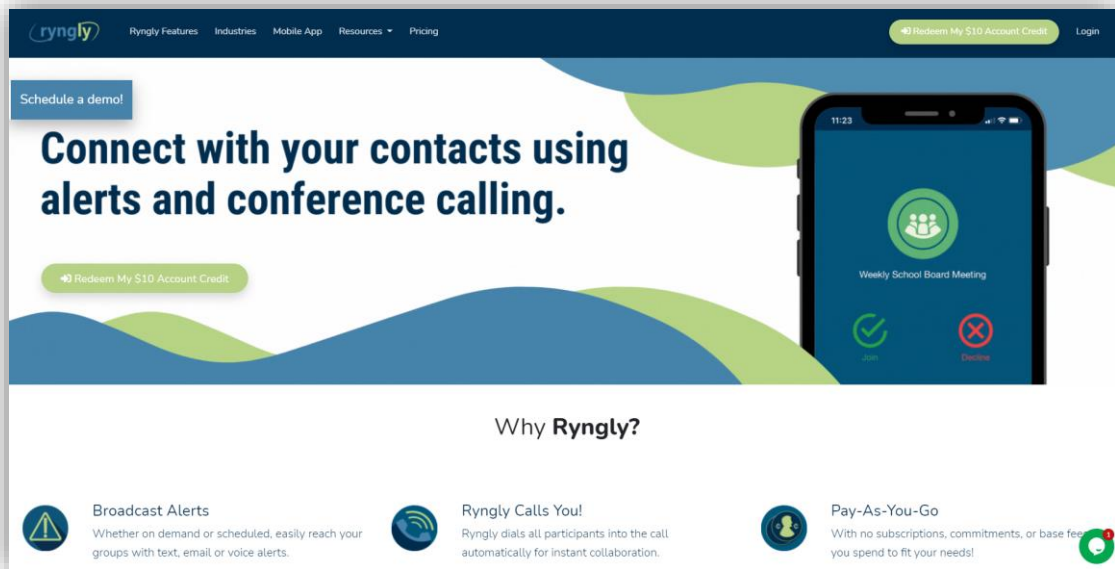
Version 2.4

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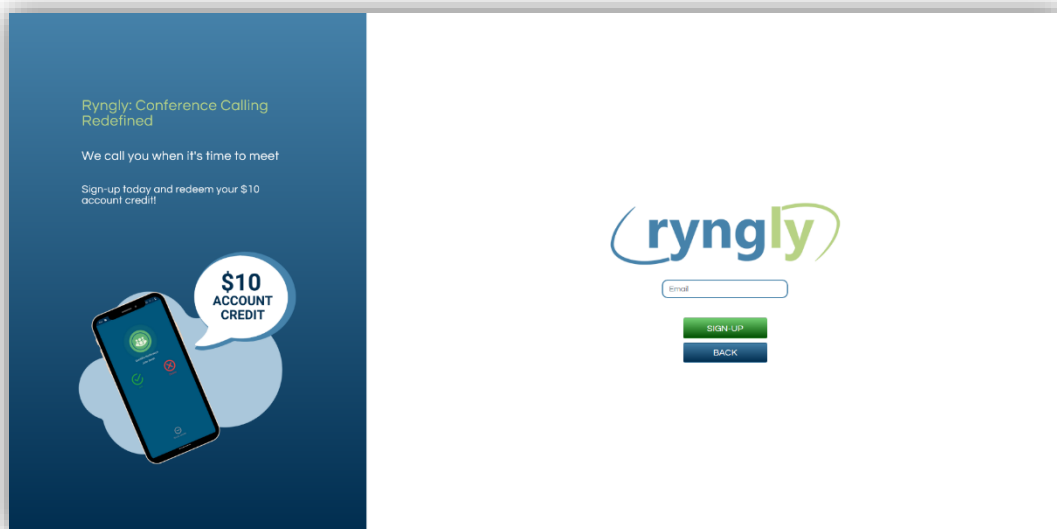
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Joining Ryngly

You can join Ryngly by navigating to the Ryngly website located at <https://www.ryngly.com> and clicking on the Login button in the top right corner.



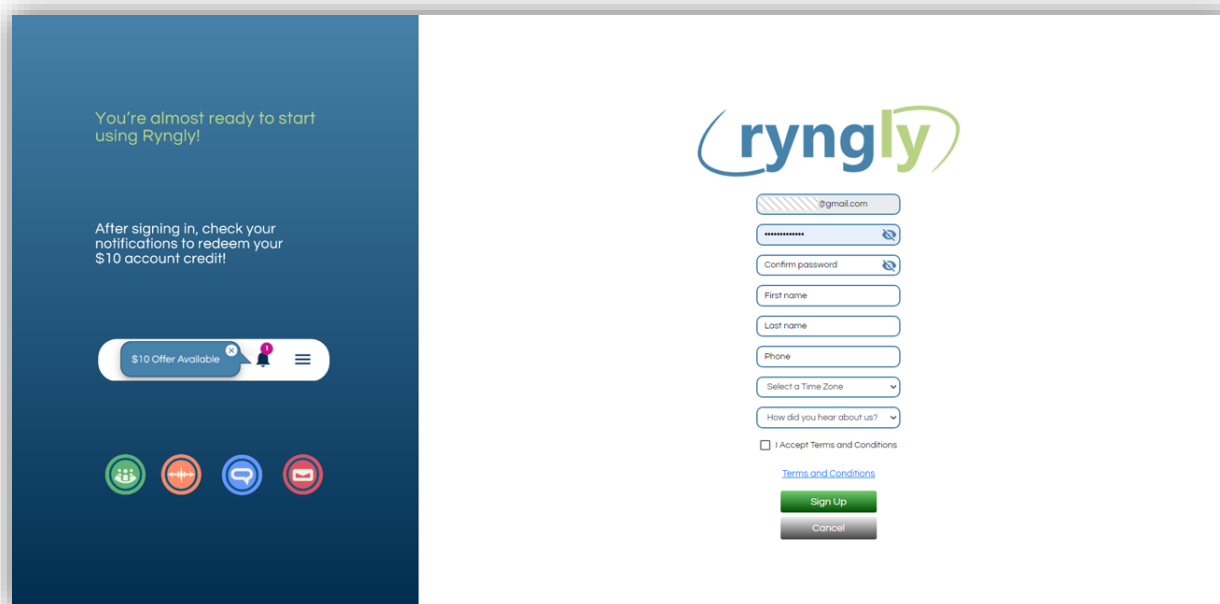
You will be redirected to the Ryngly login page. Click the Sign-Up button and then enter your email address to get the ball rolling!



You will receive an email from Ryngly containing a confirmation link. Click the link to continue your registration.



You will land on a form page to complete registration. Enter your information, accept the Terms and Conditions and click the Sign-Up button to complete.



The image shows a screenshot of a registration form page. On the left side, there is a dark blue sidebar with the text: "You're almost ready to start using Ryngly!" and "After signing in, check your notifications to redeem your \$10 account credit!". Below this, there is a button that says "\$10 Offer Available" with a notification bell icon. At the bottom of the sidebar, there are four circular icons representing different features. On the right side, there is a white area with the Ryngly logo at the top. Below the logo, there are several input fields: an email field (placeholder: @gmail.com), a password field, a confirm password field, first name, last name, phone, a time zone dropdown, and a dropdown for "How did you hear about us?". Below these fields, there is a checkbox for "I Accept Terms and Conditions" and a link for "Terms and Conditions". At the bottom, there are two buttons: a green "Sign Up" button and a grey "Cancel" button.

You will be re-directed to the main Ryngly login page. Enter your email and password to login.

Also check out the Ryngly mobile app available for iOS in the Apple App Store and for Android in the Google Play Store!



Welcome

You did it! You realized that your time should not be wasted time, and Ryngly is the answer to that. On behalf of the whole team here at Ryngly, we thank you! To make things a little easier for you, we made this guide to kickstart your experience and get you to your first Ryng at lightning speed. Let's start with one simple definition to help you understand our lingo:

Ryng





noun - /rɪŋ/

A carrier of information, by voice or text, used by Ryngly to collaborate with your Contacts on-command.

See, you learn something new every day! Okay, now that we're up to speed, what are the types of Ryngs that can exist? See below for the types of Ryngs you can send.

What can Ryngly do for **YOU?**

Communication is key in managing relationships and business. We make connecting simple for you so you can focus on everything else.

Conference Calls	Voice Alerts	Text Alerts	Email Alerts
 <p>Forget about searching for dial-in details and start your conversation on time. Ryngly calls you. You can schedule or launch calls instantly.</p>	 <p>Have a message you need to get out quickly? Ryngly will call your contacts and deliver the news!</p>	 <p>Have the flexibility to schedule or send on-demand messages to your contacts with the use of Ryngly's text message feature.</p>	 <p>We can be old school too! Send emails through Ryngly to your custom contact groups.</p>

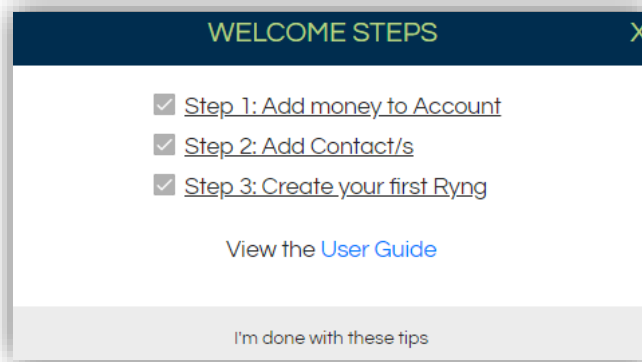
Armed with this knowledge, and now that you're logged into Ryngly, let's take a look at how it can be used!

Using Ryngly

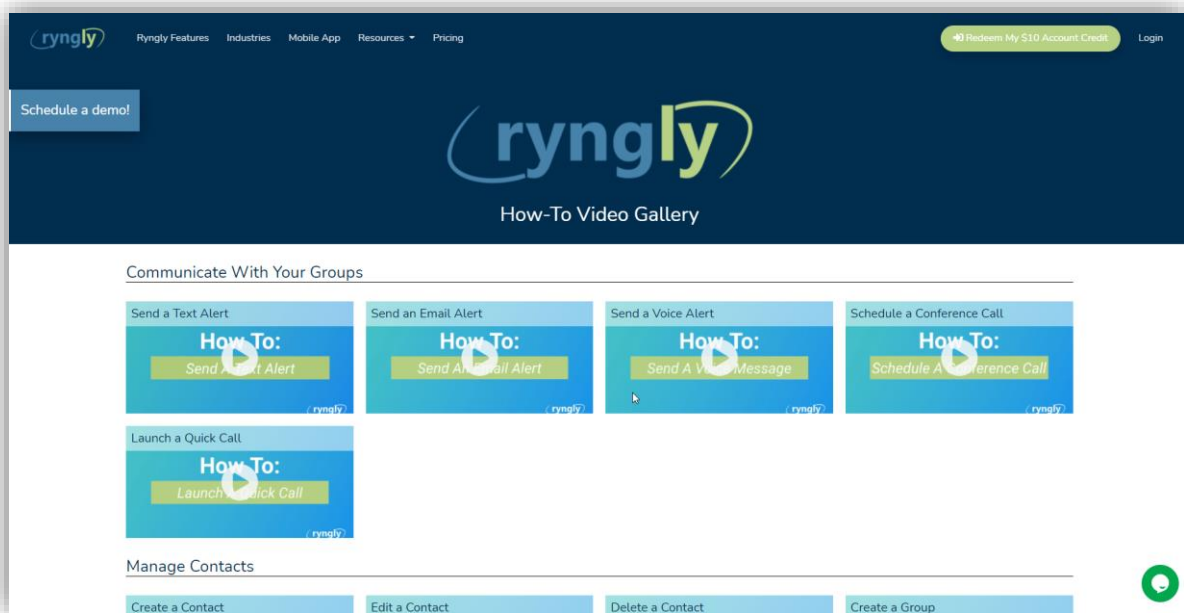
Getting Started

On first login, you will be presented with a Welcome Steps popup to help get you started. These steps are meant to assist you with your first Ryng.

Once you complete each step, you will see a checkmark in the appropriate box. This popup will continue to appear on login until either the checklist is satisfied, or you click on “I’m done with these tips”.



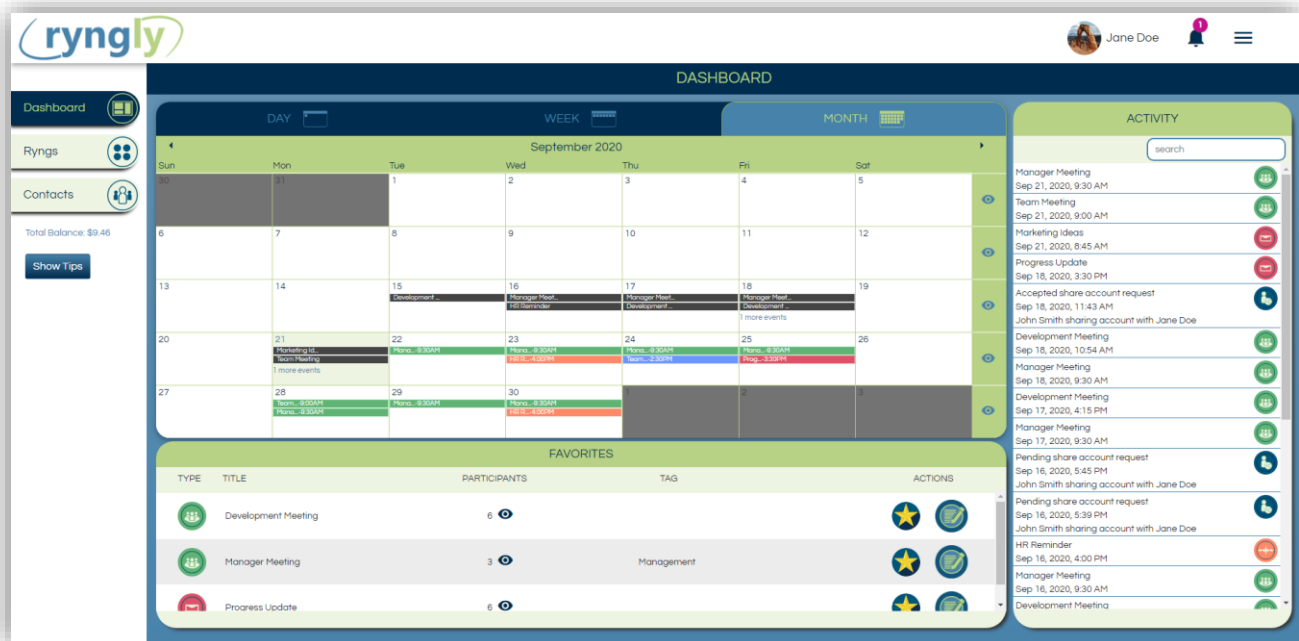
Also visit the Ryngly website for How-To videos! <https://www.ryngly.com/videos.html>



Dashboard

Logging in to your Ryngly account always takes you directly to your Dashboard. If you navigate away from it, you can get back to it by clicking either the Ryngly logo or the Dashboard tab on the top left.

Click on the notification bell next to your name to see any actions waiting (such as Share Account Requests, Contact Importing, etc.). Your account balance is on the left under the Contacts tab.

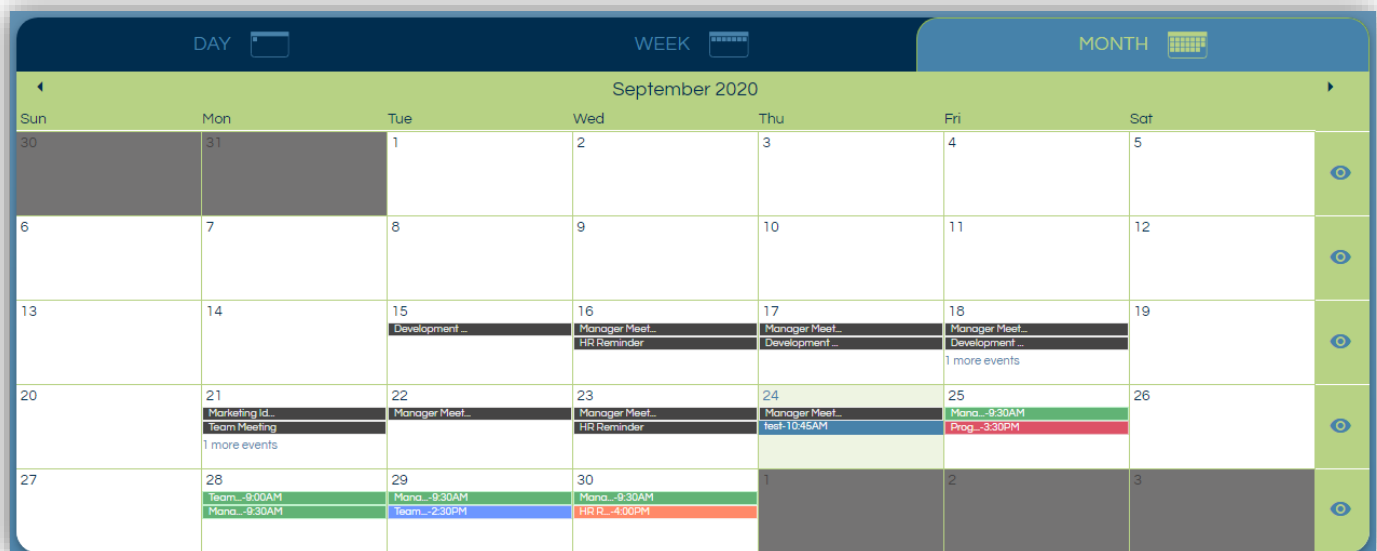


At any time, you can access this User Guide from the hamburger menu at the top right of Ryngly. The hamburger menu also contains links to My Account, My Billing, Feedback, Terms and Conditions and Logout.

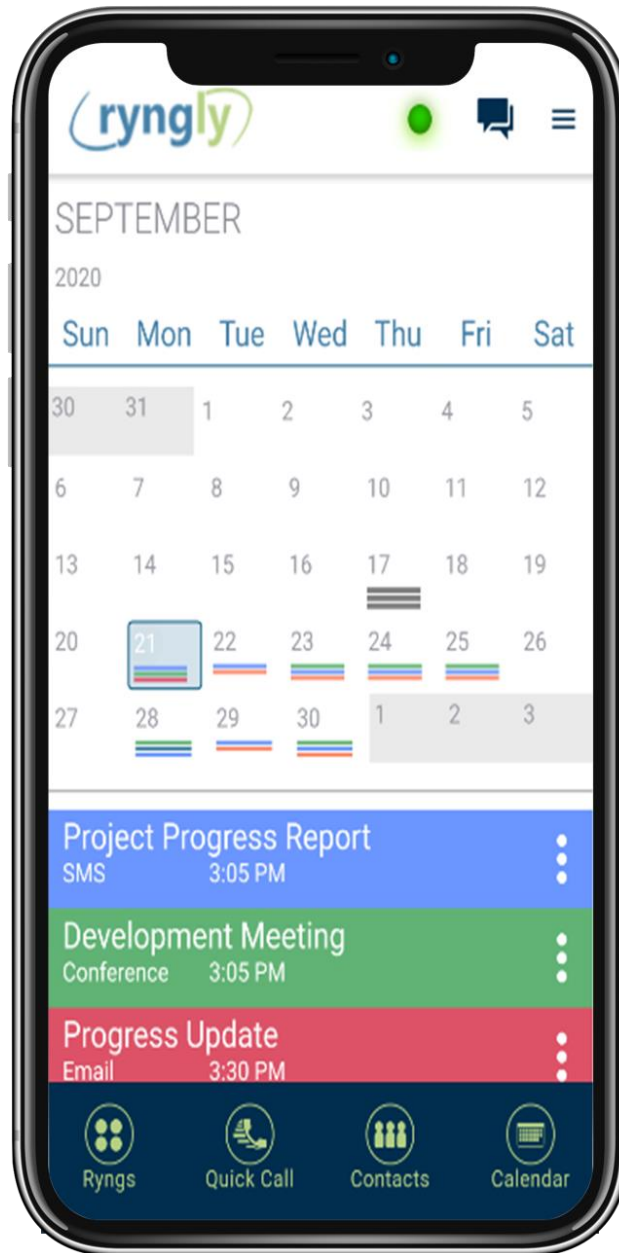
Calendar

The calendar on your Ryngly Dashboard allows you to see and create scheduled Ryngs by day, week or month. Ryngs will appear in their scheduled time slot and are color coded by the type of Ryng:

Gray	Past Ryngs
Green	Upcoming conference calls
Orange	Upcoming voice messages
Light Blue	Upcoming text messages
Red	Upcoming emails
Dark Blue	Upcoming Ryngs set up using Free Account Features




On the mobile app, the calendar allows you to see scheduled Ryngs by day and month. Here Ryngs also appear in their scheduled time slot and are color coded by type of Ryng.



Favorites

Quickly access your most important or most frequently used Ryngs on the Dashboard, under Favorites.

FAVORITES				
TYPE	TITLE	PARTICIPANTS	TAG	ACTIONS
	Development Meeting	6 		 
	Manager Meeting	3 	Management	 
	Progress Update	6 		 

Activity

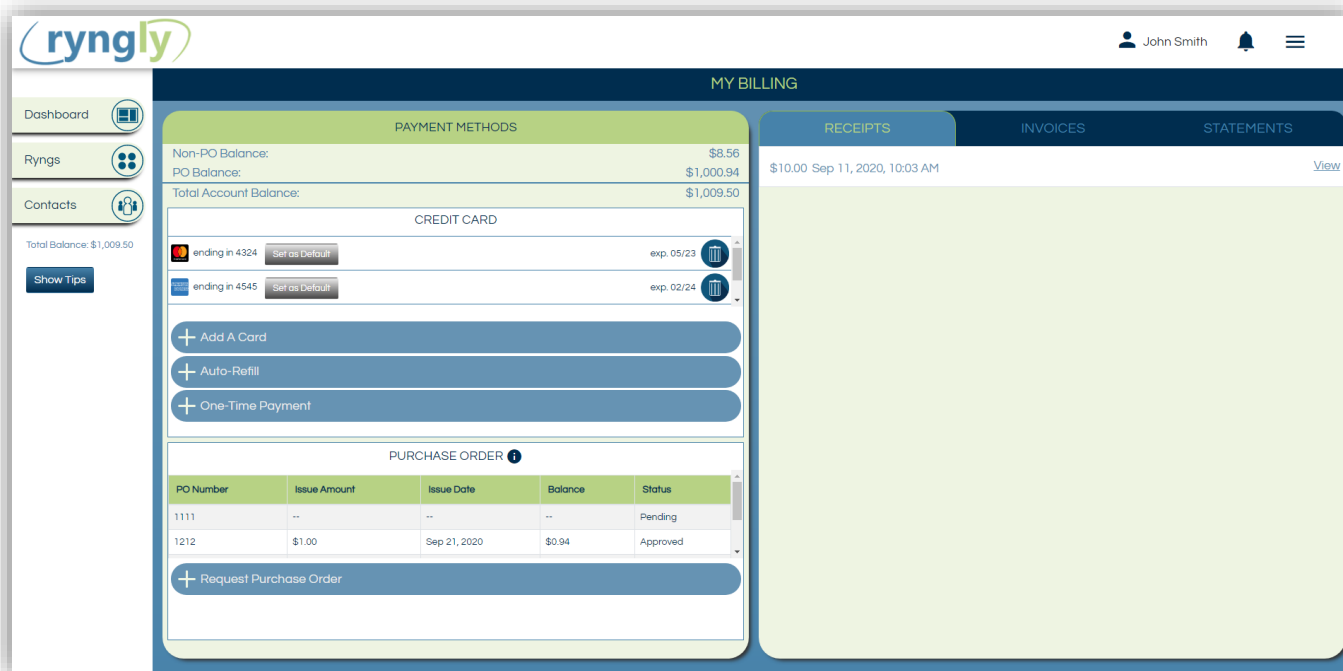
View your account activity; including Ryngs that have been sent and Share Account requests.

ACTIVITY	
<input type="text" value="search"/>	
Manager Meeting Sep 21, 2020, 9:30 AM	
Team Meeting Sep 21, 2020, 9:00 AM	
Marketing Ideas Sep 21, 2020, 8:45 AM	
Progress Update Sep 18, 2020, 3:30 PM	
Accepted share account request Sep 18, 2020, 11:43 AM John Smith sharing account with Jane Doe	

Now that we see how the Dashboard conveniently summarizes your Ryngly Account, let's work on what goes into getting your account Ryng ready and filling the Dashboard with content.

My Billing

My Billing has two main sections: Payment Methods on the left side of the page and Receipts, Invoices and Statements on the right.



The screenshot shows the 'MY BILLING' section of the Ryngly dashboard. On the left is a sidebar with 'Dashboard', 'Ryngs', and 'Contacts' links. The main content area is divided into two columns. The left column, titled 'PAYMENT METHODS', shows account balances (Non-PO: \$8.56, PO: \$1,000.94, Total: \$1,009.50) and a list of credit cards with options to set as default or add a new card. It also includes a 'PURCHASE ORDER' table with columns for PO Number, Issue Amount, Issue Date, Balance, and Status. The right column, titled 'RECEIPTS', shows a receipt for \$10.00 dated Sep 11, 2020.

PO Number	Issue Amount	Issue Date	Balance	Status
1111	--	--	--	Pending
1212	\$1.00	Sep 21, 2020	\$0.94	Approved

Add to Your Account Balance

Before any Ryngs can be sent, there must be credit in your account balance. Under Payment Methods, you can add/manage payment methods (such as credit cards), set-up Auto-Refill, and add to your account balance with a One-Time Payment.

One-time Payment allows for a one-time addition of credits in your desired amount. Simply enter the amount, select the payment method, and click Save to credit your account.

You can also choose to set-up Auto-Refill. Once you click the Activate button, you may set a threshold that triggers the refill charge as well as how much that refill amount will be. Click the Save button to save your new settings.

PAYMENT METHODS

Non-PO Balance:

\$8.56


PO Balance:

\$1,000.94

Total Account Balance:

\$1,009.50


CREDIT CARD




ending in 4324

Set as Default

exp. 05/23






ending in 4545

Set as Default

exp. 02/24




+ Add A Card

+ Auto-Refill

+ One-Time Payment

Apply for a Purchase Order

If you would like to apply for a Purchase Order, click on the Request Purchase Order button under Payment Methods to apply for one in an amount up to \$5000. Your application must be on your company letterhead and must include the company name, contact information and the requested Purchase Order amount.

PURCHASE ORDER 

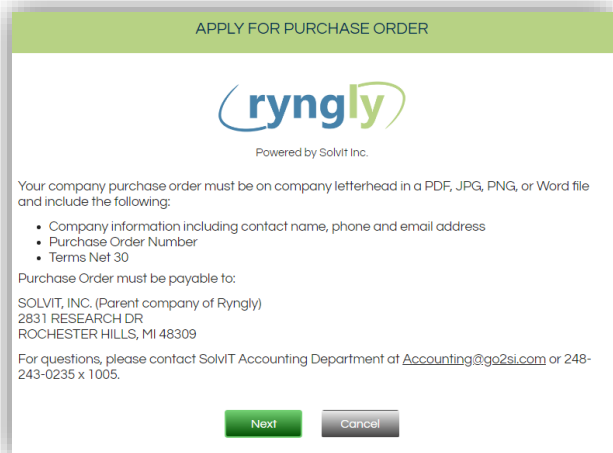
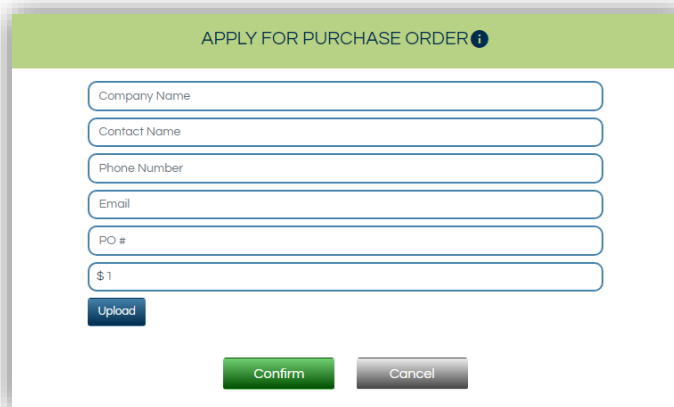
PO Number	Issue Amount	Issue Date	Balance	Status
1111	--	--	--	Pending
1212	\$1.00	Sep 21, 2020	\$0.94	Approved

+ Request Purchase Order

Your application will be reviewed and processed by the Accounting Department at Ryngly's parent company, SolvIT. Your application status will be updated under the Payment Methods

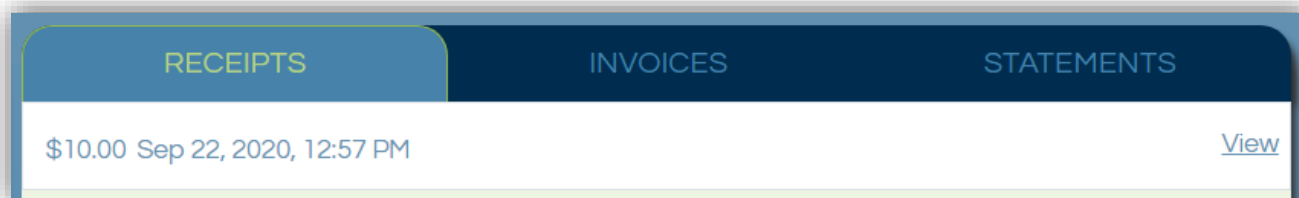
section in Ryngly. You'll also receive emails when it's been approved or if the Accounting Department has any questions.

Note that even after your Purchase Order is approved, there is always the option to add to your Ryngly account balance with a credit card.

Receipts, Invoices and Statements

The Receipts tab shows an itemized list of purchases, the Invoices tab shows billing related to Purchase Order and the Statements tab shows monthly statements. These statements show the details of your monthly usage, from a first page summary to individual call history and associated costs on following pages.




My Account

The My Account page is accessible from the hamburger menu next to your name at the top right of Ryngly. My Account is split into three sections: Profile, Account Sharing and Free Account Features. Let's take a look at Profile first.

MY ACCOUNT

PROFILE



Jane Doe
test@example.org

My Phone Number

(248) 555-0106

Outgoing Ryngly Number ⓘ

(248) 965-0525

Profile

Edit

Password

Change

Blocked Phone Numbers

Manage

Not Jane Doe?

Logout

ACCOUNT SHARING ⓘ

FREE ACCOUNT FEATURES ⓘ

Shared Accounts

1 / 10



Accounts Shared With Me

1 / 10

Share Account

Add

MY SHARED ACCOUNTS

NAME	ROLE	STATUS	ACTIONS
John Smith	Admin	Confirmed	 

ACCOUNTS SHARED WITH ME


Name	Role	Status	Actions
John Smith	Admin	Confirmed	<div>Remove</div>

Profile

The Profile section allows you to view and edit your profile information, such as your password and phone number. Personalize your account by adding a profile avatar or photo.

Your outgoing Ryngly phone number is also listed here and can be shared with contacts, so they recognize the number when receiving Ryngs.

PROFILE



Jane Doe
test@example.org

My Phone Number	(248) 555-0106
Outgoing Ryngly Number ?	(248) 965-0525
Profile	<button>Edit</button>
Password	<button>Change</button>
Blocked Phone Numbers	<button>Manage</button>
Not Jane Doe?	<button>Logout</button>

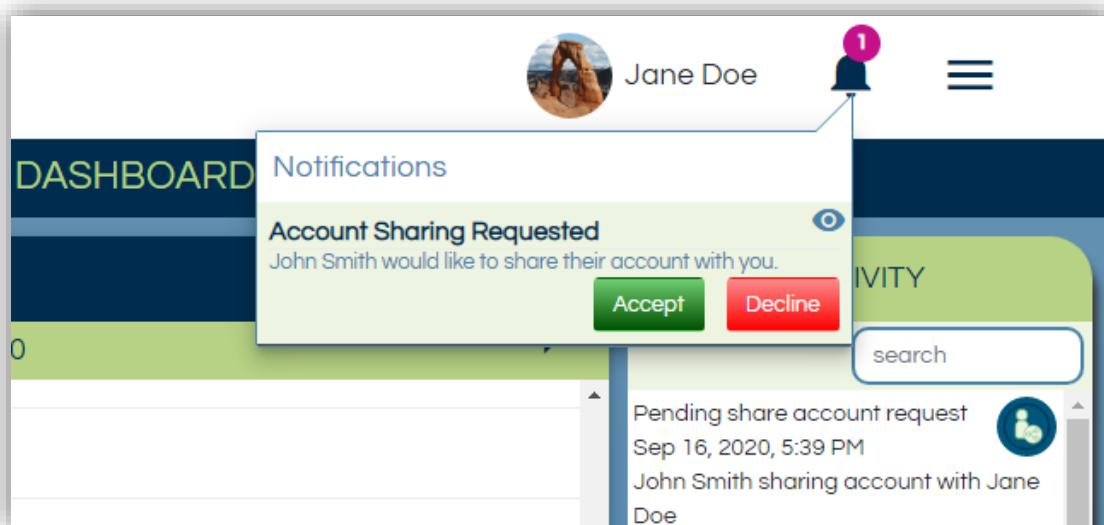
Account Sharing

Account Sharing allows you to share the power of Ryngly with others from a single account. By clicking Add, you can choose which contact you would like to share your account with, as well as their role. The contact must already be created and have a Ryngly account set up to be sent an invite. Select a contact and their role, then click the Invite button to send them an email invite to join your Ryngly account.

Account Sharing in Ryngly currently has two roles: Admin and User. Admins have full access to the shared account, except for adding people to share the account with. Users have full productivity access but are not presented with My Account and My Billing in the hamburger menu.

Once an invite has been sent, it will show the status of the invite in My Account under Account Sharing. You can see who you've invited, which role you've selected for them (and change it if needed), as well as the status of their invite. You can choose to resend the invite, delete the invite, or add another invite.

As an added step of security, once a user has accepted the invite, you must approve the user's invite acceptance to allow them access. This allows for a final review of who you invited and the user role before allowing them access. Once approved, the user will have access to your account.



Once you approve the user to share your account, the status will show as Confirmed. You can edit or delete the shared users with the buttons to the right.

ACCOUNT SHARING

FREE ACCOUNT FEATURES

Shared Accounts

1 / 10

Accounts Shared With Me

1 / 10

Share Account

Add

MY SHARED ACCOUNTS

NAME	ROLE	STATUS	ACTIONS
John Smith	Admin	Confirmed	 

ACCOUNTS SHARED WITH ME

Name	Role	Status	Actions
John Smith	Admin	Confirmed	<div>Remove</div>

Free Account Features

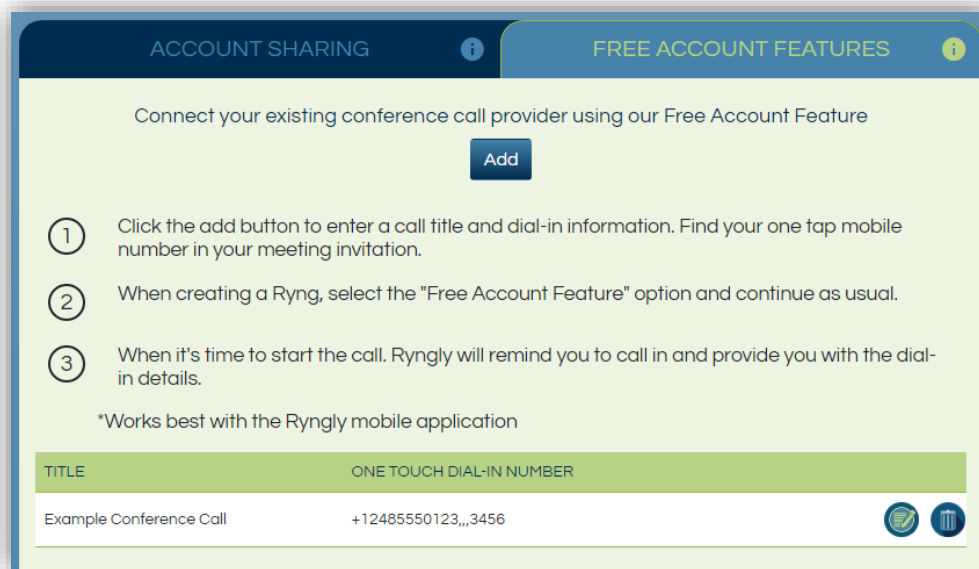
Ryngly not only has its own calling functionality but can also act as a concierge for your existing conference calling solutions. Connect your existing conference call provider using our Free Account Features. When it's time to start the call, Ryngly will remind you to call in and will provide the dial-in details. Here's an example of how it works:

Let's say you were invited to a conference call with another company that doesn't use Ryngly.

To start, go to Free Account Features under My Account and enter the one touch dial in number for the conference call.

Then schedule a Ryng for yourself and anyone else you'd like to include on the call. Select Free Account Features as the Ryng type and then the template for this specific conference call under Ryng Info.

At the time of the call, you'll get an email, a text message, a push from the mobile app (if you have downloaded it), and a call, conveniently connecting you to the conference call.



ACCOUNT SHARING

FREE ACCOUNT FEATURES

Connect your existing conference call provider using our Free Account Feature

Add

- 1 Click the add button to enter a call title and dial-in information. Find your one tap mobile number in your meeting invitation.
- 2 When creating a Ryng, select the "Free Account Feature" option and continue as usual.
- 3 When it's time to start the call, Ryngly will remind you to call in and provide you with the dial-in details.

*Works best with the Ryngly mobile application

TITLE	ONE TOUCH DIAL-IN NUMBER
Example Conference Call	+12485550123,,,3456

Perfect! You now have the ability to manage your Ryngly account. The power of Ryngly is best witnessed when you have people to Ryng to, so let's create some Contacts.

Contacts

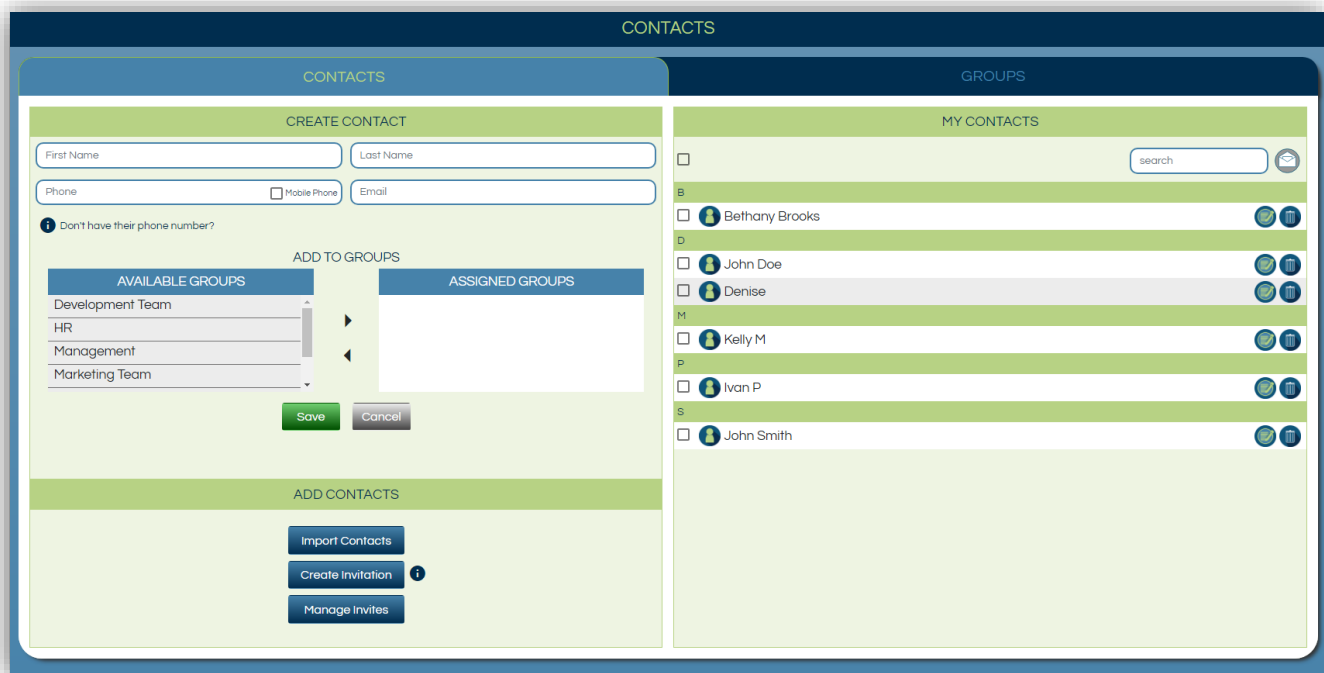
Create Contacts

To create a contact, you simply need to enter at least a phone number and/or an email. After all, we can't Ryng for you without a contact method.

Once you have entered the correct information, click the Save button to add the contact to your Contacts list. If only an email is provided, the contact will receive an email requesting a phone number. Once they enter their phone number, your Ryngly account will automatically update that contact to include their phone number.

As you add contacts, they will populate on the right. To edit any contact, click on the Edit icon to update their information. To delete a contact, click on the Trash Can icon, or click on the checkbox next to the contact and then the Remove button.

Making things even easier, you can also add contacts to groups as you create them!



The screenshot displays the 'CONTACTS' interface, which is divided into two main sections: 'CONTACTS' on the left and 'GROUPS' on the right.

CONTACTS Section:

- CREATE CONTACT:** This section contains input fields for 'First Name', 'Last Name', 'Phone', 'Mobile Phone' (with a checkbox), and 'Email'. Below these fields is a note: 'Don't have their phone number?'. There are also 'ADD TO GROUPS' buttons for 'AVAILABLE GROUPS' (listing Development Team, HR, Management, and Marketing Team) and 'ASSIGNED GROUPS'. At the bottom of this section are 'Save' and 'Cancel' buttons.
- ADD CONTACTS:** This section contains three buttons: 'Import Contacts', 'Create Invitation' (with a small '1' icon), and 'Manage Invites'.

GROUPS Section:

- MY CONTACTS:** This section displays a list of contacts. Each contact entry includes a checkbox, a search bar, and a trash can icon. The contacts listed are:
 - Bethany Brooks
 - John Doe
 - Denise
 - Kelly M
 - Ivan P
 - John Smith

Import Contacts

Ryngly also makes it easy to add more than one contact at a time.

First, click on Import Contacts and then on Download CSV Form. Once downloaded, fill in the form with your contacts and save it to your computer. Type Yes or No under the Mobile column to indicate the kind of phone number you entered.

You can now import the CSV form that you filled out and see your contacts uploaded into your Ryngly Contacts.

	A	B	C	D	E
1	First Name	Last Name	Email	Phone	Mobile
2	Example	Contact	contact@exa	248-555-0X	Yes
3	John	Smith	johnsmith@e	248-555-01	Yes
4	Denise			248-555-01	No

Create an Invitation

Use the Create Invitation button to send an invitation to the participants of your next group call! This allows them to add themselves to your Ryngly Contacts and gives them the Ryngly phone number to look out for.

CREATE INVITATION

Invitation Name

Expires in

Days

 days.

Create

Cancel

MANAGE CONTACT INVITATIONS

INVITATION 1 - Users: 3 ^

EXP. DATE: 9/24/20 Expire

SHAREABLE LINK: <https://stage-app.ryngly.com/invite/Gbv4vH9zeSnDSxD4>

<input type="checkbox"/> First Name	Last Name	Phone Number	Mobile Number	Email	Add To Group
<input type="checkbox"/> Jane	Doe	(248) 555-0145	Yes	jdoe@thisisanexample.com	<div style="background-color: #008000; color: white; padding: 2px 5px; border-radius: 3px;">Accept</div> <div style="background-color: red; color: white; padding: 2px 5px; border-radius: 3px;">Decline</div>
<input type="checkbox"/> John	Doe	(248) 555-0134	Yes	jd@thisisanexample.com	<div style="background-color: #008000; color: white; padding: 2px 5px; border-radius: 3px;">Accept</div> <div style="background-color: red; color: white; padding: 2px 5px; border-radius: 3px;">Decline</div>
<input type="checkbox"/> Johnny	Appleseed	(248) 555-0122	Yes	john@example.com	<div style="background-color: #008000; color: white; padding: 2px 5px; border-radius: 3px;">Accept</div> <div style="background-color: red; color: white; padding: 2px 5px; border-radius: 3px;">Decline</div>

INVITATION 2 - Users: 0 v

Done

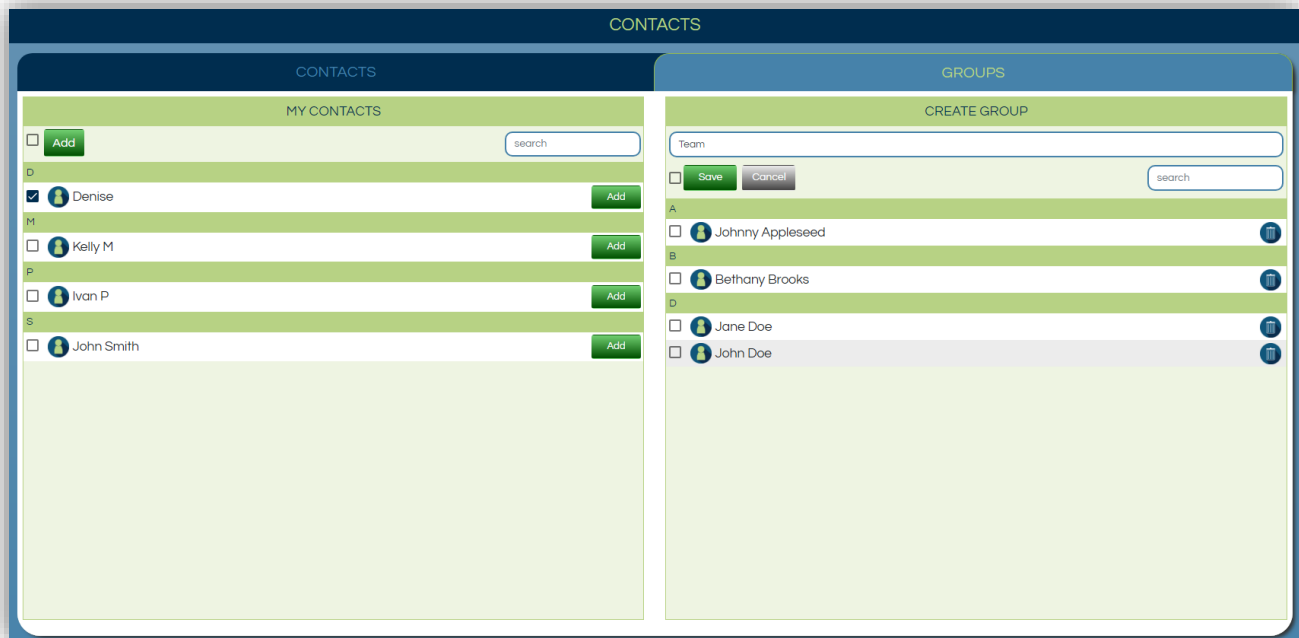
Groups

Create Group

Now that you've created some contacts, let's look at how to add your contacts to groups. This will come in handy later when setting up Ryngs.

To create a group, first click on Create. You can select your desired contacts using the checkboxes and then clicking Add at the top. You may also add them one by one using the Add button next to each contact, or simply drag and drop them into the new group on the right!

Enter a title for the group and then click Save to create it.



Manage Groups

As you create groups, they will appear on the main Groups page. You can always edit or delete groups as necessary by clicking on the Edit or Delete icons to the right. You can also search for groups by name if your list becomes lengthy.

When a group is edited/deleted, it is dynamically updated all across Ryngly. Have 100 Ryngs with the same group included? What happens when you remove a contact from a group? Well, by removing the contact from that group once, they will be removed from all instances of that group, including all 100 Ryngs.

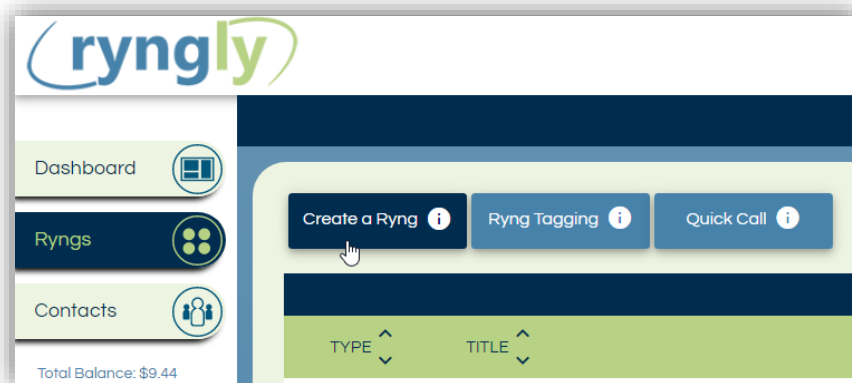
Groups make it easy to create a Ryng quickly without forgetting to include the right contacts.



Ryngs

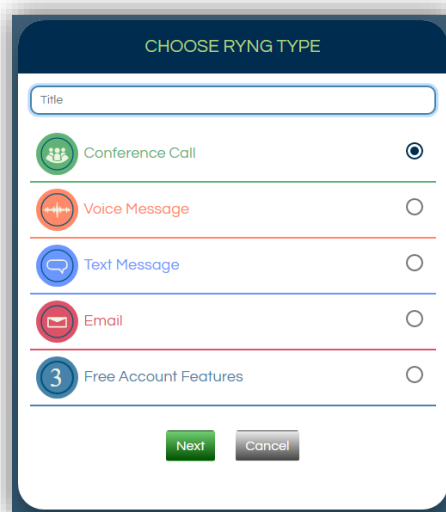
Create A New Ryng

Now that contacts are created and groups exist, we can create Ryngs. To create a new Ryng, click on the Ryngs tab, then simply click the Create a Ryng button at the top.

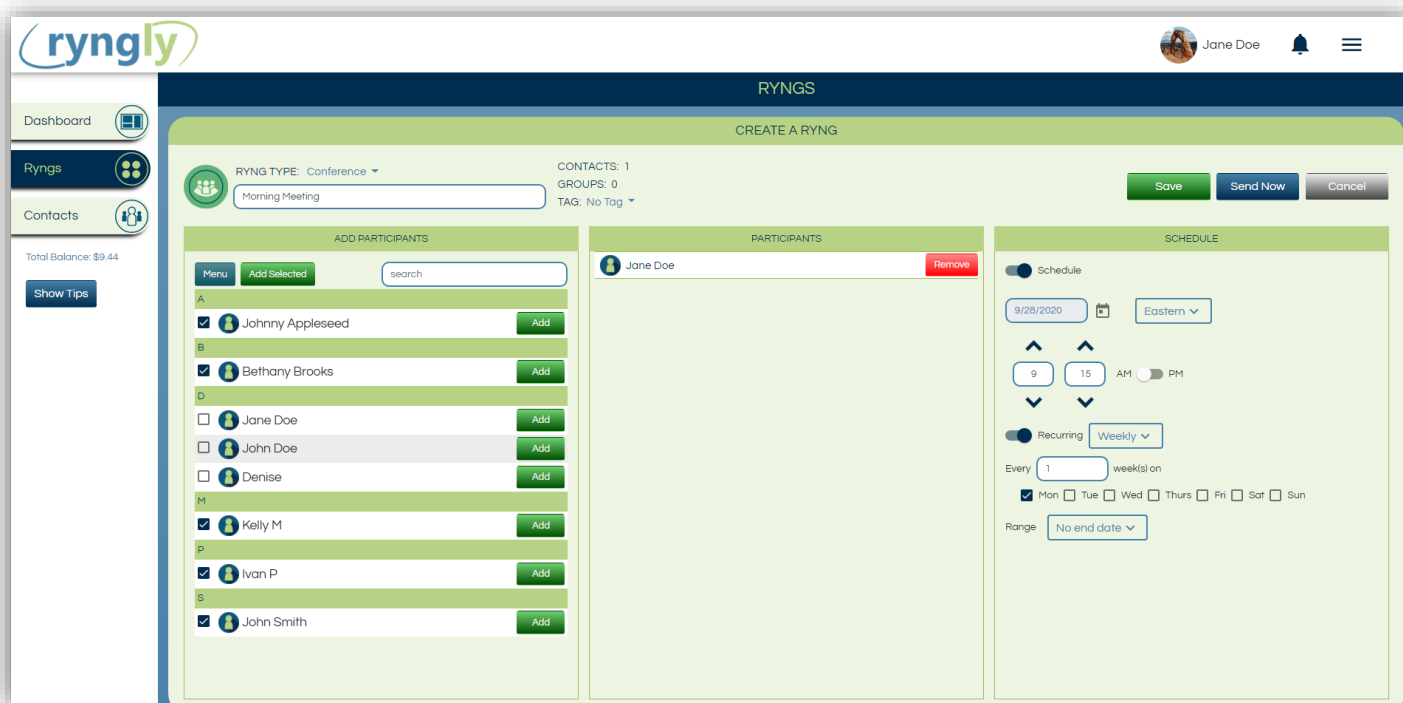


How to create a Ryng:

1. **Choose your Ryng's name and type.** Ryng types include conference call, email, text and voice message (and Free Account Features if you have set them up). Also note that you can make multiple Ryngs with the same name. You have free reign over your Ryngs!



2. **Add Participants.** This can be done by contact, group or adding a new contact that will be added to the Ryng *and* to your Contacts at the same time. Or simply add a phone number or an email to this Ryng only. Whether you can add an email or a phone number depends on the type of Ryng.
3. **Schedule your Ryng.** You can schedule your Ryng by clicking the Schedule button.
4. **Click Save** to create your on-demand Ryng. **Or click Send Now** to send your Ryng immediately.



The screenshot shows the 'CREATE A RYNG' interface in the Ryngly application. The top navigation bar includes the Ryngly logo, a user profile for 'Jane Doe', a notification bell, and a menu icon. The left sidebar contains links for 'Dashboard', 'Ryngs', and 'Contacts', along with a 'Total Balance: \$9.44' and a 'Show Tips' button.

The main content area is titled 'CREATE A RYNG' and is divided into three main sections:

- RYNG TYPE:** Set to 'Conference'. Below this is a text input field containing 'Morning Meeting'.
- CONTACTS:** 1, **GROUPS:** 0, **TAG:** No Tag.
- Buttons:** 'Save' (green), 'Send Now' (blue), and 'Cancel' (grey).

The interface is further divided into three columns:

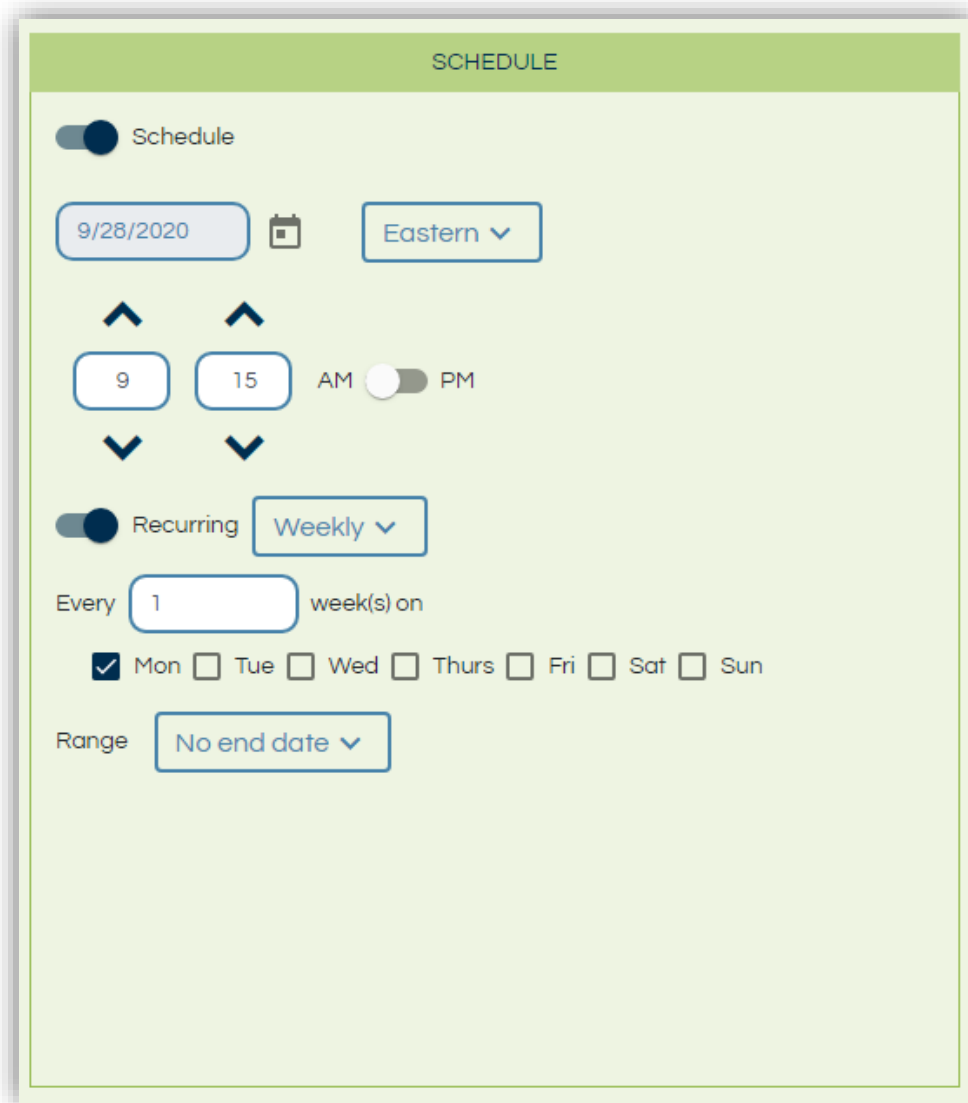
- ADD PARTICIPANTS:** Contains a search bar and a list of contacts with checkboxes and 'Add' buttons.
 - Group A: Johnny Appleseed (checked), Add
 - Group B: Bethany Brooks (checked), Add
 - Group D: Jane Doe (unchecked), Add; John Doe (unchecked), Add; Denise (unchecked), Add
 - Group M: Kelly M (checked), Add
 - Group P: Ivan P (checked), Add
 - Group S: John Smith (checked), Add
- PARTICIPANTS:** Shows a list of participants, currently containing 'Jane Doe' with a 'Remove' button.
- SCHEDULE:** Contains scheduling options.
 - Schedule:** A date picker set to '9/28/2020' and a time zone dropdown set to 'Eastern'.
 - Time:** A time picker set to '9:15 AM'.
 - Recurring:** A toggle switch is turned on, and the frequency is set to 'Weekly'.
 - Every:** A dropdown set to '1' week(s) on.
 - Days:** Checkboxes for days of the week: Mon (checked), Tue, Wed, Thurs, Fri, Sat, Sun.
 - Range:** A dropdown set to 'No end date'.

Scheduling A Ryng

If you choose to schedule your Ryng, you can do so easily. If this is a one-time Ryng, choose your date, start time, and time zone, then hit Save to create your scheduled Ryng.

Need the Ryng to happen more than once? Click on the recurring toggle in the Schedule to set your Ryng to recurring.

Ryngs can be set up to recur hourly, daily, weekly, monthly, or yearly. Once the frequency is selected, specify how often and then select an end date (if needed). Then click Save to create your recurring Ryng schedule.

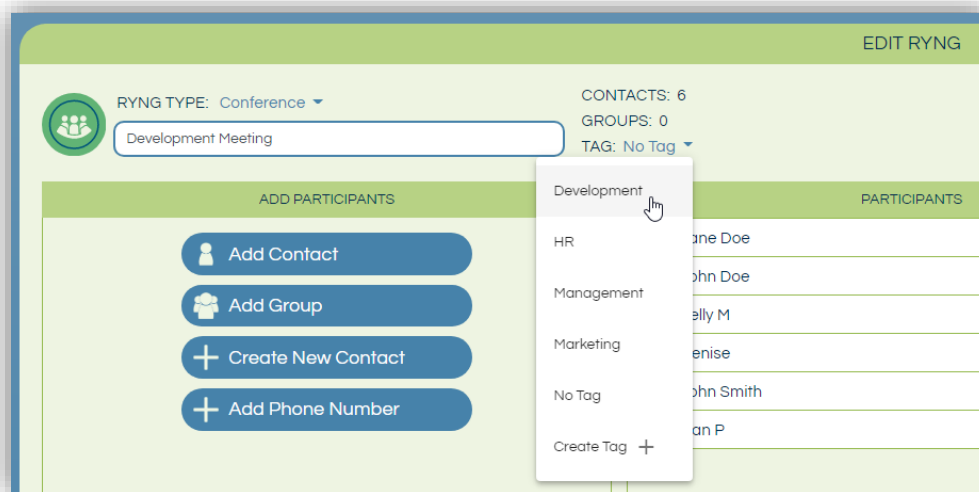


The screenshot shows the 'SCHEDULE' interface with the following elements:

- SCHEDULE** (Section Header)
- Schedule** (Toggle, currently ON)
- Date: (with a calendar icon)
- Time Zone: (with a dropdown arrow)
- Time: : (with up/down arrows)
- Time Period: ☐ AM ☒ PM
- Recurring** (Toggle, currently ON)
- Frequency: (with a dropdown arrow)
- Interval: Every week(s) on
- Days: ☒ Mon ☐ Tue ☐ Wed ☐ Thurs ☐ Fri ☐ Sat ☐ Sun
- Range: (with a dropdown arrow)

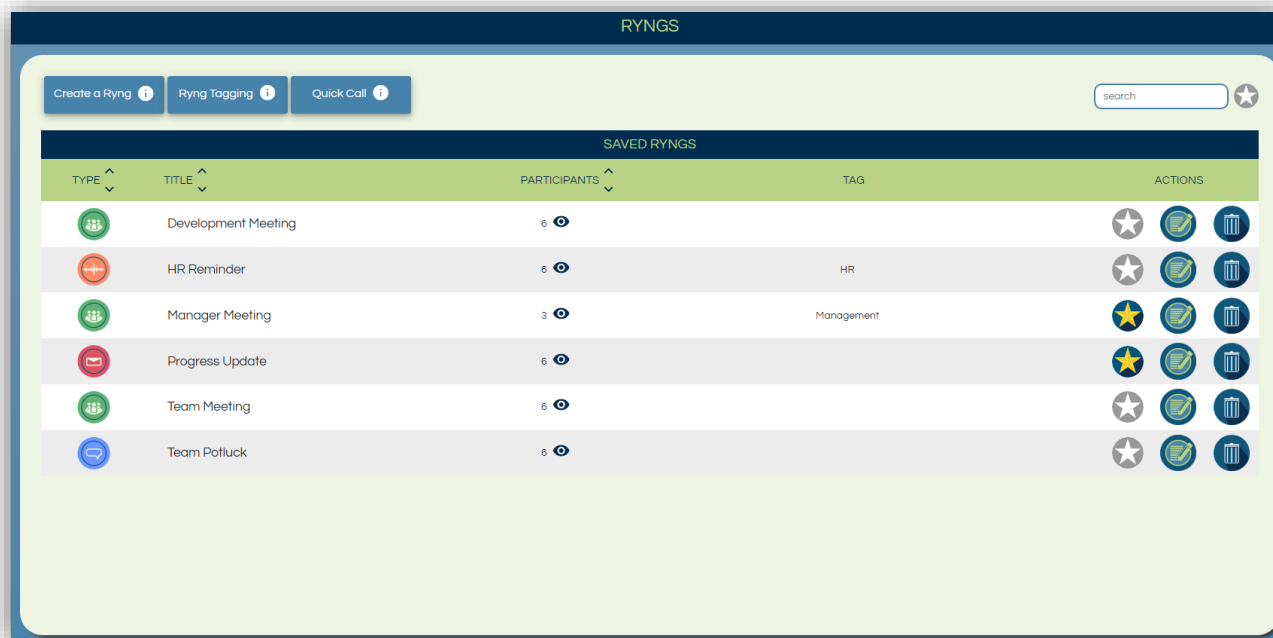
Ryng Tagging

You can assign tags to Ryngs to categorize your Ryngs and to which group they belong. This allows you to easily split costs associated to each group for budget purposes.

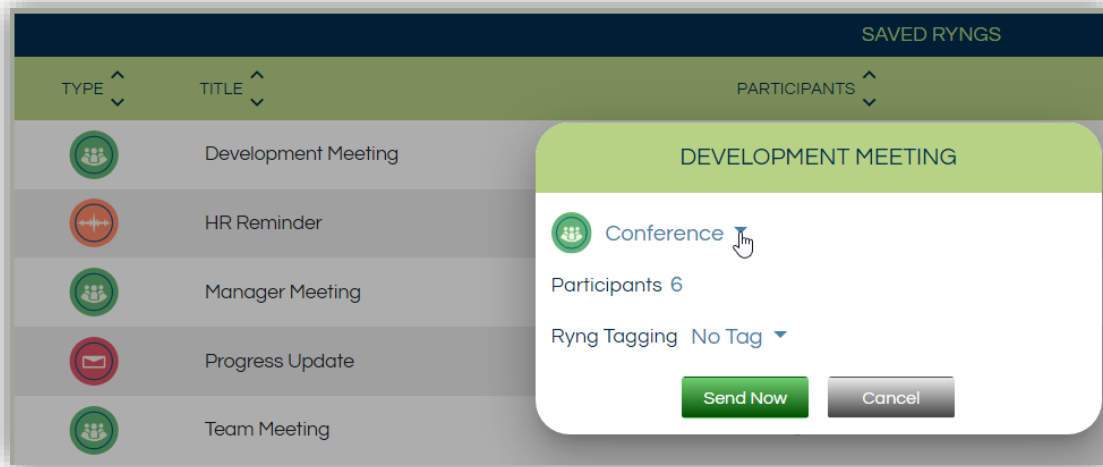


Saved Ryngs

As you create Ryngs, they will be listed on your Ryngs tab. You can edit or delete Ryngs by clicking on the Edit or Trash Can icons, or favorite a Ryng, denoted by a golden star. Ryngs can be searched by name and filtered by favorites by clicking on the Star icon.



Ryngs can be sent from the Ryngs page by simply clicking on the icon under the Type column. This will prompt you with a preview box. Here you can make quick updates or edits to the Ryng, and then immediately send it by using the Send Now button.



Quick Call

Quick Call allows for on-demand one-off conference calls. Pick your contacts or quickly add phone numbers and click Send Now to send it off at a moment's notice! There's no need to enter a title or message for Quick Calls.

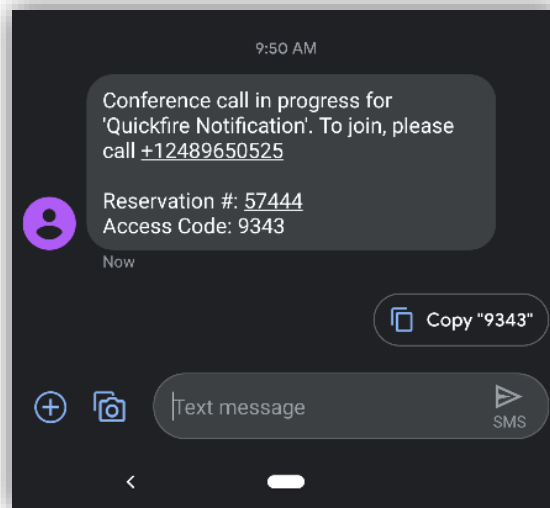
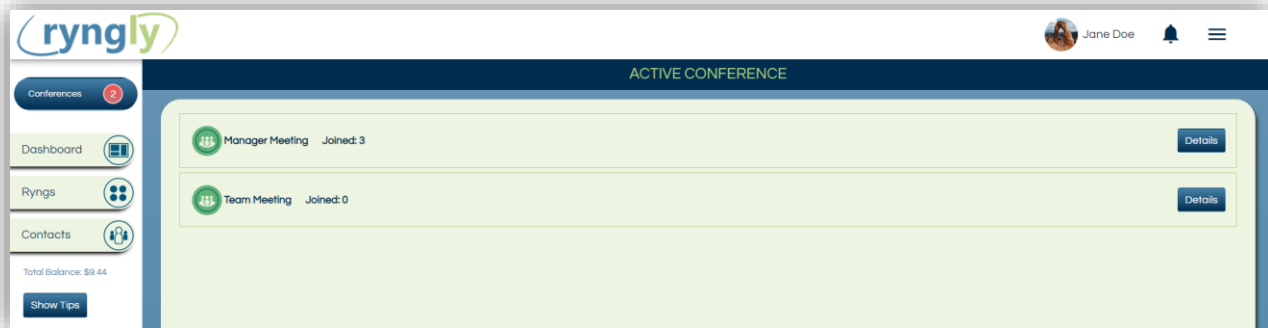


Active Conference Call Ryngs

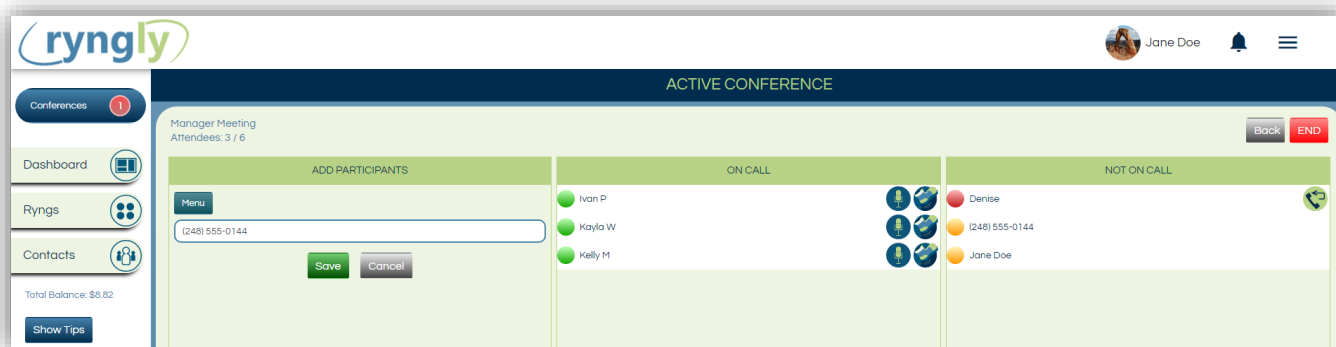
When a conference call Ryng begins, you will see a Conferences button appear on the top left of the screen. This shows your current active conferences, and the number of conference calls in red. Clicking on this button will open the Active Conference page.

Once you begin a conference call Ryng, the participants will also get a text message stating a conference call is in progress, with a reservation number and an access code. This is just in case someone misses the call and would like to join on their own.

When a participant has the mobile app, Ryngly also sends them push notifications.



While in an active Ryng, you will be presented with an Active Conferences dashboard. This allows you to control the call(s) as you wish. All participants will show a colored dot next to their name signifying their status. Green is on call, yellow is attempting to connect, and red is not connected. Participants who received a push from their mobile app will have a Mobile App icon next to their name.



You can add additional participants mid-call, mute any participants with distracting background noise, or if they are no longer needed on the call, you can even boot them using the Boot icon! Don't worry; you can always invite the participant back with the Retry Call button if you need to. To end the call, simply click the End button on the top right.

Congratulations!

Now you have set-up your Ryngly account, entered your contacts, placed them in groups, created Ryngs and learned about Quick Calls. You are a Ryngly pro, a master of this craft, the envy of your fellow peers! With the power of Ryngly behind you, only one question remains.... what will you do with all the new free time Ryngly saves from traditional collaboration methods? We recommend telling your friends about it!