



RingCentral SIP SoftPhone Setup for the Q-SYS™ Platform

This document applies to the SIP Softphone configuration with RingCentral

Introduction

This setup guide is intended to aid you in discovering and configuring the Softphone for RingCentral. The procedure involves these steps:

How To Find RingCentral SIP Registration Information

1. Navigate to <https://www.ringcentral.com/>

US ▾ Request a Quote Join a meeting Support Login

RingCentral SMALL BUSINESS ENTERPRISE

RingCentral App
Access your calls, messages, and meetings.

Admin Portal
Access your account settings.

Empower your teams to better serve your customers with all-in-one video conferencing, team messaging, contact center, and more.

Small business

Get an easy-to-use, powerful phone system and so much more.

See pricing Learn more

Enterprise

Bring your teams and customers together with the #1 global and open cloud communications solution.

View demo Learn more

Hi. How can we help you?
A RingCentral expert is available to answer your questions:
(877) 927-4581

Chat with Sales

Chat with Support

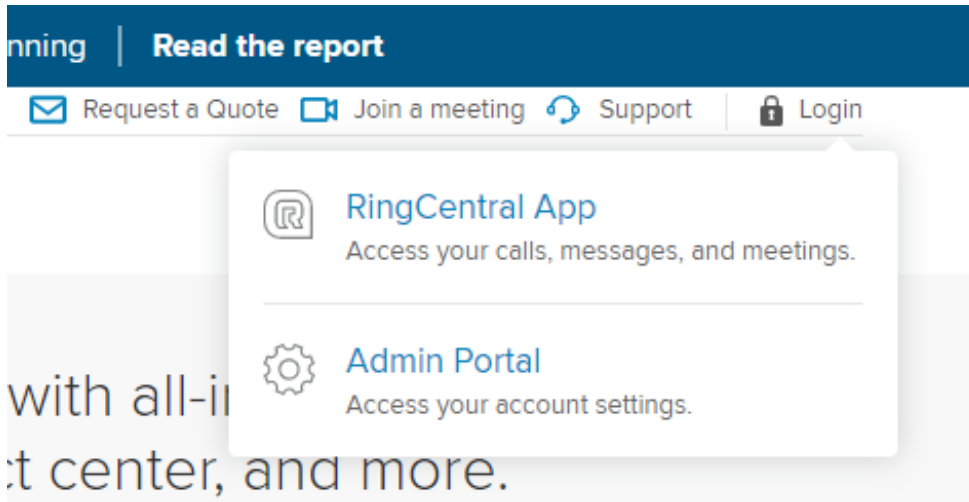
RingCentral (877) 927-4581

RingCentral SIP SoftPhone Setup

for the Q-SYS™ Platform

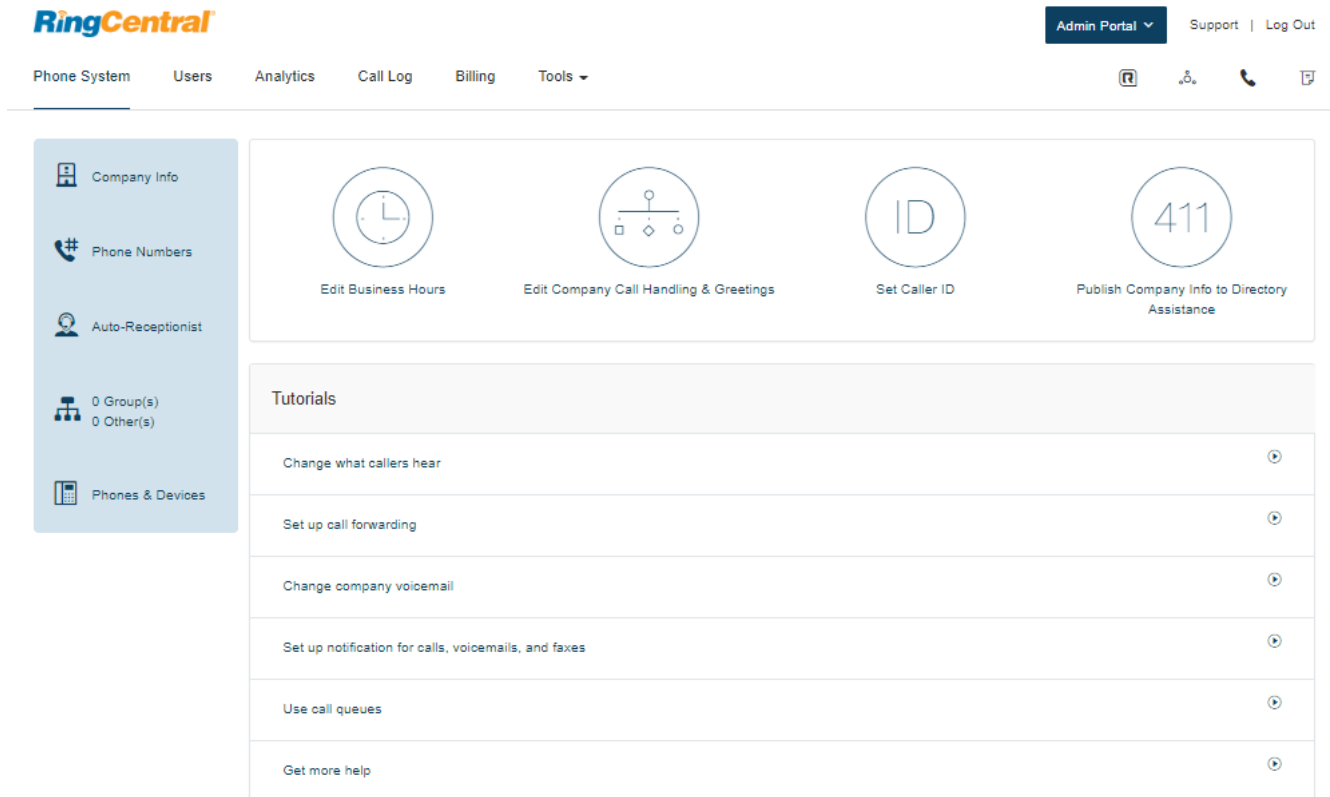


2. Click the **Login** icon in the upper right
3. Click the **Admin Portal**



4. Login using your **RingCentral** credentials

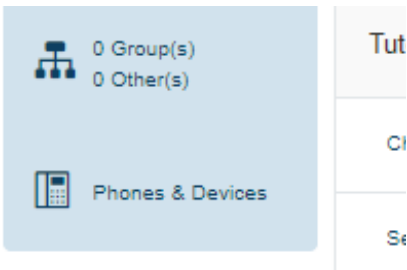
The **Phone System** tab appears as below



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5. Select the **Phones & Devices** at the bottom of the left column



Screen appears as below

Status	Device	Assigned	Phone Number	Serial No.	Operation
✓	Existing Phone	Shireen Shankar	1716-261-1000	N/A	Setup & Provision
✗	Existing Phone	Loc Tong	1716-261-1001	N/A	Setup & Provision
✗	Existing Phone	Shireen Shankar	1716-261-1002	1716-261-1002	
✓	Existing Phone	Shireen Shankar	1716-261-1003	N/A	Setup & Provision
✗	Existing Phone	Loc Tong	1716-261-1004	N/A	Setup & Provision
✗	Loc Tong Softphone	Loc Tong	1716-261-1005	1716-261-1005	
✗	Shireen Shankar Existing device	Shireen Shankar	1716-261-1006	N/A	Setup & Provision
✗	SoftPhone	Shireen Shankar	1716-261-1007	1716-261-1007	

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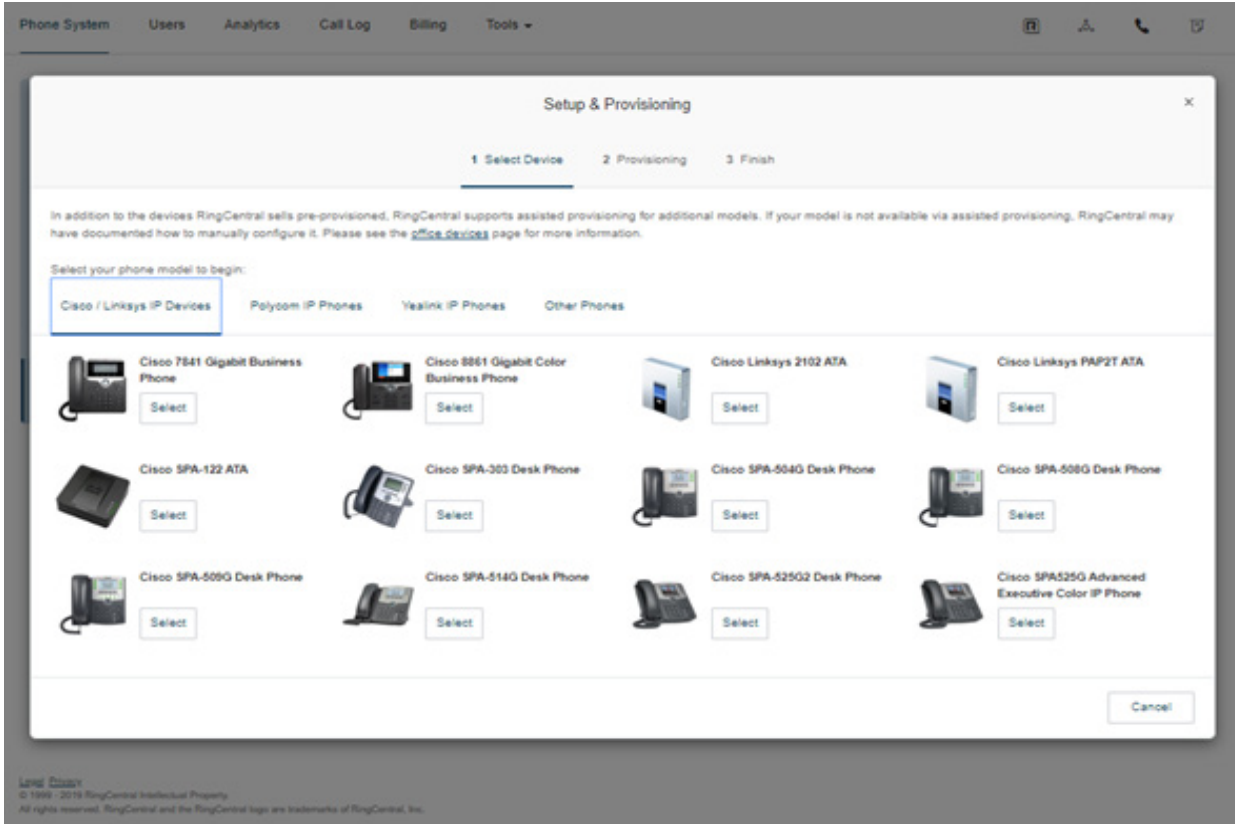
6. Select **Setup & Provision** (above graphic, far right column) with the existing phone

RingCentral SIP SoftPhone Setup

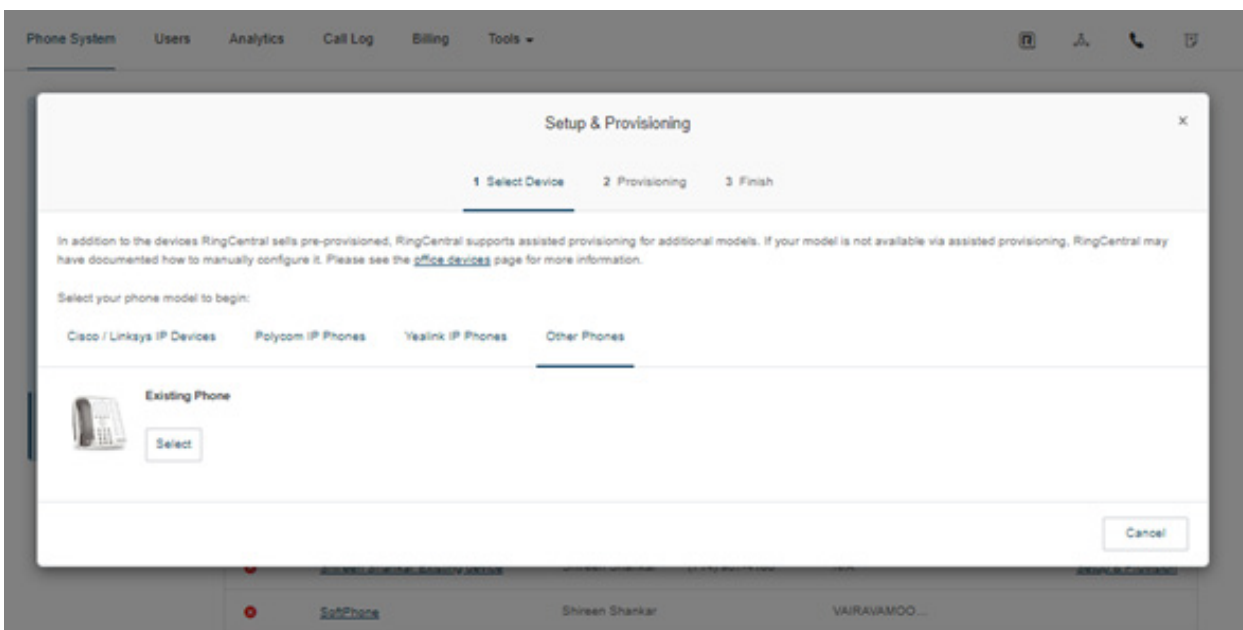
for the Q-SYS™ Platform



7. Select 1 Select Device



8. Navigate to the fourth tab and select **Other Phones**

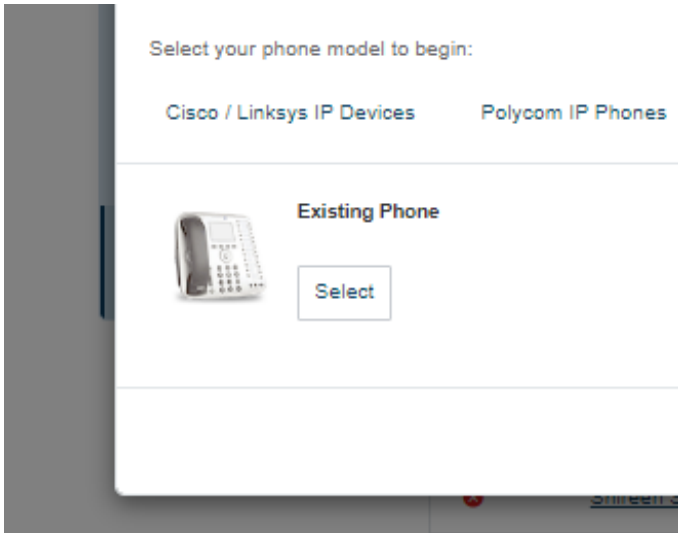


RingCentral SIP SoftPhone Setup

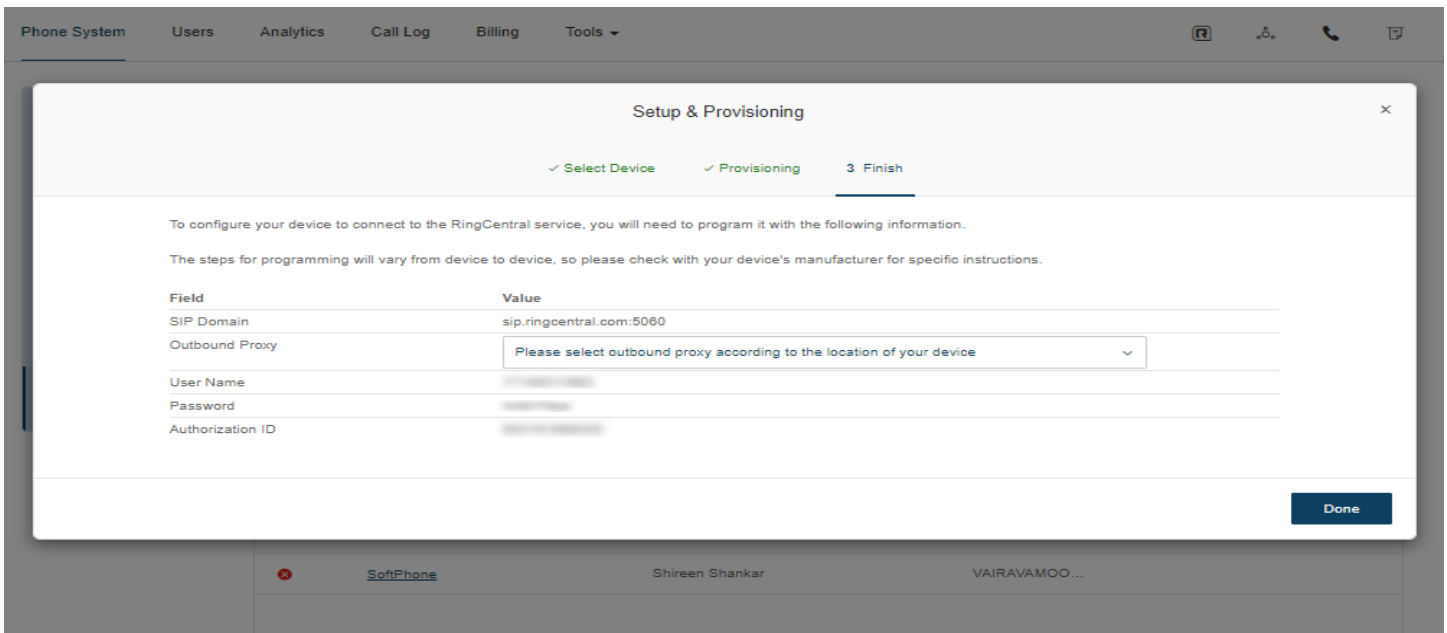
for the Q-SYS™ Platform



9. Select Existing Phone



Screen Appears as below



No need to make any changes. This is where you will grab the SIP registration details. Copy this information so it can be used to register a softphone later on. Please note that we are using the SIP10.ringcentral.com outbound proxy, you can see this as one of the available proxy addresses available.

RingCentral SIP SoftPhone Setup

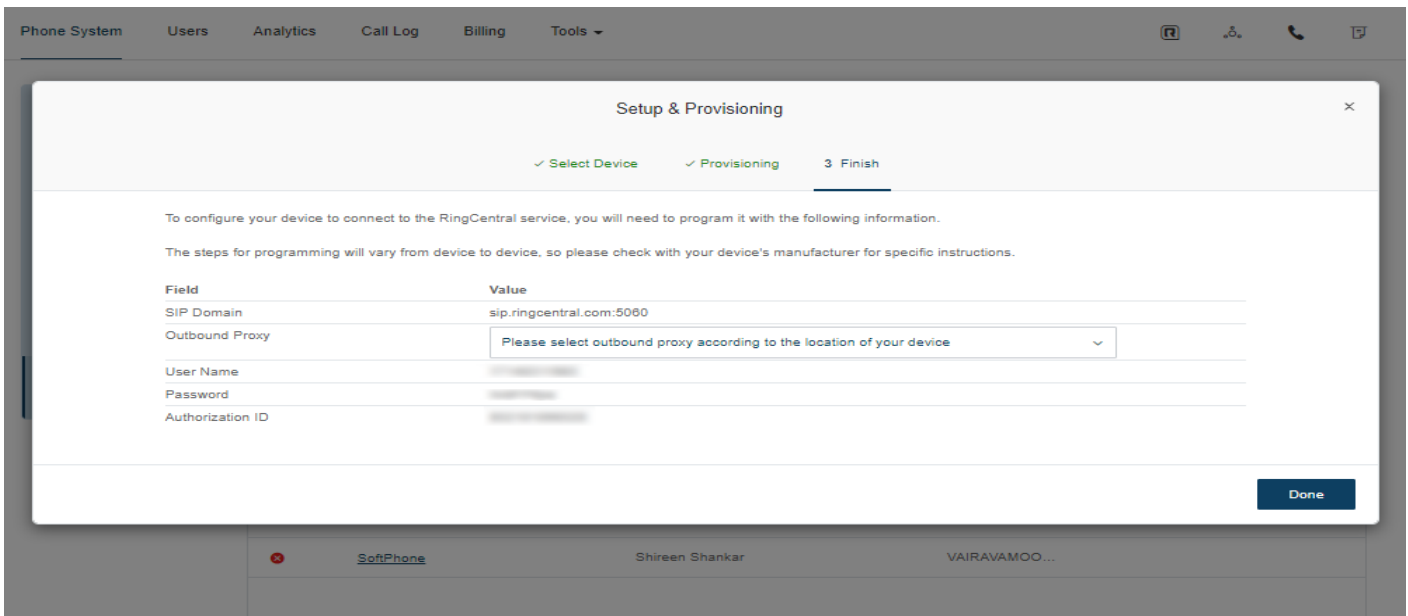
for the Q-SYS™ Platform



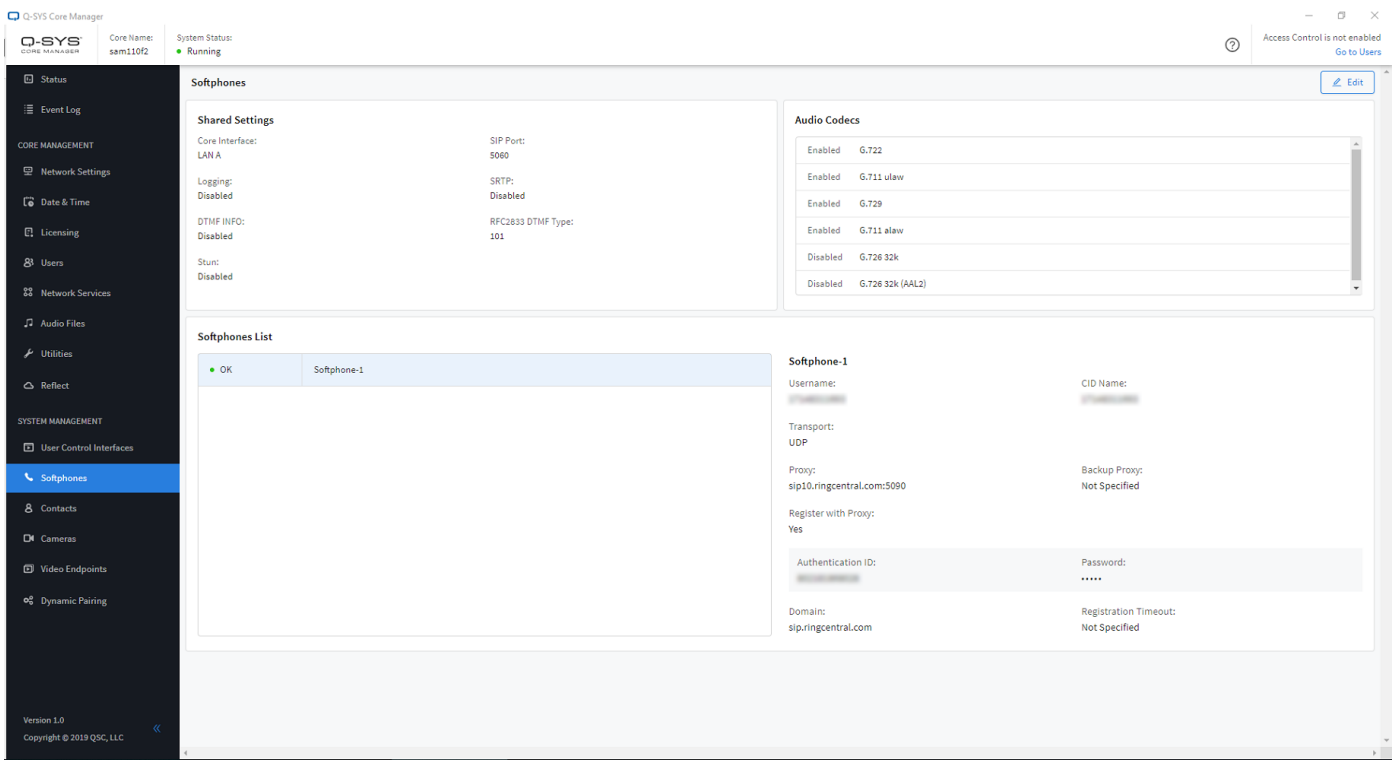
Q-SYS SIP Softphone Configuration

Please review the field names on RingCentral and the Q-SYS Softphone Configuration. Some fields on RingCentral have a corresponding field on Q-SYS – however some fields may use a different name. See the table on page 7.

RingCentral



Q-SYS Softphone



RingCentral SIP SoftPhone Setup

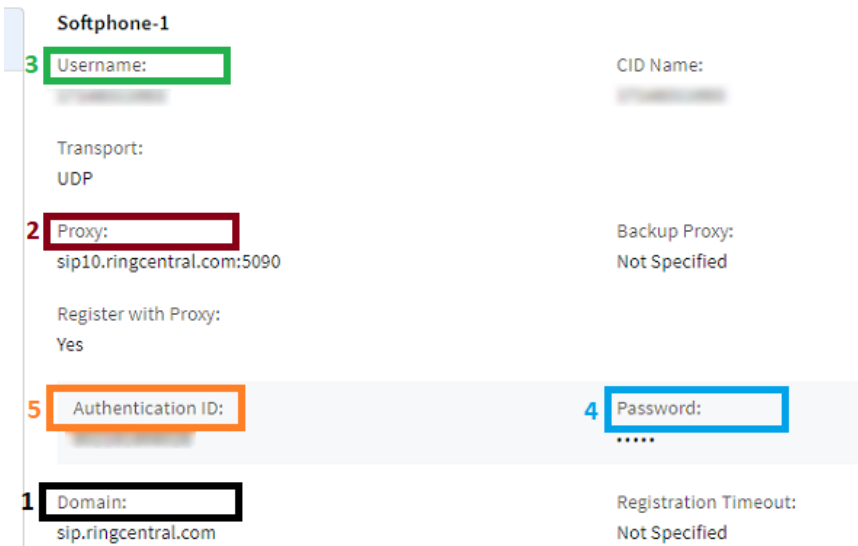
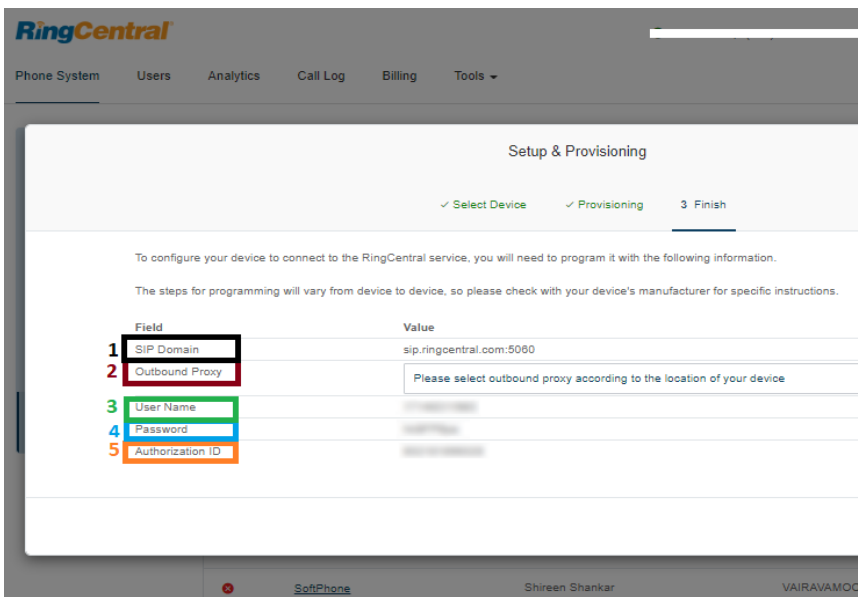
for the Q-SYS™ Platform



Corresponding Field Names (Cross Reference)

Q-SYS Softphone → RingCentral

1. Domain	→	SIP Domain
2. Proxy	→	Outbound Proxy
3. Username	→	Username
4. Password	→	Password
5. Authentication ID	→	Authorization ID

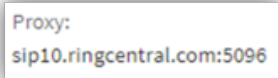
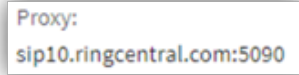


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RingCentral and Q-SYS Compatible Feature Set

Username	“User Name” is equal to the “Phone Number” Note: “User Name” is not equal to the “Authentication ID”
Audio Codecs	RingCentral supports the following: <ul style="list-style-type: none">• G.711 ulaw• G.711 alaw• G.722• G.729
Multiple Extensions	RingCentral does not lock down 3rd party SIP devices to MAC Address. This allows multiple RingCentral Extensions to be configured per Core
DTMF	RFC2833 is supported
Domain	Required Adding the port on the Domain is not needed
Outbound SIP Ports	Are nonstandard. (Standard is UDP and TCP 5060, TLS 5061)
TLS	TLS requires SRTP TLS uses the 5096 port and it needs to be added to the end of the proxy for outbound traffic 
UDP and TCP	TCP/UDP use the 5090 port and it needs to be added to the end of the proxy for outbound traffic 



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