

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 add 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.

The screenshot shows the RingCentral Admin Portal interface. At the top, the RingCentral logo is on the left, and user information (Test 6, (210) 812, Ext. 111028) and navigation links (Admin Portal, Support, Log Out) are on the right. Below the header is a navigation bar with 'Users' highlighted. A sidebar on the left contains a 'User List' dropdown menu with 'Users with Extensions' selected. The main content area shows the 'Users with Extensions' page with a search bar, a '+ Add User' button, and a table of users. The table has columns for Status, Name, Number, Ext., Roles, Department, Site, Msg., and Actions. One user is listed: '@bi Analytics Test' with status 'Active', number '(205) 974', extension '111061', role 'Analytics Only', and department 'Company'.

Status	Name	Number	Ext.	Roles	Department	Site	Msg.	Actions
Active	@bi Analytics Test	(205) 974	111061	Analytics Only	Company		0 / 0	

Add Users ×

1 Choose User Type 2 Add User Info 3 Setup Options

What type of users do you want to add?

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

5

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.
johndoe2021@gmail.com	John	Doe	Samuel Sze ▼	Denver ▼	113110 📄

1 + Add

Back Next

6

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.

Denver Tech Company Search + TN

Company setup Your company number is (704) 626- | [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

2 [Edit](#) **3**

Denver Tech Company Search + TN

Assign team members [Get setup help](#)

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 @gm...	111061	Office	(205) 974	@bi Analytics Test RingCentral Phone app
A@action o'Jackson @gmail.com	112102	Office	(205) 216	Existing Phone
Activate Later Softph... rc.comx	111049	Office	(704) 912	Activate Later Softphone test 1 Softphone
Activate later Softpho... c.comx	111050	Office	(479) 439	Activate later Softphone Test 2 Softphone
Adam Thuen			5) 419	Adam Thuen Softphone
			5) 349-	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

[Cancel](#) [Save and add another](#) [Save](#) **6**

Video Pro
Message, Limited Video

Video Pro+
Message, Video, Limited Phone

Office
Message, Video, Phone

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.