RingCentral Room Connector (RCV Connector)

Admin Guide

RingCentral

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About this guide

This guide is designed for IT Administrators of RingCentral Room Connector. It provides instructions on how to set up and use RingCentral Room Connector for video meetings.

To use RingCentral Room Connector for video meetings, acquire the recommended hardware, and set up the network.

Introduction

RingCentral Room Connector gives you the ability to seamlessly connect to conference rooms regardless of the video system or endpoint you use.

Key features

- Connect your third-party SIP-based hardware to RingCentral Video meetings
- You can have up to 16 participants in the participant gallery
- Waiting room and password
- Meeting recorded notification
- Active speaker logic
- Indication of who is speaking
- A warning message when the shared app is minimized
- TLS/SRTP support

Requirements

System requirement specifications

- A RingCentral account with admin access and [RingCentral Room Connector license(s)](#)
- Microsoft O365 or Google account for calendar access

Domains

Please see the [support site](#) to verify security settings and network configurations.

Hardware

Polycom

Device	RingCentral-verified	Customer or partner self-reported
HDX 6000	✔	
HDX 8000	✔	

Trio 8800 Collaboration Kit	✔	
RealPresence 500	✔	
RealPresence 700	✔	
Poly X50	✔	✔
Poly X30	✔	✔
Poly X70		✔

To learn more about the configuration of your Polycom devices, visit **Configurations and settings for devices for RingCentral Room Connector**.

Cisco

Device	RingCentral -verified	Customer or partner self-reported
DX80	✔	
Cisco Room 55	✔	
Room Kit Mini	✔	
Cisco Board 55S	✔	

To learn more about the configuration for Cisco devices, visit **Configurations and settings for devices for RingCentral Room Connector.**

Lifesize

Device	RingCentral -verified	Customer or partner self-reported
LifeSize Icon 220		✔
LifeSize Icon 300		✔
LifeSize Icon 400		✔
LifeSize Icon 450		✔
LifeSize Icon 500		✔
LifeSize Icon 600		✔
LifeSize Icon 700		✔
LifeSize Icon 800		✔

Recommended software version

- LS_RM3_3.4.6 (3340)

Device requirements

- Stand-alone SIP endpoint
- The devices need to be unregistered from the Lifesize cloud for now for it to work. Lifesize and RingCentral are working diligently on troubleshooting the issues.

Note**:** If you do not find your device on this list, it does not mean the device is not supported. It means we have not verified this device in our testing or customers/partners have not provided information on whether this device works with RingCentral Room Connector. Please continue to try it with RingCentral Room Connector and <u>let us know your feedback</u>.

Setting up One Touch Dial

You can enable an easy-to-join button on Polycom devices by setting up One Touch Dial (OTD) to connect to RingCentral Room Connector and seamlessly join RingCentral Video meetings. Cisco devices are also supported with OTD for Polycom customers. Please contact your Polycom rep for details.

Connecting your calendar

1. Log into the OTD <u>administration portal</u>, and then click **Sign In**.
2. Click **Calendars** from the left-hand navigation bar.
3. Select the **Connect** button next to the appropriate calendar you want to connect to.
4. Click **Test** to confirm and test your connection. A successful test means the OTD has adequate rights to read the calendar folder.

Note: Depending on the device and vendor, the configuration of your calendar may be different. Specific deployments may require additional elements such as a Cloud Relay.

Setting up your device

1. Click **Devices** from the left-hand navigation bar, then select **Connect a Device**.
2. Select the appropriate device.
3. Enter the Calendaring Email and Name.
4. Click **Create**.
5. Select **Copy All Credentials** to copy the credentials for a later step.

Note: Once the device is created, OTD automatically generates and presents a set of credentials you will need to enter into your endpoint. OTD places the device in a pending stage until the device is configured and registered to the OTD.

Configuring your device

Note: Although the configuration of the Poly Group Series devices looks similar, there may be slight differences depending on the brand and model of the video endpoint.

1. Log in to the web user interface of your device.
2. Select **Servers > Calendaring Service**.
3. Select **Enable Calendaring Service**.
4. Paste the credentials you saved earlier into the corresponding fields.
5. Enter <u>http://otd.plcm.vc./</u> in the Microsoft Exchange Server field.
6. Select **Save**.
7. Refresh the page and ensure the registration status is **Registered**.

Checking that the device successfully connected:

1. Log into the OTD administration portal, and then click **Sign In**.
2. Click **Devices** from the left-hand navigation bar.
3. Check the status of the device under **Status**. You can also check by clicking the pencil icon at the far right to see additional status information.

Note: Once the configurations are completed, and scheduled meetings are synched, the video endpoint displays a touch-to-join option for each meeting.

Joining RingCentral Video meetings with RingCentral Room Connector

Joining a meeting via One Touch Dial

You can join a meeting using OTD by tapping **Join** on your device. Here is a list of the supported devices.
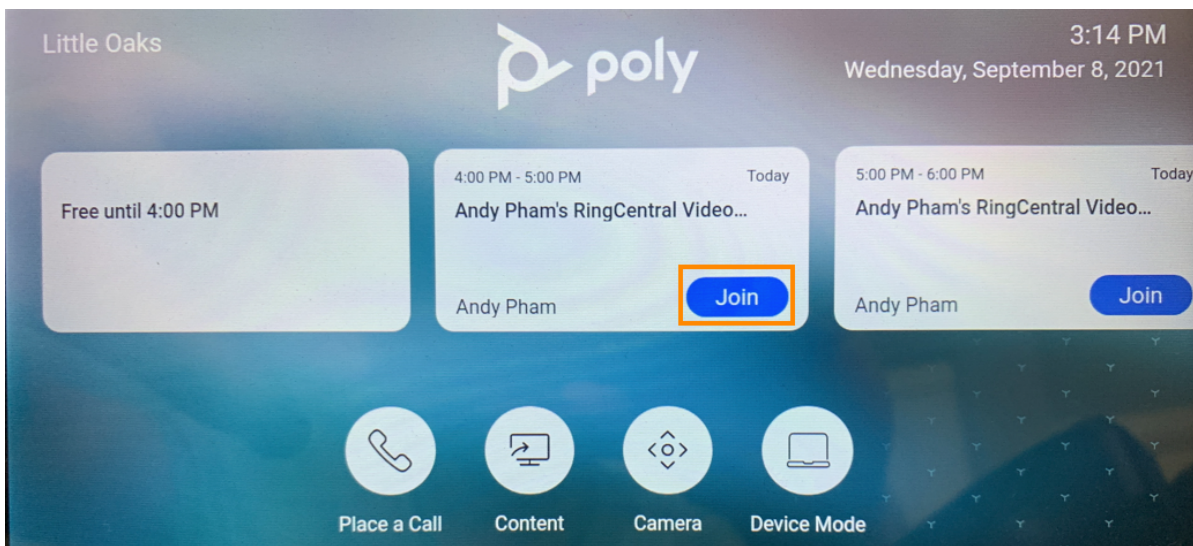
Joining a meeting via SIP-dial

If OTD is not enabled, you will need to dial in.

1. Open the keypad of your device.
2. Input the SIP join information from the meeting invite.
   a. If the invite does not have a password, dial **[meetingID]@sip.rcv.com** (e.g. 111333222@sip.rcv.com)
   b. If the invite has a password, dial **[meetingID].[Dial-in password]@sip.rcv.com** (e.g. 111333222.44556677@sip.rcv.com)
3. Tap **Call**.

You will find SIP join information in the invite:

- Using RingCentral Scheduler

- Using RingCentral app or v.ringcentral.com
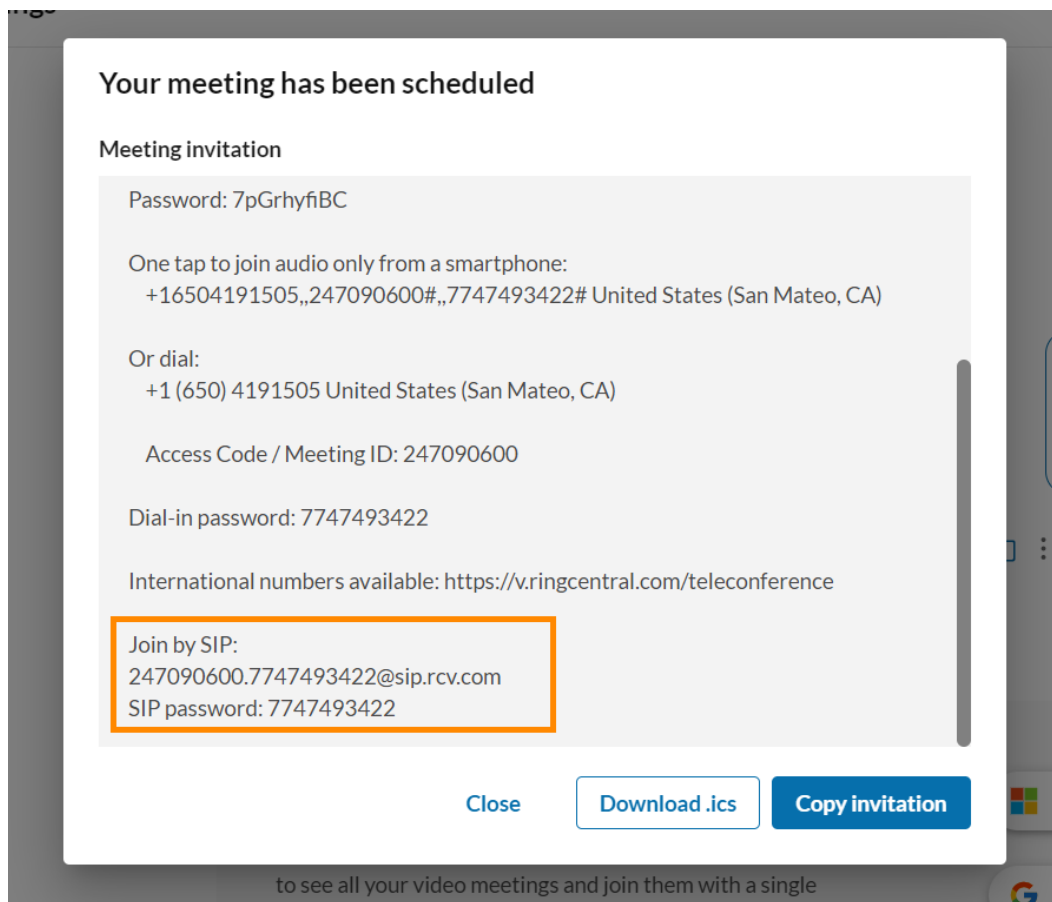
Note: The ability to dial @sip.rcv.com and enter into a waiting room is coming soon.