

# RingCentral Rooms (RCV Rooms)

Admin Guide

V23.1

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## About this guide

This guide is designed for IT Administrators of RingCentral Rooms. It provides instructions on setting up and using RingCentral Rooms for video meetings.

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

## Introduction

RingCentral Rooms offers an easy way to start, join, and control RingCentral Video meetings or third-party meetings in a conference room from an iPad, Android tablet, or Poly TCB controller. Use RingCentral Rooms to start or join RingCentral Video meetings initiated from multiple endpoints.

### Key features

- **HD:** High definition video and audio
- **One-touch join:** Join rooms meetings easily and seamlessly
- **Direct share:** Share content from a laptop screen wirelessly
- **Calendar integration:** Join meetings scheduled on a preferred calendar
- **Collaborative capabilities:** Invite participants to join rooms meetings using the controller

### Requirements

#### System requirement specifications

- A RingCentral account with admin access and Rooms license(s)
- Microsoft O365 or Google account for Rooms Calendar access
- Host:
  - Windows: Upgrade to Windows 10 if the OS version is lower
- Controller:
  - iPad: Upgrade to iOS 12, if the OS version is lower or upgrade to iPad 2017 if the model is lower
  - Android: Upgrade to Android 7 or above
- Rooms kit for each room. RingCentral recommends the following Room appliance kits:
  - Huddle or Small (≤6 people)
    - One monitor - 55" to 65" HD TV, minimum resolution of 1080p (Full HD)
    - [Logitech Rally Bar Mini](#), [Tap](#), and [Tap IP](#)
    - [Poly X30](#) and [TC8](#)
    - [Yealink A20](#)
  - Medium (≤12 people)
    - Two monitors - 55" to 65" HD TV, minimum resolution of 1080p (Full HD)
    - [Logitech Rally bar](#), [Tap](#), and [Tap IP](#)
    - [Poly X50](#) and [TC8](#)

- Yealink A30
  - Large (>12 people)
    - Two monitors - 55" to 65" HD TV, minimum resolution of 1080p (Full HD)
    - Logitech Rally Plus, Roommate, Tap, and Tap IP
    - G7500 with TC8
- Note: Requires separate camera, speakers, and microphone.

For a full list of devices compatible with RingCentral Rooms, visit [RingCentral Rooms recommended setups](#).

For more information on the system requirements, visit [RingCentral Rooms system requirements](#).

## Network requirement specifications

Set up the Rooms host and controller app on the same local area network. The host device and the controller device should be on the same subnet. If using a VLAN, make sure they're part of the same subnet. Also, set the domain and ports to the following requirements:

### Domains

Whitelist the following domain in the firewall:

- [v.ringcentral.com](https://v.ringcentral.com)

### Ports

RingCentral Video requires the following open ports:

- Media - Secured (SRTP/UDP) (default): 10000-19999
- Media - Secured (SRTP/TCP) (if UDP is not available): 443
- Signaling - Secured (WSS/HTTPS/TLS/TCP): 443
- WSS/HTTPS/TLS/TCP: 443
- Controller (Mobile phone) - Local network - Host device: (TCP): 9520-9530

### Further Constraints

- The local network must be on IPv4 ( IPv6 is not supported).
- The Rooms host and controller devices must be on the same subnet and VLAN.
- The host device must be configured with a single network card (not multiple cards).
- Secured (SRTP/TCP) when UDP is not available is supported by Windows Rooms on Version 21.3.35 and above only.

For the host and controller Rooms apps to be compatible, the host and controller apps need to be within two versions of each other. If the Rooms app versions become incompatible, the controller will force an update to get the latest RingCentral Rooms app version.

## Getting started

### Prerequisites

To set up RingCentral Rooms, ensure the following prerequisites are met:

- Update the kits according to the software requirements specified in the Requirements section.
- Set up a network to accommodate RingCentral Rooms.

When the network is set up using the recommended kits, proceed to enable Rooms permissions, integrate preferred calendars, and create meeting rooms.

### Enabling RingCentral Rooms permissions

To create a RingCentral Rooms account, administrators must open one or both of the following permissions:

- Rooms Admin Settings: Access Rooms management on the [RingCentral online account](#)
- Rooms App access

Existing customers can directly purchase room licenses from their online accounts.

Ensure that RingCentral app messaging permission is enabled in your RingCentral account to support inviting meeting participants.

**Note:** When users are invited from RingCentral Rooms, they may get a video call on their RingCentral Phone Mobile app and a message on the desktop app. For users who have phone and video only enabled, participants won't get an invite on the desktop app.

### Adding Rooms calendars

To integrate your calendars with RingCentral Rooms, connect Microsoft Office 365 or Google calendar as a resource. Integrating the Rooms system with your calendar enables your organization's users to schedule, start, and join meetings in the room with a few clicks.

#### Adding Microsoft Office 365 to Rooms

To add a calendar, create a dedicated user in Office 365 to manage calendars and create a calendar resource for the room. Configure the user and resource also by delegating access.

Once a dedicated user for the room in Office 365 and a calendar resource is created, delegate the room to the dedicated user and give them permission to manage rooms calendars.

## Integrating RingCentral Rooms with Office 365

1. Sign in to [Microsoft Exchange Control Panel \(ECP\)](#) using the corporate account.
2. Go to **recipients > resources**.
3. Open a conference room, then select mailbox delegation.
4. Below **Send As**, click the **plus (+)** button.
5. Search for the resource account, then select it.
6. Click **add ->**, then **OK**.
7. Below **Full Access**, click the **plus (+)** button.
8. Search for the resource account, then select it.
9. Click **add ->**, then click **OK**.
10. Click **Save**, then click **OK**.
11. Take note of the display name and email address of each calendar resource. Copy it from the list of resource calendars.
12. Sign in to [Outlook on the web](#) using the resource account.
13. Open the **Account manager** by clicking the initials or profile picture in the upper right corner.
14. Click **Open another mailbox**.
15. Enter the resource calendar's email address for the room, then click **Open**.
16. Click **More** next to **Calendar**, then click **Sharing and permissions**.
17. Enter the resource calendar's email address, then set its permission to **Can edit**.
18. Click **Share**, then close the dialog window.
19. Go back to the Outlook web page on the sign-in page using the resource account.
20. Open the email with the subject, "**You're invited to share this calendar**" and click **Accept**.
21. Go to the [Admin portal](#) and sign in. To learn more, visit [Log In to your RingCentral Account](#).
22. Go to **Meetings > Rooms**, then click **Add Room**.
23. Enter the **Room Name**. Adding a **Passcode** can be done later.
24. Click **Add a Calendar**, then select the room that was just added to the service account.
25. Select a calendar source.
26. Click **Finish**. To add another room, click **Save & Add Another**.

Once permissions are delegated and the room resource is enabled, add the calendar in your online account or add the calendar when creating a room. To learn how to add a calendar in the online account, see [Adding a calendar to the room in the online account](#). To learn how to create a room, see [Adding a room in RingCentral Rooms](#).

## Updating the calendar resource settings using Windows Powershell

The default settings of Office 365 will delete the comment section of your rooms to ensure privacy. However, the comment section is necessary to properly operate RingCentral Rooms. Follow the instructions below to change your settings.

Note: The following steps use Windows Powershell and you must have administrator rights. If you don't have admin rights, contact your email admin.

1. When you are done delegating your RingCentral Meetings Room to its dedicated email, start **Windows PowerShell** with the **Run as administrator** option.
2. For the username and password, enter the command below:  
**\$UserCredential = Get-Credential**
3. Enter the Office 365 administrator username and password in the dialog box. Make sure that this account has permissions for both Organization Management and Recipient Management.
4. Prepare the session by running this command:  
**\$Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri https://outlook.office365.com/powershell-liveid/ -Credential \$UserCredential -Authentication Basic -AllowRedirection;**  
If you are in China, run this command instead:  
**\$Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri https://partner.outlook.cn/powershell-liveid/ -Credential \$UserCredential -Authentication Basic -AllowRedirection**
5. Connect the session by running this command:  
**Import-PSSession \$Session**
6. When you see this message, *"Import-PSSession : Files cannot be loaded because running scripts is disabled on this system. Provide a valid certification with which to sign the files."*, enter the following command:  
**Set-ExecutionPolicy Unrestricted**
7. Check the settings for the calendar resource using this command. Change the value for room\_name to the actual room name value.  
**Get-CalendarProcessing -Identity "room\_name" | Format-List identity,deletesubject,addorganizertosubject,RemovePrivateProperty**
8. Verify the responses for the following values (in most cases, these values are set to True):  
**Identity: onmicrosoft.com/Users/room\_name**  
**DeleteSubject : True**  
**AddOrganizerToSubject : True**  
**RemovePrivateProperty : True**
9. Change the settings for the room using this command. Change the value for room\_name to the actual room name value.  
**Set-CalendarProcessing "room\_name" -AddOrganizerToSubject \$false -OrganizerInfo \$true -DeleteAttachments \$true -DeleteComments \$false -DeleteSubject \$false -RemovePrivateProperty \$false**



After running these commands, the following settings will be set:

**Identity:** onmicrosoft.com/Users/room\_name

**DeleteComments:** False

**DeleteSubject:** False

**AddOrganizerToSubject:** False

**RemovePrivateProperty:** False

Note:

- If you do not want to show the Calendar topic, change *DeleteSubject \$false* to *DeleteSubject \$true*.
- When you see the error, *"The operation couldn't be performed because object 'Room' couldn't be found on 'onmicrosoft.com/Users/room\_name'."*, it means the scope of the role group that permits you to run the cmdlet does not include the user/room. Make sure you are logged in with an administrator account, as required in step 3.
- When you see the error, *"Set-CalendarProcessing command not found"*, make sure the administrator account you used to log into PowerShell has permissions in Organization Management and Recipient Management, as required in step 3.

10. Check the settings for the room after the change using this command. Change the value for room\_name to the actual room name value.

**Get-CalendarProcessing -Identity "room\_name" | Format-List**

**identity,deletesubject,addorganizertosubject,RemovePrivateProperty**

11. Verify that the responses for the following values have been changed to **False**:

**Identity:** onmicrosoft.com/Users/room\_name

**DeleteSubject:** False

**AddOrganizerToSubject :** False

**RemovePrivateProperty :** False

12. Repeat steps 7 to 11 for each calendar, changing only the room name in each command.

13. Disconnect the session, then close PowerShell. Run this command:

**Remove-PSSession \$Session**

14. Close Windows Powershell.

## Adding Google Calendar to Rooms

To successfully add a calendar, you must create a dedicated user in Google to manage calendars and then share the calendar resource. Once you have created a dedicated user and shared the calendar resource, add the calendar resource to the Google calendar. From then, you can add the Google calendar to your room.

### Creating a dedicated user

Create a dedicated user first to manage calendars in Google. You need to sign in to Google as an admin to create the following:

- Create a dedicated user who can manage calendar resources in the Admin Portal.
- Create and locate the calendar resource in the Admin Portal.
- Open the Calendar app. Make sure that you can see the calendar resource for the room under **My calendars**.

### Sharing calendar resource

When the dedicated user is created, share the calendar for the room.

1. Sign in to Google Calendar using the user you created to manage calendar resources.
2. Click the menu icon in the top-left corner.
3. Go to the calendar resource for the room.
4. Click the Menu icon to the right of the name and select **Settings and sharing**. You will be redirected to the *Calendar Settings* page, and then you will see your room/resource under *Settings* for my calendars.
5. Click the drop-down arrow beside your room/resource and select **Share with specific people**.
6. Click **Add people**.
7. Enter the name or email of the person with whom you want to share the calendar in the **Add email or name** field.
8. Click the dropdown arrow on **Permissions**.
9. Select **Make changes and manage sharing**.
10. Click **Send**.

### Subscribing to Google rooms

When the calendar resource is shared, subscribe to Google rooms. Subscribing to Google rooms gives the resource account access to the room.

1. Sign in with your RingCentral account for Google.
2. Go to **Google Calendar**.
3. Click **Add calendar**.
4. Click **Browse resources**.
5. Check the box beside the resource.

Once you have shared permissions to the room resource, you can then add the calendar in your online account or when you create your room.

### Adding a calendar to the room in the online account

Once you have successfully integrated your calendar, you can add it to RingCentral Rooms in your online account.

1. Sign in to your RingCentral RingEX with your admin account.
2. Go to **Meetings > RingCentral Rooms**.
3. Go to **Calendars**.
4. Click **Add Calendars**.
5. Choose which calendar service you want to add. You can select Microsoft Office 365 or Google Calendar.
6. When selected, log in with the room's email address you have created and complete authorization.

### Adding a room in RingCentral Rooms

Now that you have completed the calendar resource configuration steps, you are ready to create a room in your online account. Your room is where you will be able to start, join, and invite users to your meetings.

1. Sign in to your RingCentral RingEX with your admin account.
2. Go to **Meetings > RingCentral Rooms**.
3. Go to **Rooms List**. This section will display all of your rooms. If you have not yet created one yet, no room will be listed. You will also see your Available Rooms Licenses for your account. You can use the license to create a room. You can only use one license per room.
4. Click **Add Room**.
5. Complete the following fields:
  - a. **Room Name:** Enter your preferred room name.
  - b. **Passcode (optional):** Use this passcode to lock the admin settings in this Room's host and controller applications.
  - c. **Calendar (optional):** If you want to add a calendar to the room, select a calendar that you integrated and click **Add**.

The created room will now be displayed under the rooms list.

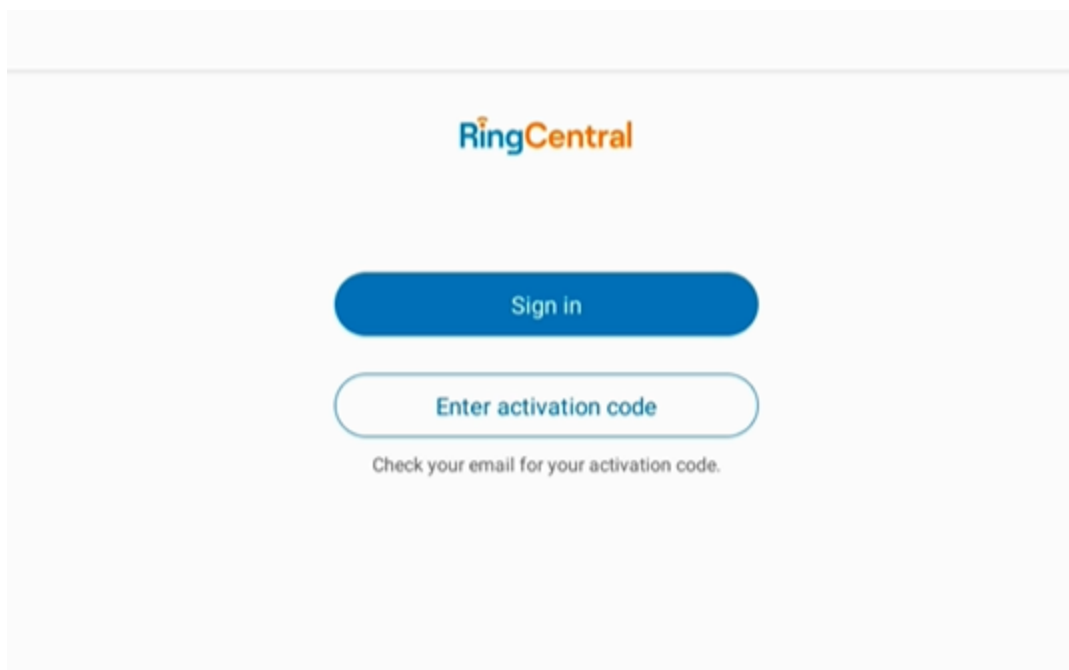
## Assigning a phone number to RingCentral Rooms

1. Purchase a Room Phone Line through **Billing > Purchase > Rooms Licenses > Room Phone Lines**.
2. Go to **Phone system > Phone numbers > Number Inventory** and click **Reserve Numbers**. Choose the target country and state, then reserve the number for your room.
3. Go to **Meetings > RingCentral Video > Rooms > Rooms List**.
4. Choose the room you want to assign the phone number to.
5. Under the **Phone Line** tab, click **Add Phone Line**.
6. Click **Select**, then choose the phone number you want to assign.

To learn about migrating a phone number from a RingCentral Meetings Room to RingCentral Video Room, see [here](#).

## Signing in to RingCentral Rooms on a controller or host device

1. Launch the RingCentral Rooms app.
2. Pair the RingCentral Rooms host device and controller.
3. Click or tap the **Sign-in** button.
4. Select your preferred sign-in method from the login page. Options include:
  - a. Sign in
  - b. Enter activation code



## Signing in options

Your sign in options include:

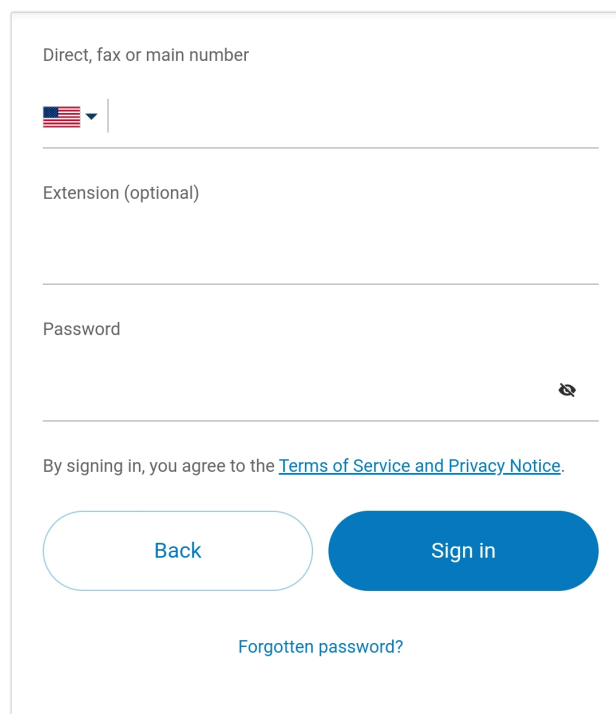
- **Sign in:** Use this method to sign in:
  - [RingCentral login form](#): Using your RingCentral credentials.
  - [Google](#): Using your Google account credentials.
  - [Single Sign-on](#): Using your Single Sign-on credentials (if Single Sign-on has been enabled for your account).
- [Enter activation code](#): By allowing another user to sign in to your account without using your login information.

Note: Ensure the host device and controller are paired up. [Learn how to pair your host device and controller.](#)

## Signing in using the RingCentral sign-in form

1. Enter your RingCentral email or phone number.
2. Select or tap the **Next** button.
3. If you logged in using your phone number, enter your extension number in the Extension (optional) field.

Note: You may need to specify your extension if you are sharing a phone number.

The image shows a sign-in form with the following elements: a label 'Direct, fax or main number' above a text input field with a US flag icon and a dropdown arrow; a label 'Extension (optional)' above another text input field; a label 'Password' above a text input field with a toggle icon on the right; a line of text stating 'By signing in, you agree to the [Terms of Service and Privacy Notice](#).'; two buttons at the bottom, 'Back' (light blue) and 'Sign in' (dark blue); and a link 'Forgotten password?' centered below the buttons.

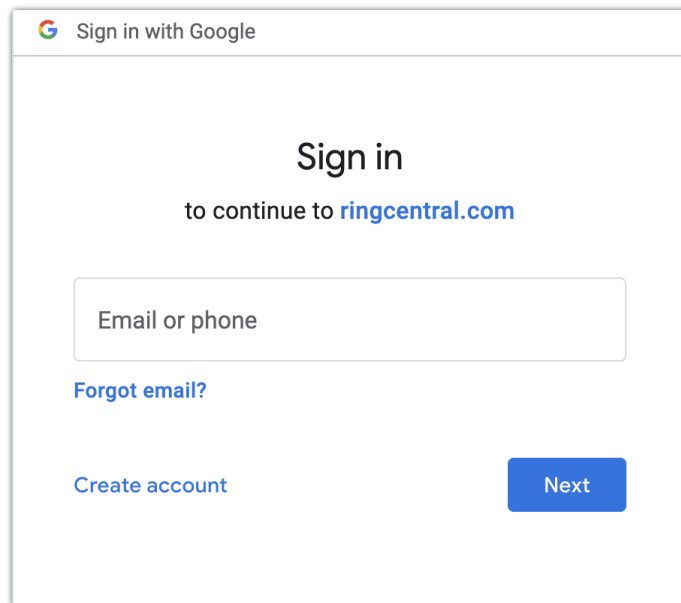
4. Enter your password.
5. Click or tap **Sign in**.

### Signing in using your Google account

If you have logged in previously with your Google account credentials, select your Google account from the login page to log in automatically.

If this is your first time logging in with your Google account:

1. Enter your Google email address or phone number.

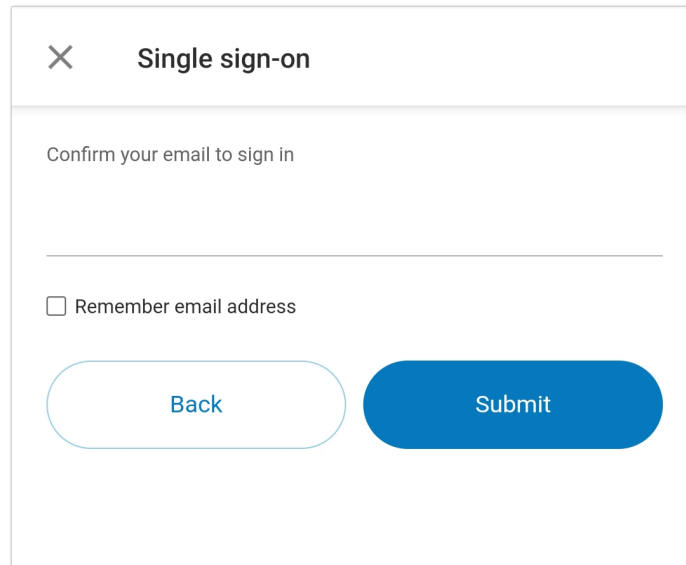
A screenshot of a Google sign-in dialog box. At the top, it says "Sign in with Google" with the Google logo. Below that, it says "Sign in" in large text, followed by "to continue to ringcentral.com". There is a text input field labeled "Email or phone". Below the input field, there is a link "Forgot email?". At the bottom left, there is a link "Create account". At the bottom right, there is a blue button labeled "Next".

2. Click the **Next** button.
3. Enter your password.
4. Click **Next** to access a page that will request access to your Google account.
5. Click **Allow** to sign in.

Note: If your Google account has been provisioned with Google Workspace, you may be redirected to the Google Workspace login page. Enter your login credentials, then click Sign In. Read [Enabling Google Cloud Directory in the RingCentral Online Account](#) to learn more.

**Signing in using Single Sign-on**

1. Click the **Single Sign-on** button.
2. Enter your email.
3. Click **Submit** to be redirected to the RingCentral Single Sign-on page.

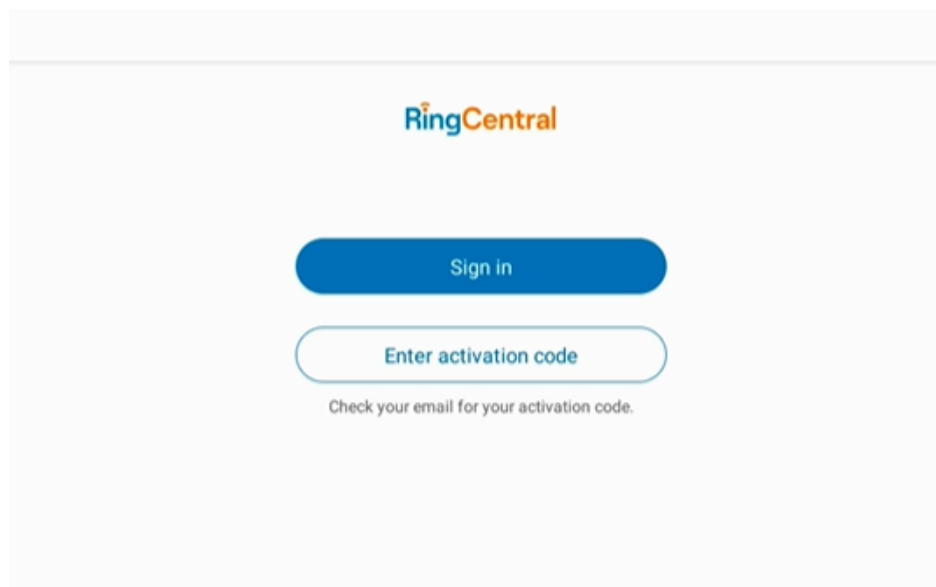


A screenshot of a 'Single sign-on' dialog box. The dialog has a title bar with a close button (X) and the text 'Single sign-on'. Below the title bar, the text 'Confirm your email to sign in' is displayed. There is a text input field for email. Below the input field, there is a checkbox labeled 'Remember email address'. At the bottom of the dialog, there are two buttons: a light blue 'Back' button and a dark blue 'Submit' button.

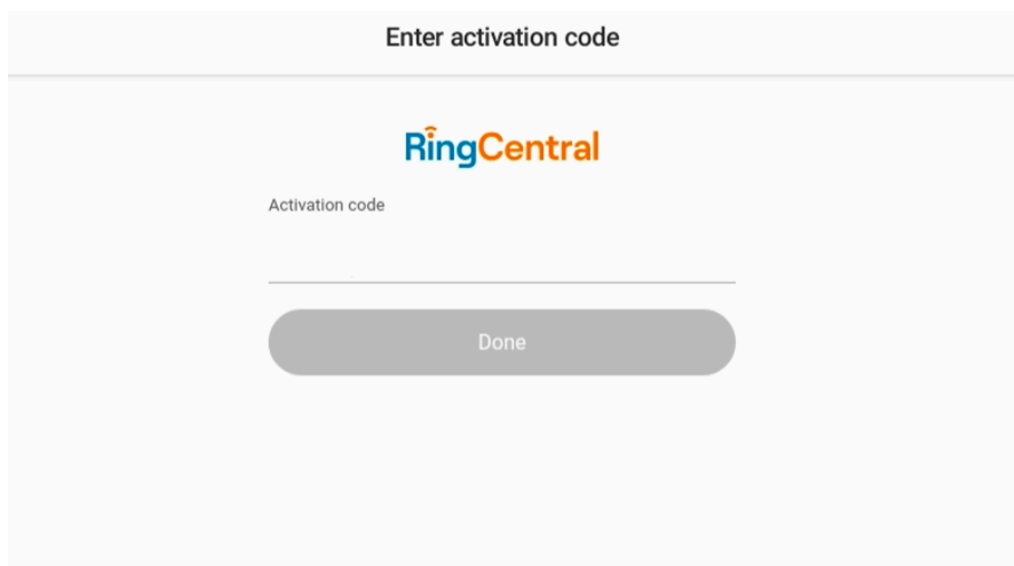
4. Enter your **Username** and **Password**.
5. Click **Sign in**.

**Signing in using Enter activation code**

1. Click **Enter activation code**.



2. Open your browser to sign in to the [RingCentral Admin Portal](#).
3. Click **Meetings** from the top bar.
4. Select **Rooms > Rooms List**.
5. Click on the room you'd like to use.
6. Click **Get New Activation Code**.
7. Copy the **Activation Code** and paste it into the host device or controller.
8. Click **Done**.





## Setting up RingCentral Rooms

Once you have completed the necessary network and system configuration, you will need to complete the setup for your room kit hardware. Follow the instructions below for your specific hardware.

### Downloading and installing the RingCentral Rooms app on the iPad controller

The iPad controller will be used to start, join, or invite participants to the meeting.

1. On the iPad, open the App Store and search for RingCentral Rooms, or open the browser and go to <https://apps.apple.com/us/app/ringcentral-meetings/id1455048712>.
2. Tap **Install**.
3. Tap **Open**.
4. Enter the pairing code displayed on the monitor.

After downloading the controller application, you will need to pair the host and controller devices. Visit [Pair the Host and Controller Devices for RingCentral Rooms](#) to learn more.

### Downloading and installing the RingCentral Rooms app on an Android controller

A standalone app for RingCentral Rooms on an Android controller will be used to start, join, or invite participants to the meeting.

1. To install on your Android tablet device, open Google Play and search for RingCentral Rooms or open the web browser and go to <https://play.google.com/store/apps/details?id=com.ringcentral.rcvrooms&hl=en&gl=US>.
2. Tap **Install**.
3. Tap **Open**.
4. Enter the pairing code displayed on the monitor.

### Poly room kit X30

1. Power up the device.
2. Select Update firmware when prompted.
3. Follow onscreen instructions:
  - Go to IP Address to see Poly device admin UI and log in.
  - Select timezone and auto-update window, Select provider as RingCentral.

The RingCentral Rooms app will automatically launch.

### Poly room kit X50

When you power up the device, the RingCentral Rooms app will automatically launch. Follow the steps found in [Set up the RingCentral Rooms Controller app on Poly TC8](#) to update the time zone and auto-update settings.

## Windows room kit

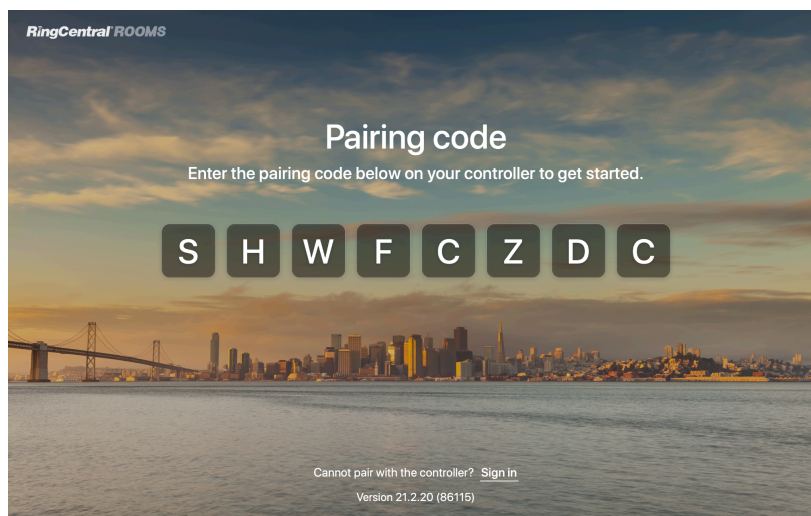
To install the Windows room kit, you will need to download the app from the [RingCentral RingEX Downloads page](#), then follow the prompts to install the RingCentralRooms.exe file and launch the host.

Note: It's recommended that you grant RingCentral Rooms access and permission to your mic, speaker, camera, and Bluetooth.

## Pairing the host and controller devices

After you have installed the RingCentral Rooms app on the host and controller devices, you can pair these devices. This process is a seamless way to connect the controller to the host device and eliminates the use of extra peripherals, such as a mouse and a keyboard for the host device.

Take note of the pairing code and room name that will be displayed on the host device. You must connect to the same room for pairing to be successful.



1. Enter the pairing code displayed on the host device screen on the controller.
2. Sign in to the controller app.  
Note: Users can also sign in using the Rooms' credentials that were created by the admin. Another sign-in option is to use an [activation code](#).
3. Select the same room in which you want to sign in.

### Manually pairing the host and controller

1. On the host device, click **Sign in**.
2. Sign in to the host device using the Rooms' credentials created by the admin for access.
3. Select a room that you created in RingCentral RingEX.
4. Wait a few moments for the host device splash screen to be displayed. Since the controller is not yet signed in, it will prompt that the controller is not signed in.
5. When successfully signed to the host device, sign in to the controller using the same Rooms' credentials created by the admin and granted access permission.
6. Select the same room you assigned on the host device.

Note: You can also sign into the controller or host device using an [activation code](#).

The pairing process may take a few moments to complete. When finished, the host device screen will display the room name and the upcoming meeting for the day.

## Enabling Local Network on your iPad

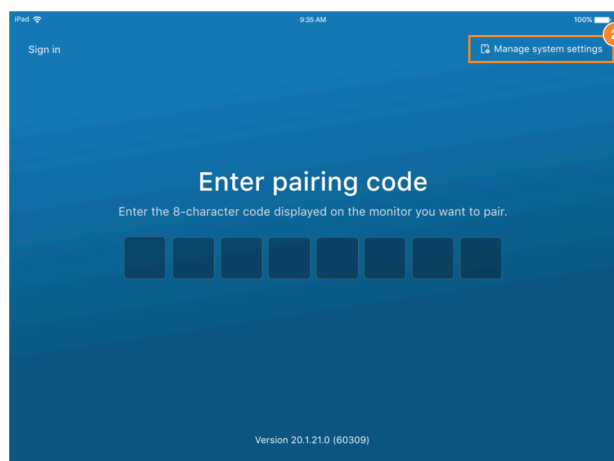
This provides a smoother connection between your host device and controller.

1. Go to Settings on your controller.
2. Tap Privacy.
3. Tap the toggle to enable Local Network.

## Managing system settings for Logitech and Yealink devices in RingCentral Rooms

Admins can access and manage Logitech and Yealink system settings from the RingCentral Rooms login screen.

1. Open the RingCentral Rooms controller app.
2. Tap **Manage system settings**.



3. Continue with settings on the device (ex., Logitech Tap).

## Using your personal device as a controller

You can use your phone as a controller to join and start meetings without using the controller. It also gives you in-meeting controls for muting, unmuting, turning on and off your video, and ending the meeting.

You can control a meeting from Bluetooth only without having to connect to the same WiFi as the room. To ensure a secure connection, the Bluetooth connection is encrypted, and the pairing code for two-factor authentication is now 6 letters.

**Note:** For a Rooms host running on Big Sur, you will need to grant RingCentral Rooms access in **Security & Privacy > Bluetooth**

1. Open the RingCentral mobile app on your personal device.
2. On the **Video** tab, tap the **More** button at the upper right.
3. Tap **Control a room**.
4. Tap **Allow** to turn on Bluetooth if it isn't already turned on.

5. Tap the room you want to access.

Note: Only a maximum of 4 devices are allowed to connect to the room at the same time. If there are multiple devices connected, only one device can control the room.

### Requiring a pairing code when using a personal device to connect to a room

1. On the controller, tap **Settings > General**.
2. Enable **Require pairing code when devices connect to the room**.

### Enabling voice commands to join a meeting

You can enable voice commands to join upcoming meetings without having to touch the controller. When enabled, users can join meetings by saying “Hi RingCentral”. Your device will only listen for 15 minutes before and after a meeting. It stops listening if a meeting starts.

1. On the controller, tap **Settings > General**.
2. Enable **Allow voice control**.

Note: For iPad users, you need to grant permission on the device to access the controller microphone for the RingCentral Rooms app.

## Configuration and testing on the controller

When you have installed the Rooms app on the host and controller devices and paired them with each other, you can test your Rooms system. Go to the controller and follow the steps for each setting below:

### General settings

You can access and configure the general settings of RingCentral Rooms from your controller device. RingCentral Rooms supports cross-platform peripheral devices.

To get to your general settings, go to **Settings > General** on your controller device.

- **Welcome message:** Enable or disable to play a greeting when a room joins a meeting.
- **Display experience feedback survey:** Enable or disable to prompt participants for feedback at the end of a meeting.
- **Auto-accept incoming video invite when not in a meeting:** Allows you to automatically join video meetings if you are not in a meeting.
- **Do Not Disturb during meetings:** Enable or disable Do Not Disturb mode when the Room is in a meeting or phone call.
- **Display as private meeting:** Set a meeting to private to show the host and room name instead of the subject title. To learn more, see [Setting a meeting to private in RingCentral Rooms](#).
- **Hide host name for private meetings:** Hide the host's name from the meeting display so it shows only the name of the room for a private meeting.
- **Allow voice control:** Enable or disable voice command to join meetings. To learn more, see [Enabling voice command on the RingCentral Rooms controller](#).
- **Dim screens when idle:** Enable or disable dimming screens after five minutes of inactivity.
- **Require pairing code when devices connect to room:** Enable or disable to requiring a pairing code for all devices trying to connect to the room.
- **Kiosk mode:** Enable to keep Room controller locked so users can only access the Rooms app. Learn more about [Kiosk Settings for RingCentral Rooms Controller](#).
- **Show upcoming meetings on Room display:** Enable or disable the upcoming meetings list on your Room display.
- **Use personal meeting ID for instant meetings:** This setting is available when Personal Room is enabled in your Online Account. Enable or disable using your personal meeting ID to start instant meetings in RingCentral Rooms.
- **Closed captions:** Enable or disable closed captions during a meeting. Learn more about [using closed captions](#).

## Audio settings

Enable **Software audio processing** for optimized audio.

1. Tap **Settings > Audio**.
2. Toggle the **Software audio processing** button on.

To avoid echo and achieve the best audio, you can adjust your settings.

- **Disable** it if the speaker(s) and mic have hardware audio processing.
- **Enable** it if the speaker(s) and mic do not have hardware audio processing.

You can change the audio input and output devices when the room is idle or during a meeting. During a meeting, you can even switch to an additional microphone or speaker device if available. If they are accidentally disconnected, Rooms will automatically switch to the next available system default device.

Additionally, you can adjust the volume for the microphone and speaker. Run some basic audio tests after setting the device and volume. Click **Play test sound** on the controller and check the following conditions

- **Microphone:** You know this works properly if the level bar reaches the maximum volume setting.
- **Speaker:** You will know this works properly if the test sound plays properly in the speaker device.

## Video settings

You can change the camera device when the room is idle or even during a meeting. Go to **Settings > Video**, and switch to an additional camera if available. If accidentally disconnected, Rooms will automatically switch to the next available camera.

Note: The specified device will become the preferred device.

## Views settings

If your RingCentral Rooms host device has two display monitors, **Views Settings** appear as one of the sections in your iPad controller settings. This setting will allow you to switch displays on your monitors. If you want to switch displays, follow the steps below:

1. Tap **Settings > Views**.
2. Tap **Swap** to switch the identified primary and secondary displays.

If you want to mirror the content on both screens, you need to access the host device monitor.

1. Go to **System Preferences > Displays**.
2. Click the **Arrangement** tab.
3. Check the **Mirror Displays** checkbox.

## Kiosk mode

Optimize the controller in Kiosk mode for the setup of your room. The Kiosk mode prevents other applications from being opened in the controller.

- Turn ON Kiosk mode. Visit [Setting up autonomous Single App mode for iPad](#) to learn how to enable kiosk mode.
- Controller and host must always be in the foreground.

## Configuring Rooms settings from your online account

You can choose to configure regional, device, audio, and video Rooms settings from your online account.

### Configuring regional settings for Rooms

You can remotely adjust the time zone, time format, user language, and country code of RingCentral Rooms. The RingCentral Rooms app now supports 16 new languages. The dial-in number will be displayed per the country code of the room.

**Note:** The Limit Voice command feature is available only for the US English language.

1. Go to **Meetings > RingCentral Video > Rooms > Rooms List**.
2. Select a room to edit.
3. Open the **Room Details** tab.
4. Make changes to the settings as needed.
5. Click **Save**.

^ Room Details

Room Name

Executive Room

Status

Offline

Get New Activation Code

Calendar (optional) ⓘ

Calendar

Edit CalendarRemove Calendar

Calendar Email Address

Personal Room

☒ Set as a personal room to persist the user's in meeting preferences across meetings

Select User ⓘ

Add

Room Type

Room

Settings Access Passcode (optional) ⓘ

Regional Settings

GMT+08:00, English (U.S.)

Edit

Template

Apply

Delete

Cancel

Save



Note: Enabling Personal Room will associate the preferred settings of the room with the assigned user added in the Select User section. Whenever that user starts an instant meeting, the meeting will automatically use the settings of the user's Personal Room.

### Configuring audio and video settings from your online account

You can remotely manage the following audio and video settings of Room from your online account:

- Mic level and speaker volume
- Setting default microphone and speaker
- Automatic camera framing (if your rooms support it)

Room settings are synced between the Rooms controller and your online account.

### Configuring audio settings

1. Go to **Meetings > RingCentral Video > Rooms > Rooms List**.
2. Select a room to edit.
3. Open the **Audio Settings** tab.
4. Make changes to the settings as needed.
5. Click **Save**.

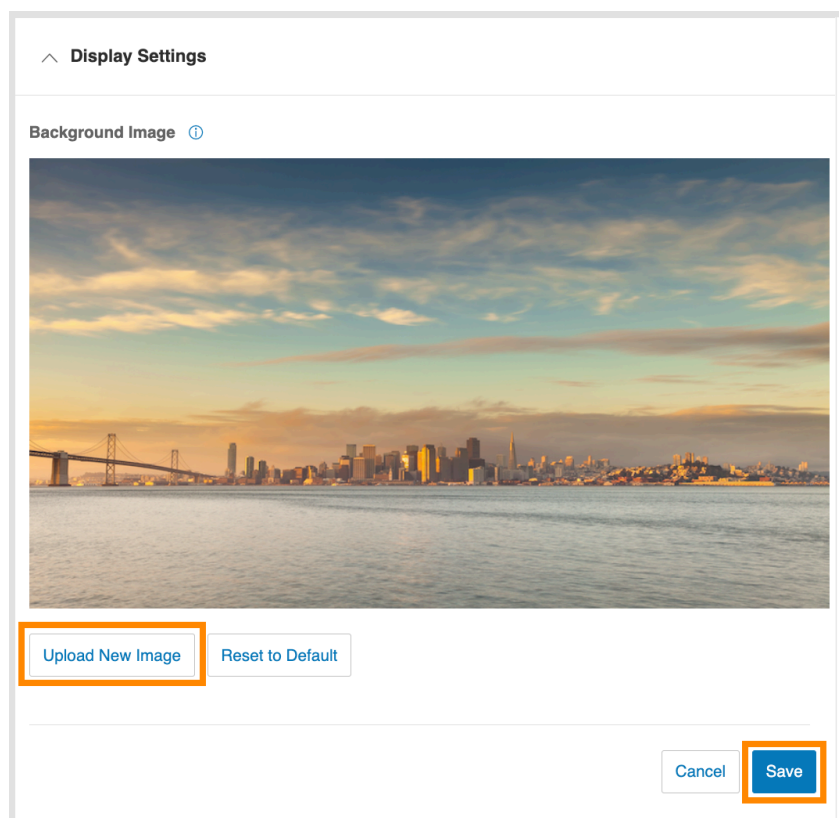
The screenshot shows the 'Audio Settings' window for a room. At the top, there is a header with a chevron icon and the text 'Audio Settings'. Below this, the 'Software Audio Processing' section is expanded, showing a checked 'Enable' checkbox. The 'Mic Level' section features a slider icon, a blue progress bar, and a numeric value of '100' followed by a '%' sign. The 'Speaker Volume' section has a similar slider icon, a blue progress bar, and a numeric value of '75' followed by a '%' sign. The 'Default Microphone' section contains a dropdown menu with 'Built-in Microphone (Internal Microph)' selected. The 'Default Speaker' section has a dropdown menu with 'Built-in Output (Internal Speakers)' selected. At the bottom right, there are 'Cancel' and 'Save' buttons.

Setting	Value
Software Audio Processing	Enable
Mic Level	100 %
Speaker Volume	75 %
Default Microphone	Built-in Microphone (Internal Microph)
Default Speaker	Built-in Output (Internal Speakers)

### Choosing a background image

You can customize your RingCentral Rooms display, instead of using the default image, to enhance the look and feel of your meetings.

1. Go to **Meetings > RingCentral Video > Rooms > Rooms List**.
2. Select a room for which you want to customize the background image.
3. Go to **Display Settings**.
4. Click **Upload New Image** to upload a custom image. Ensure your file meets the image requirements:
  - **Format:** .jpeg .jpg or .png
  - **Optimal resolution:** 1920 x 1080 px
  - **Maximum size:** 5MB



5. Click **Save**.

## Configuring video settings

1. Go to **Meetings > RingCentral Video > Rooms > Rooms List**.
2. Select a room to edit.
3. Open the **Video Settings** tab.
4. Make changes to the settings as needed.
5. Click **Save**.

Note: Automatic framing is only available for Poly X30, X50, and X70 appliances and Logitech Rally Bar and Rally Bar Mini appliances.

### Automatic Framing ⓘ

☐ Enable

### Default Camera

Select ▼

Cancel


Save

## Configuring display settings

1. Go to **Meetings > RingCentral Video > Rooms > Rooms List**.
2. Select a room to edit.
3. Change the settings as needed.
4. Click **Save**.

**Display Settings**

**Background Image** ⓘ



[Upload New Image](#) [Reset to Default](#)

**Primary Displays**

**Display1**

Built-in Screen0 ▼

## Configuring room device settings

You can view the room device's app version in the Admin portal. You can also remotely upgrade your RingCentral Rooms software or restart a device that is not operating correctly.

Your upgrade will take place as soon as RingCentral Rooms is not hosting a meeting or phone call.

Note:

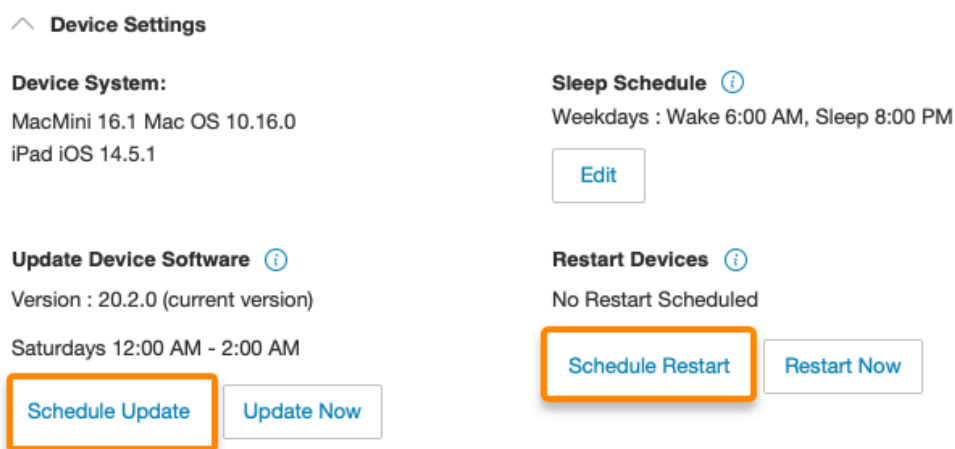
- Rebooting your devices can help fix slow or crashing software. Consider regularly restarting your Rooms device.
- Upgrades are supported for RingCentral Rooms version 21.4.30 and later; software versions earlier than 21.4.30 can be upgraded through your online account.

To upgrade or restart the devices in a single room:

1. Go to the [Admin portal](#) and sign in.
2. Go to **Meetings > RingCentral Video > Rooms > Rooms List**.
3. Select the room you want to configure.
4. Go to **Device Settings**.
5. Click **Update Now** to update the device software or click **Restart Now** to restart a device.

## Scheduling a RingCentral Rooms system update or device restart

1. Go to the [Admin portal](#) and sign in.
2. Navigate to **Meetings > RingCentral Video > Rooms > Rooms List**.
3. Select the Room you want to manage.
4. Go to **Device details**.
5. Click **Schedule Update** to set a schedule for software update or **Schedule Restart** to set a schedule for device restart.



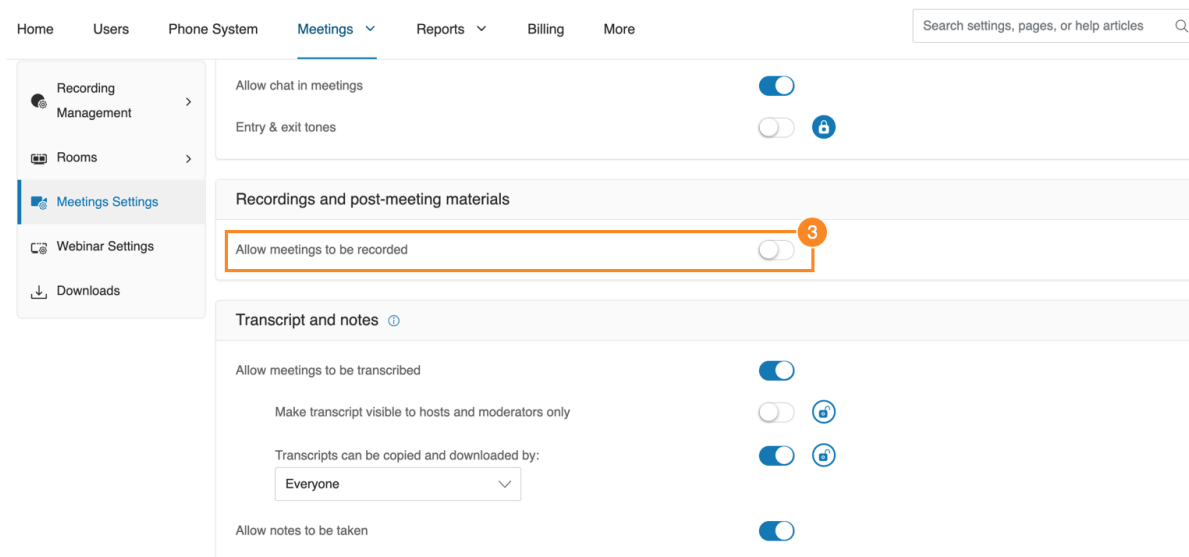
6. Select the frequency of your scheduled update or restart. You can select:

- a. *Once a week*: Select the recurring day and time when you want to update or restart your Rooms system.
  - b. *Custom hours*: Select one or more days of the week and specific times when you want to update or restart your Rooms system
  - c. *Disabled*: Disable scheduled software updates or device restarts for your Rooms system.
7. Click **Save**.

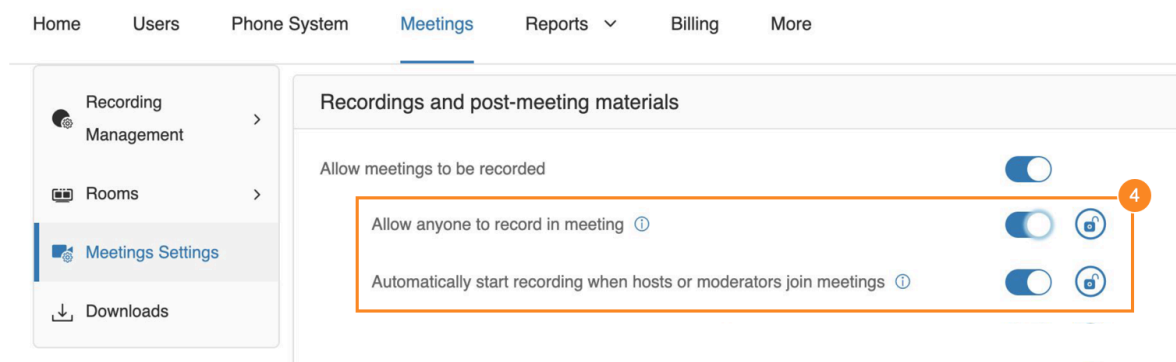
## Enabling recordings for RingCentral Rooms in the Admin Portal

Admins can turn on recordings and post-meeting materials in the Admin Portal.

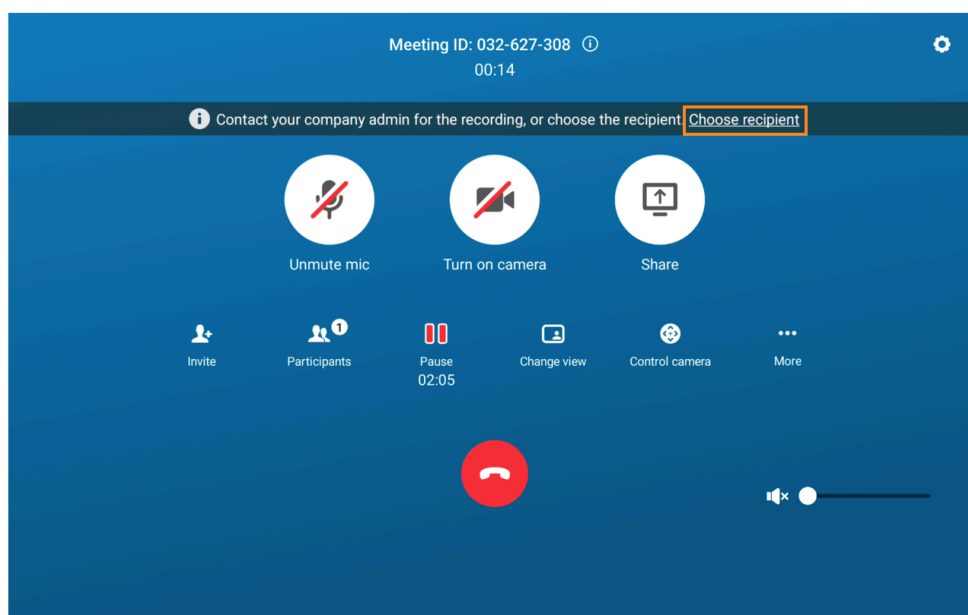
1. Go to the [Admin Portal](#) and sign in.
2. Go to **Meetings > RingCentral Video > Meetings Settings**.
3. Scroll down to **Recordings and post-meeting materials** and turn the toggle on next to **Allow meetings to be recorded**.



4. Enable and lock the following settings:



- **Allow anyone to record in the meeting:** Allow every participant in the Rooms meeting to start recording instead of only the host.
- **Automatically start recording when hosts or moderators join meetings:** Allows the host or owner of the Rooms meeting to start recording automatically when joining. The host or owner can also send the recording to participants. When enabled, tap **Choose recipient** on the controller, then select participants to receive the recording.



Note: The meeting will be encrypted but not automatically recorded if both automatic recording and E2EE are enabled when scheduling.

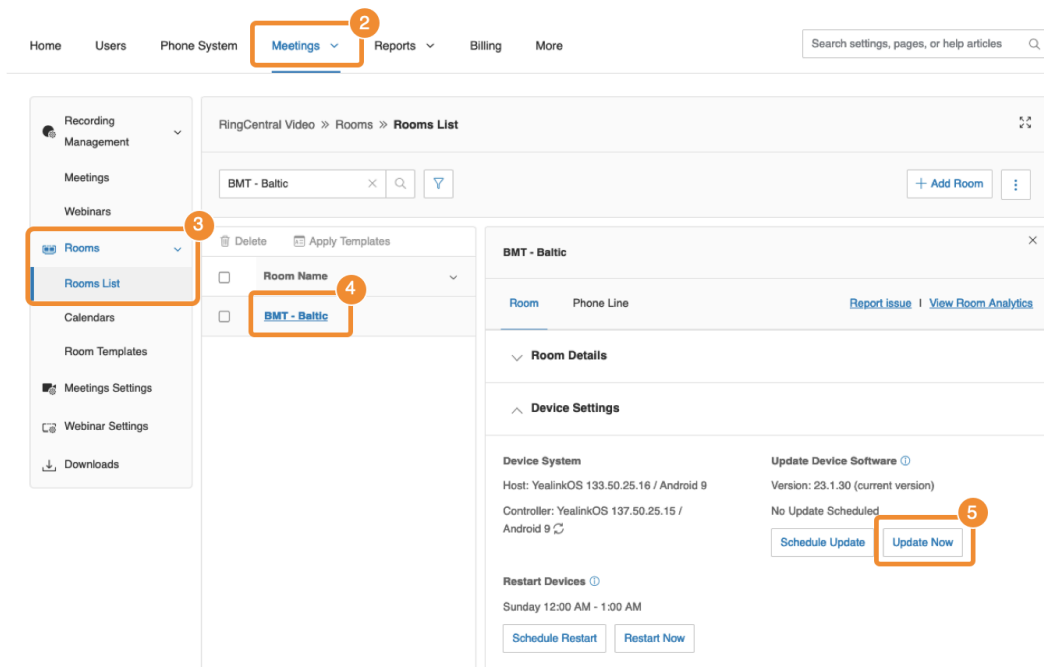
## Updating your RingCentral Rooms appliance kit firmware

### Updating Poly and Yealink firmware in the Admin Portal

1. Go to the Admin Portal and sign in.

2. Click **Meetings**.
3. Go to **Rooms > Rooms List**.
4. Click the Room name.
5. Under Device Settings, click **Update Now**.

Note: Clicking **Update Now** will also update the RingCentral Video app to the latest version.



## Updating Poly appliance kits

### Poly Lens

You can update the firmware of your Poly appliance kits using the Poly Lens app. Make sure you have enrolled your Poly device in your [Poly Lens account](#). Visit [Update Device Software | Poly Lens Help](#) to learn more about updating your PolyOS using Poly Lens.

Visit the following Poly website links for more information:

- [Poly Lens - Cloud-Based Device Management Software](#)
- [Poly Lens Help](#)

### Poly Web GUI

1. Sign in to the Poly Web GUI.
2. Go to **General Settings > System Settings**.
3. Click **Polycom Support Site**.
4. On the dropdown, select **Update All**.



## Updating RingCentral Rooms Provider information

After updating your Poly X device, you must update your device's provider information to RingCentral Rooms. In the Poly Web GUI, go to **Provider**, select **RingCentral Rooms**, and click **Save**. Poly Studio X50 will reset and reboot with RingCentral Rooms.

Note: You may have to wait for Poly X50 and Poly TC8 to load the software.

## Updating Logitech appliance kits

### Sync app or Sync Portal

You can use the Sync app or Sync Portal to update your Logitech devices. Learn more about the Sync app [here](#). Open the Sync app or Sync Portal on your browser to update your appliance kit and go to Updates. If there is a pending software update, click Update Now.

## Updating Yealink appliance kits

Visit [Yealink Support](#) to learn more about updating your USB devices.

### Yealink Management Cloud Service (YMCS) and Yealink Devices Management Platform (YDMP)

1. Sign in to the YMCS or YDMP.
2. Go to **Device Management > Room System**.
3. Choose A20/A30 from the list.
4. Click **Update firmware** and choose the latest firmware.
5. Click **OK**.

## Yealink Web GUI

1. Sign in to the Yealink Web GUI.
2. Go to Settings > Device Settings.
3. Click the white box beside the desired firmware.

## Rooms Analytics

Rooms Analytics provides a single-pane view into the quality of meetings and devices held in each room. This feature enables admins to verify and understand the room meeting and equipment status, without the need for user reports. Admins can also have access to real-time insights, historical trends, and Rooms health warnings. Rooms Analytics is accessible to admins or users with admin permissions from the RingCentral online account, and then clicking on **Reports > Analytics**.

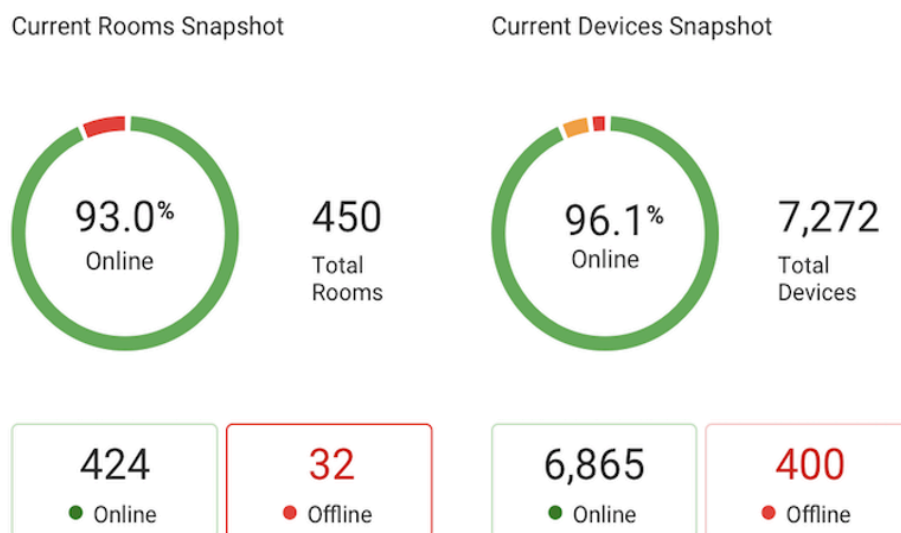
Upon logging in to Rooms Analytics, the primary tabs will be seen on the top header bar. These tabs are **Overview**, **Rooms Devices**, and **Unprovisioned Devices**. Each tab shows the data, reports, and status that you need, whether it is for rooms or devices.

### Overview

This tab provides an overview of the added rooms and devices in your online account. Under this tab, you will find sections containing a summary of rooms and device status, a list of newly added rooms, and a list of unassigned devices. You will also find snapshots of rooms and devices by location, and views of locations with rooms and devices that have problems.

### Snapshot

This tab lists a summary of rooms and device status collected and broken down by geo-locations. You can quickly navigate to the details or problem areas by clicking on online or offline numbers.

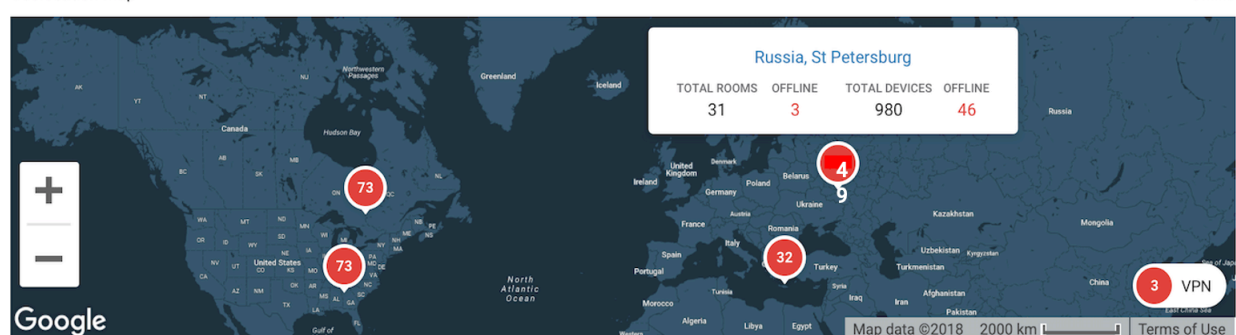


### Map view

This section shows the consolidated view of all locations. You can view granular details with the map view by performing any of the following actions:

- Hover on the numbers to view the number of total rooms and devices or view offline rooms and devices.
- Click on the offline numbers to see the details of the offline rooms.
- Zoom in to a particular area or location by clicking on the numbers. This helps you identify issues specific to that location.

Geolocation Map



## Table view

This tab lists all locations with problematic rooms and devices, with details for each location. You can click on the offline numbers to examine the details and problem areas.

Locations with Problematic Room and Devices Total 723 Locations Show: 10 < Prev 1 2 3 ... 7 Next >

Geo location	Geo Location IP	Total Rooms	# Offline Rooms	% Offline Rooms	Total Devices	# Offline Devices	% Offline Devices	Offline Devices in Last 72 Hours
Paddington	10.10.10.10	1,241	414	32%	1,241	414	32%	519
Belmont	10.10.10.10	1,768	98	32%	1,768	98	32%	14
Oshawa	10.10.10.10	332	25	61%	332	25	61%	143
Aubrey	10.10.10.10	176	98	74%	176	98	74%	332
Greenville	10.10.10.10	1,241	414	32%	1,241	414	32%	519
Charlotte	10.10.10.10	1,768	98	22%	1,768	98	22%	14
Xiamen	10.10.10.10	332	25	25%	332	25	25%	143
Plainfield	10.10.10.10	176	98	61%	176	98	61%	332
Oklahoma City	10.10.10.10	332	25	61%	332	25	61%	143
Portsmouth	10.10.10.10	176	98	22%	176	98	22%	332

## Rooms

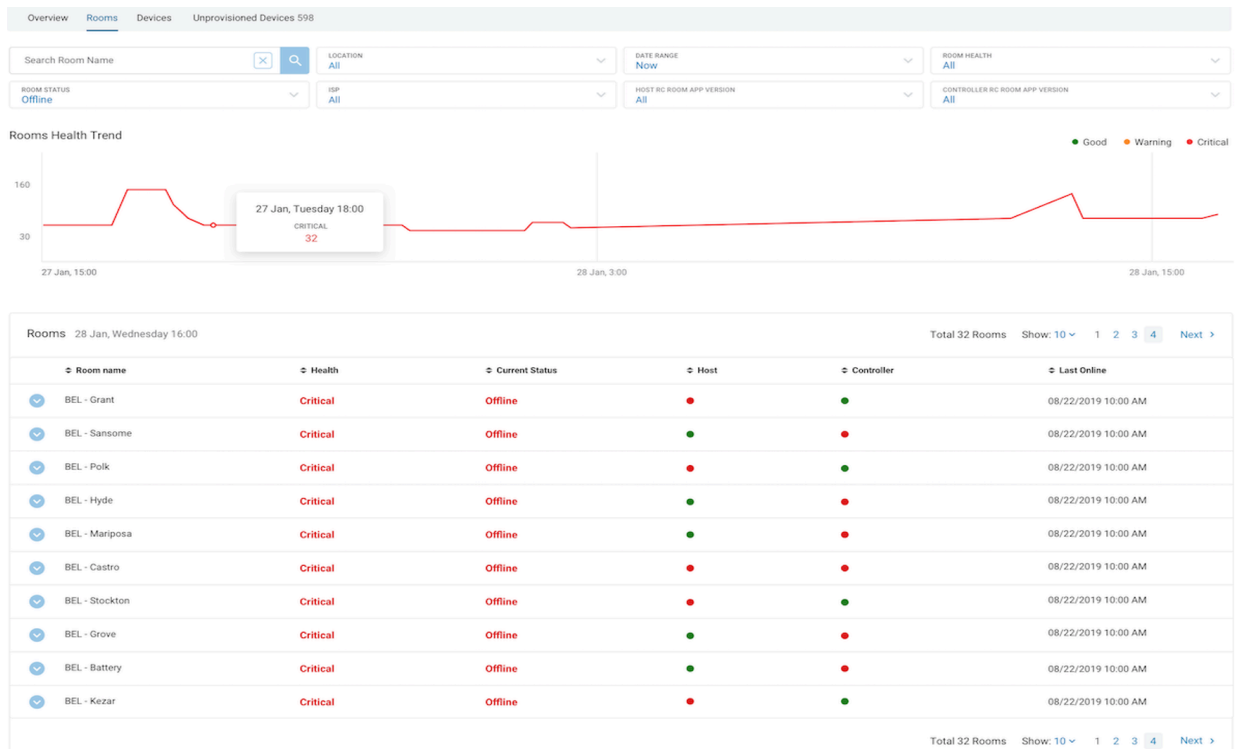
This tab lists all the rooms with their corresponding status in real-time. You can view details per room under this tab with the help of the filter section, the Rooms Health Trend section, and the Rooms list section.

The filters section allows you to click on the dropdown menus to filter the data that you need. You can filter by name, location, date range, room health, room status, ISP, Host's app version, and controller app.

The 'Rooms Health Trend' section is a line graph that shows an overview of rooms with various health conditions over time. This will help you understand trends and patterns.

The Rooms list section is a tabulated list with all the rooms in your account sorted by health, with critical rooms at the top of the table. By default, the status of the previous hour is shown, which you can then select another timeframe.

- **Room Health:** This column may show the following status:
  - Good: Indicates no problem.
  - Critical: This shows either the host or controller is offline.
  - Warning: Indicates outdated app versions on the host and/or controller (status will be available in future releases ).
- **Room Status:** May show the room In Meeting, Online, and Offline (either Host or Controller is offline).
- **Host device:** May show Online or Offline.
- **Controller:** May show Online or Offline.



## Room details

To see granular details of a specific room, click on that room to view the following details:

- **Host device:** Shows the host details such as device, make and model; public IP address, device OS and firmware version; OS name and version; RingCentral app version, and status.
- **Controller:** Shows the controller details such as device, make and model, public IP address, device OS, and firmware.
- **# of Meetings:** Indicates the number of meetings the room has been used in the past seven days. You can click on the number of a particular day to view further details. Upon clicking, you will be redirected to the meetings page, which will show a list of meetings when the room has been added as an attendee in a meeting for that day.
- **Timeline Offline:** Provides the view of when the room was offline in the past seven days.

