

# RingCentral Rooms (RCV Rooms)

User Guide

V23.1

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## About this guide

This guide shows you how to use RingCentral Rooms for your meetings. You can use an iPad or Android controller to start, join, or screen share on the monitor. In this guide, “Rooms host” refers to the monitor side, and “Rooms controller” refers to the iPad or Android device.

To use RingCentral Rooms for your meetings, you must acquire the necessary hardware and set up your network. Please see the RingCentral [support site](#) for articles specific to your hardware and network setup.

## 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 or an Android controller. Use RingCentral Rooms to initiate RingCentral Video meetings from different endpoints.

## Key features

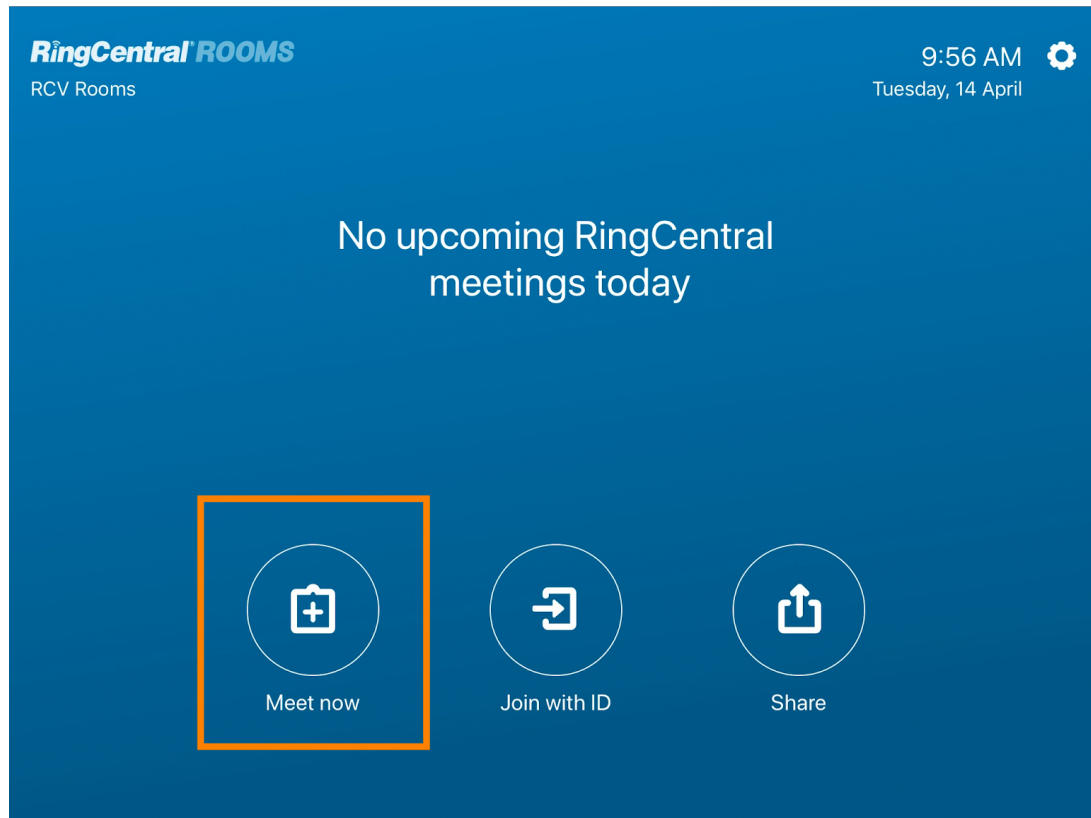
- **HD:** High-definition video and audio
- **One-touch join:** Join rooms meetings easily and seamlessly
- **Direct share:** Wirelessly share content from a laptop screen
- **Calendar integration:** Join scheduled meetings from your preferred calendar
- **Collaborative capabilities:** Use the controller to invite participants to join Rooms meetings
- **Languages supported:** Chinese (Simplified), Chinese (Traditional—Hong Kong), Chinese (Traditional—Taiwan), Dutch, English (UK, US, and AU), Finnish, French, French Canadian, German, Italian, Japanese, Korean, Portuguese, Portuguese (Brazilian), Spanish, Spanish (Latin America)
- **Setting defaults for all Rooms:** IT admins can log in to Service Web and set the default camera, TV display, Do Not Disturb (DND) enablement, and welcome prompt defaults.
- **Kiosk mode:** iPads can have kiosk mode enabled, which doesn’t allow users to access any other apps besides Rooms



## Starting an ad-hoc meeting

You can start a meeting instantly when you open the RingCentral Rooms app.

On the Rooms controller, tap **Meet now** to start a meeting. Invite participants to join your meeting by sharing the meeting ID. You can also start meetings by saying “Hi, RingCentral. Start meeting.”



### Start a meeting using PMI

IT admin can select a dedicated user from the company directory for a “Personal Room” on Service Web. The dedicated Room user can choose whether to start instant meeting with PMI by turning on/off the **Use Personal meeting ID for instant meetings** on the Room controller.

## Scheduling a meeting from your calendar

When your calendar is connected to your Rooms system, you can use it to schedule a meeting. To learn more about scheduling a meeting from your calendar, read [Scheduling a meeting in RingCentral Rooms](#).

You can also schedule a meeting on your RingCentral Video applications. The scheduled meeting will appear on the Rooms host splash screen and on the Rooms controller. The controller's **Today's meetings** list displays all meetings scheduled to begin in 30 minutes or later.

## Using on-prem Exchange calendar

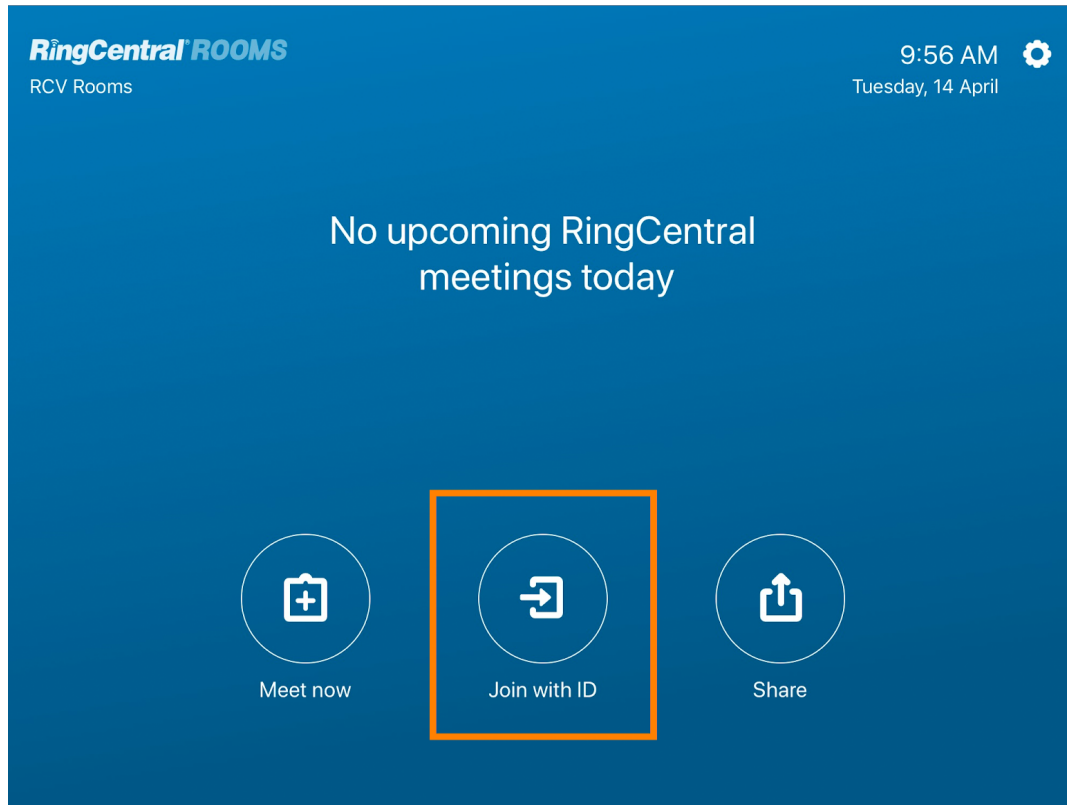
IT admin can configure Exchange calendar integration for Rooms. When adding calendars in ServiceWeb, they can choose Exchange and imports. After setting an Exchange calendar for a room, the room will show the meeting events properly.

## Joining a meeting

You can join a meeting from RingCentral Rooms, and join instant and scheduled meetings. Rooms shows all calendar events, including those that do not contain a meeting invitation, on the host and the controller.

### Joining an instant meeting

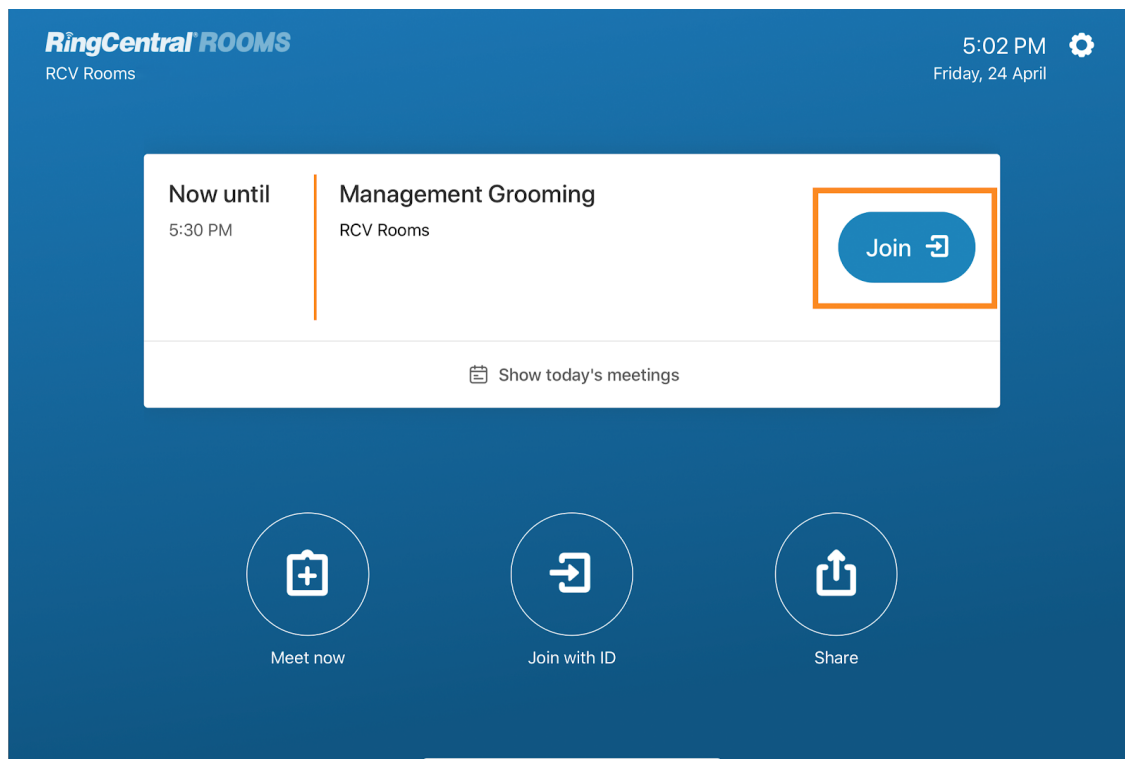
On the Rooms controller, tap **Join with ID** and enter the meeting ID in the popup window. When your ID is confirmed, you'll be able to join the meeting.



## Joining a scheduled meeting

Scheduled meetings appear on the dashboard of your Rooms controller. Scheduled meetings also appear under **Today's meetings**. You can join the meeting that's listed first.

On the Rooms controller, tap **Join** on the scheduled meeting. Rooms can start the meeting as a moderator without the host's permission or presence.



## Joining a meeting via voice commands

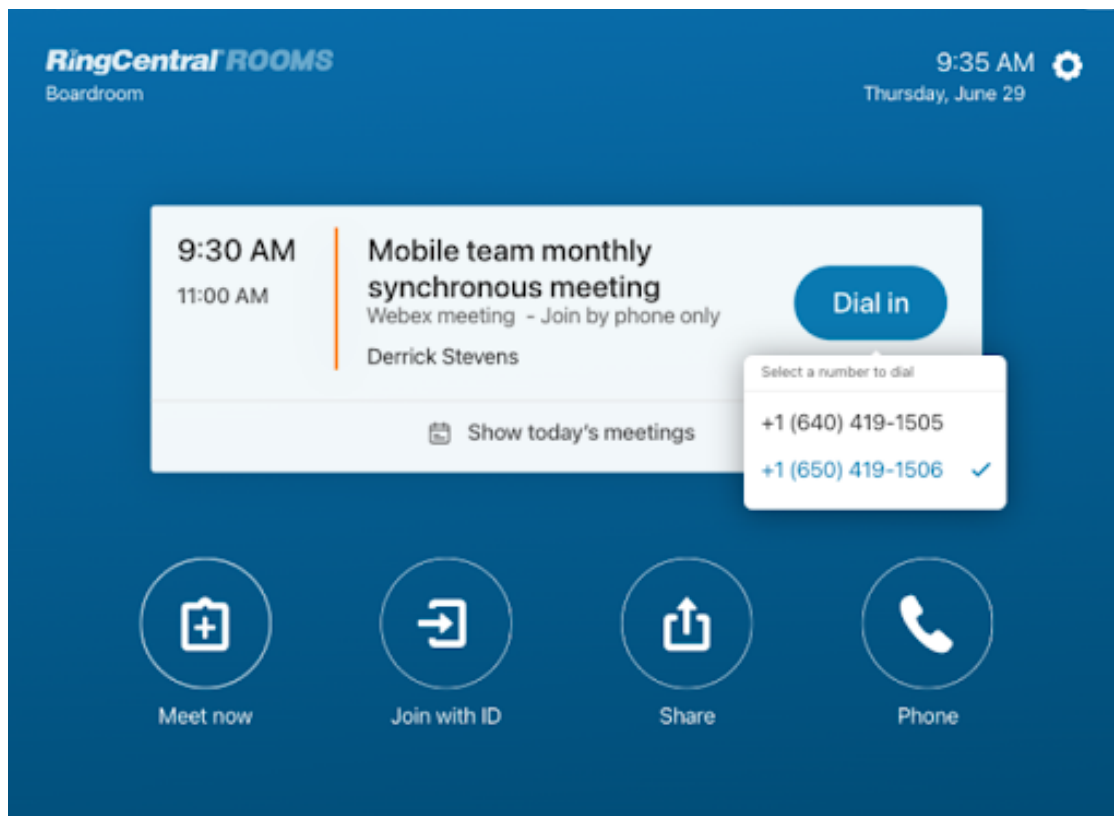
If voice commands are enabled, you can join a meeting without touching the controller by saying “Hi, RingCentral. Join meeting.”

Your controller device will only be listening for 15 minutes before and 15 minutes after a meeting. It will stop listening when a meeting starts. Voice command audio is processed on the client Rooms host device only and is not sent to a server.

## Joining third-party meetings via Phone

In rooms enabled with a Phone license, you can dial in to a scheduled Teams, Zoom, Webex, or GoToMeeting meeting with one tap. The meeting type is identified below the meeting title. Third-party meetings are available to join by phone only.

On the Rooms controller, select a number to dial, then tap **Dial in**.



## Joining third-party meetings via SIP

There are two ways you can join upcoming Zoom, Webex, and GoToMeeting meetings via the SIP meeting protocol in RingCentral Rooms. The first method for joining meetings scheduled in the Rooms calendar is by tapping the **Join** button on the controller. Rooms will search the meeting invitation for the password and will auto-enter it if possible. If the password can't be located, you'll need to enter it manually.

To join an ad-hoc Zoom/Webex/G2M meeting that is not scheduled in the Rooms calendar, you can tap **Join with ID** on the controller and enter the SIP address found in the meeting invite.

While connected to a meeting via SIP, you can use the meeting control buttons or DTMF commands (available for Zoom or Webex meetings) to manage the meeting.

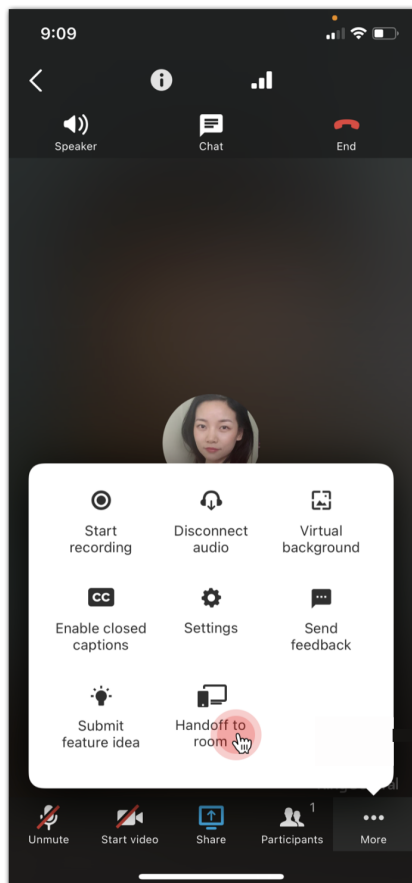
## Switching a meeting from your mobile device to a Room

RingCentral makes it easy to swiftly transition a meeting from your mobile device to a conference room.

Before handing off a meeting, make sure your Bluetooth is on.

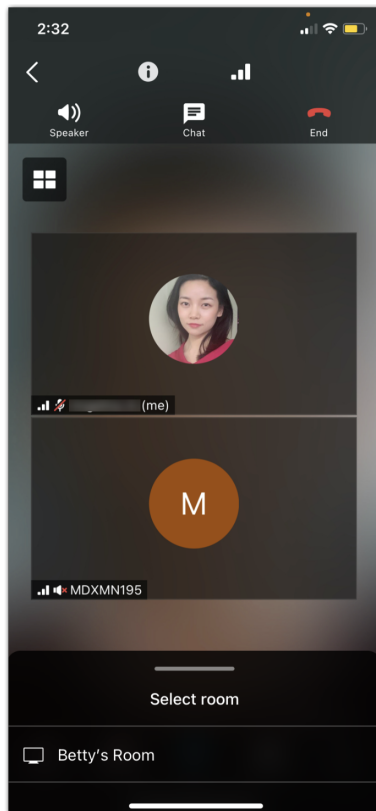
1. In your video meeting, click the **More** icon at the bottom right of the screen.

2. Click **Handoff** to room.



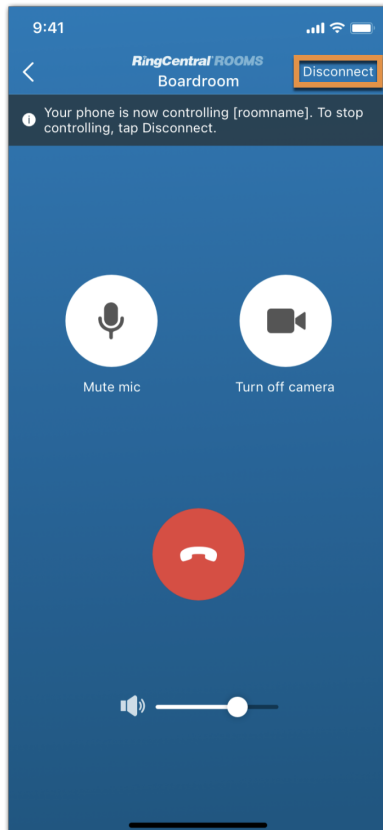
3. If your Bluetooth is turned off, you will be prompted to **Go to Settings** and turn it on.
4. Your phone will start searching for nearby Rooms.
  - a. If no Rooms are detected from the search, it will display “No available rooms found nearby.”
5. Select the Room that you want to hand off to.
  - a. If the Room you are trying to hand off to is meeting already, you will receive a message saying it is

in use. You can either wait or choose a different Room.



6. If a pairing code is required, enter the pairing code. The pairing code will be displayed on the top left corner of the host screen.
  - a. If the pairing code fails, you will be prompted to try again. Check the pairing code and enter it again.
7. Once you have handed off the meeting to a Room, you can start using your mobile device to control the Room.
8. To stop controlling the room, click **Disconnect** at the top right.





### Switching to a Room while sharing your screen

1. Click the **More** icon.
2. Click **Handoff** to room.
3. Select the Room you want to hand off to.
4. Your phone will share your screen on the Host screen to the Room after the handoff.
5. After the handoff, disconnect your audio and video on your mobile phone. The Rooms controller will now control the audio and video.

## Using your personal device as a controller

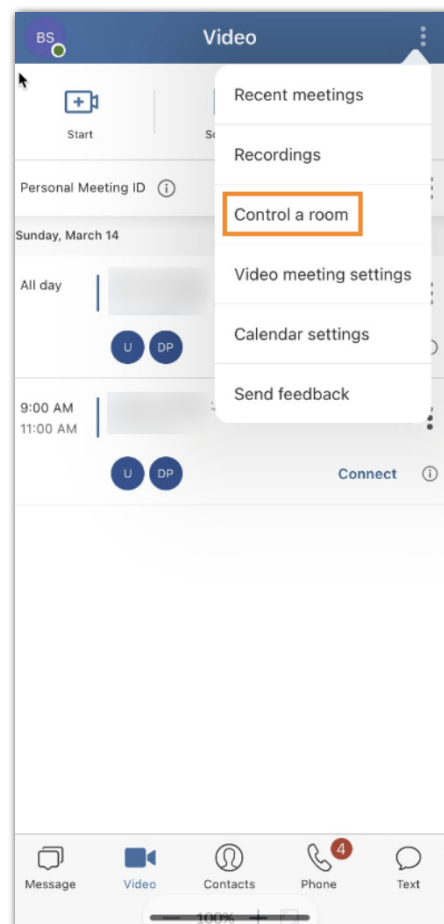
You can use RingCentral Rooms to start, join, or control RingCentral Video meetings in a conference room. You can use an iPad, Poly TCB controller, or your personal device to control various settings:

- View upcoming meetings
- Join meetings with voice commands
- Control muting and unmuting
- Turn your video camera on and off
- End the meeting

Note: You can control a Room with your phone without being on the same network as the Room.

### Pairing your mobile phone to connect to a room

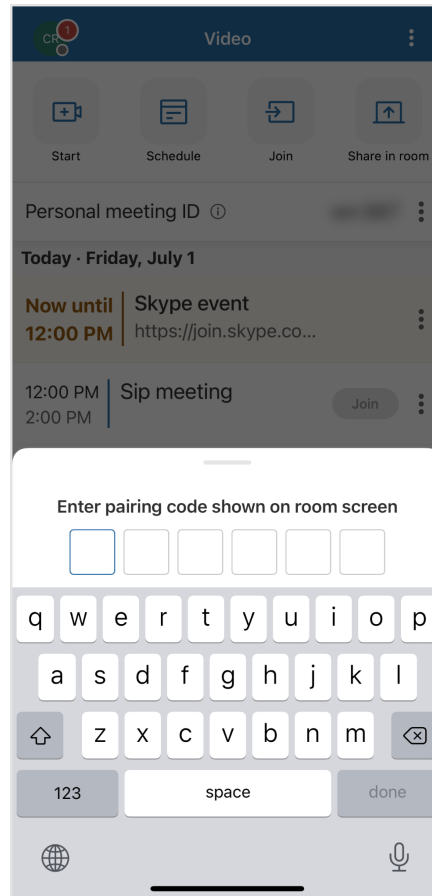
1. Navigate to **Video** in the bottom menu bar.
2. Tap the **More** button at the upper right.
3. Tap **Control a room**.



4. Tap **Allow** to turn on Bluetooth if the feature is off.

Note: Bluetooth communication is encrypted to protect data privacy.

5. Tap the room you want to access.
6. If a pairing code is required, enter the code, then tap **Pair**.



7. Tap **Join**.

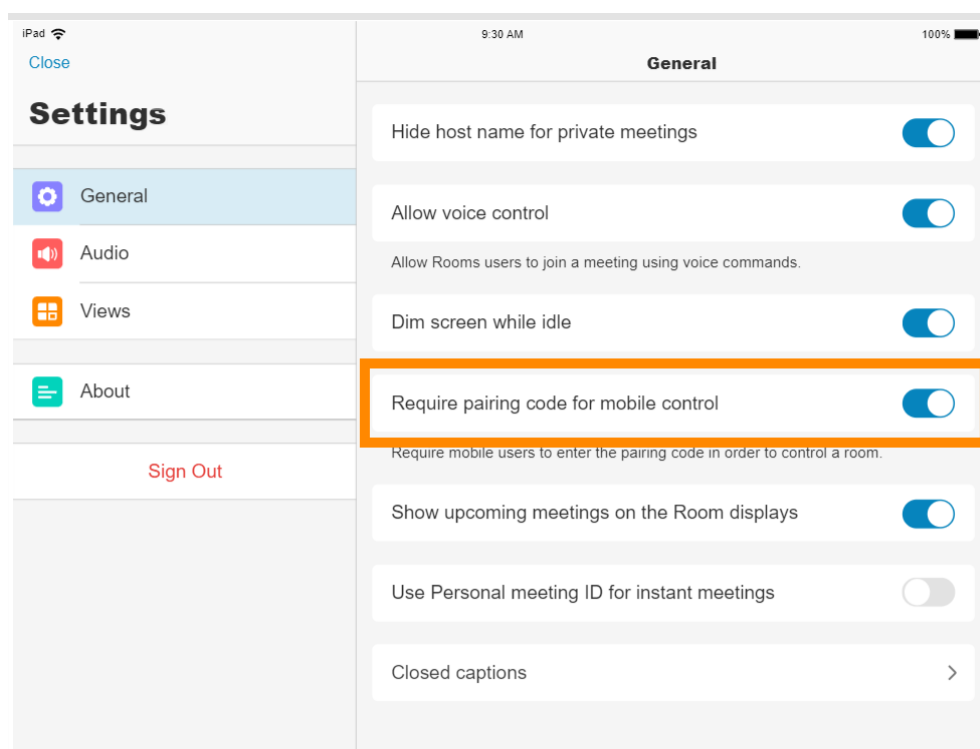
Note: A maximum of four devices may connect to a room simultaneously. If multiple devices are connected, only one can control the room.

You can disconnect from a room anytime by tapping **Disconnect**, or by minimizing the multi-tasking control panel.

## Requiring a pairing code

For additional security, you can require a pairing code for users who want to use their phones to control RingCentral Rooms. You can enable a pairing code on an iPad, an Android tablet, or a Poly controller. The pairing code for two-factor authentication will consist of six letters.

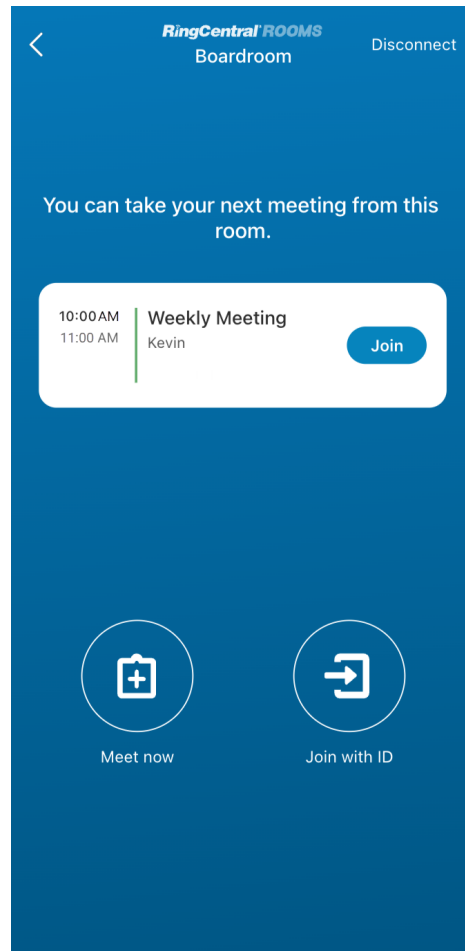
On the controller, tap **Settings > General**. Slide the toggle for **Require pairing code for mobile control**.



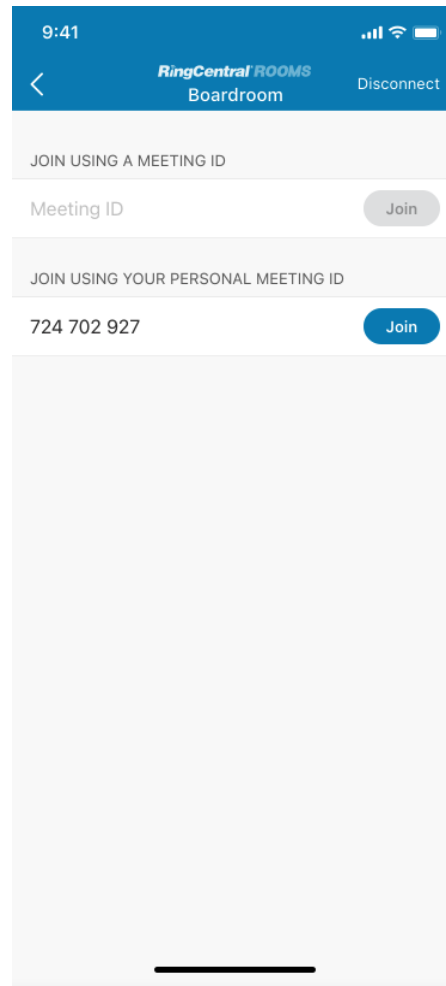
## Viewing and joining upcoming meetings

When using your phone to control RingCentral Rooms, you can view all available RingCentral Rooms and RingCentral Video meetings for the day. All calendar events, including those without meeting invitations, will appear on the host and the controller.

1. Navigate to **Video** in the bottom menu bar.
2. Tap the **More** button at the upper right.
3. Tap **Control a room**.
4. Tap the room you want to access.
5. Tap **Join** to connect to a meeting up to five minutes before it starts.



6. Choose how you want to join the meeting, then tap Join. You can join using a Meeting ID, or join using your Personal Meeting ID.



## Starting an instant meeting

If a room is idle, you can use your phone to start an instant RingCentral Rooms meeting.

1. Navigate to **Video** in the bottom menu bar.
2. Tap the **More** button at the upper right.
3. Tap **Control a room**.
4. Tap the room you want to access.
5. Tap **Meet now**.

## Controlling a room

If a room is being used for a meeting, you can use your phone to mute/unmute, turn video on/off, adjust speaker volume, and leave the meeting.

Note: When you tap the back button without disconnecting from the Room, you won't be able to [join the meeting using Room in the RingCentral mobile app](#).

## Screen sharing

You can share your screen content so it will appear on a monitor during a meeting. Content that may be viewed in Rooms includes whiteboard content shared from RingCentral Video.

### Local screen sharing

1. Tap **Share** on the Rooms Controller.
2. A popup window will appear on the dashboard of the monitor and the Rooms controller. Follow the instructions in the window.
3. As instructed, go to <https://v.ringcentral.com/share> in a web browser and click **Share**. Your content will then be displayed on the Rooms host.
4. If you want to convert the sharing session into a meeting, tap **Start meeting** on the Rooms controller. You can then invite participants to your meeting.

### Screen sharing during a meeting

Tap **Share screen** on your iPad, Android tablet, or Poly TC8 controller during a RingCentral Video meeting.

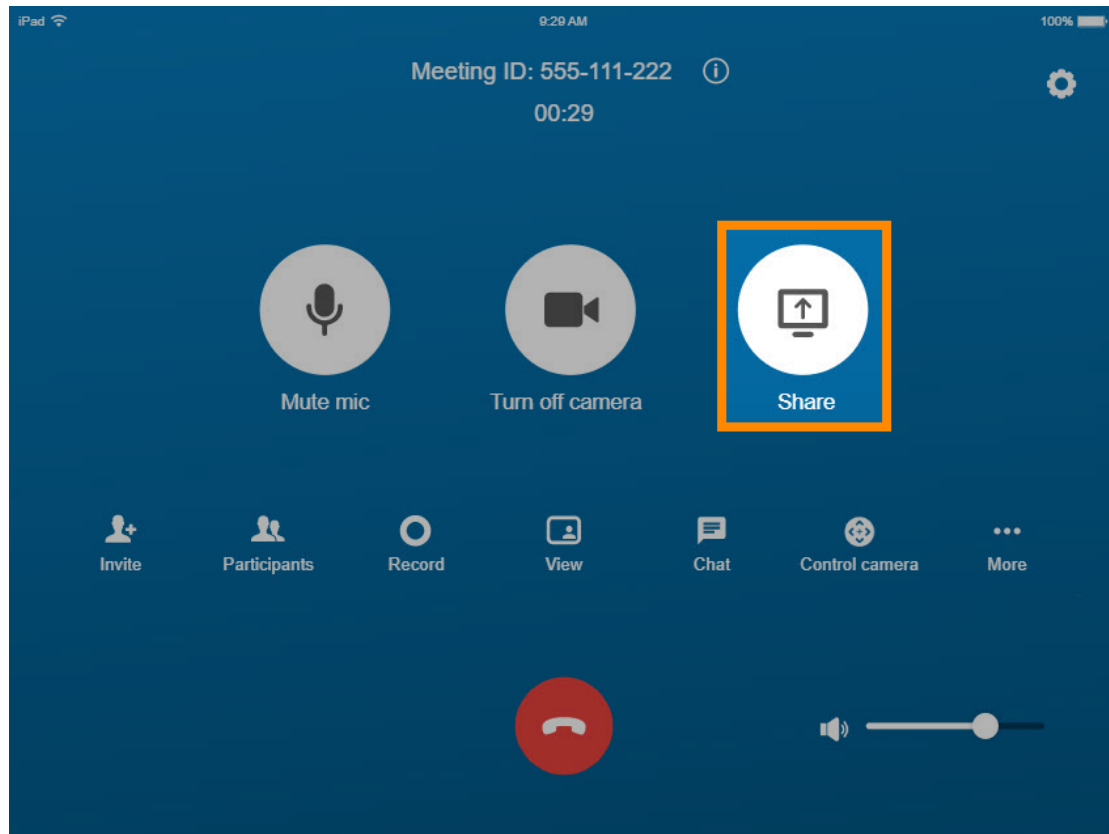
### Sharing your desktop screen via Bluetooth

1. Go to the **Video** tab in the RingCentral desktop app.
2. Click **Share in room**.
3. Choose the room to share your screen with, then click **Select**.

### Sharing your desktop screen via meeting ID

1. Go to the **Video** tab in the RingCentral desktop app.
2. Click **Share in room**.
3. Enter the meeting ID, then click **Select**.

If the Room is in a meeting, you can find the meeting ID on the Room's host device screen. If the Room is not in a meeting, you can tap **Share** on the controller to display the sharing instructions on the host device screen. The sharing instructions include the meeting ID.



## Screen sharing via HDMI

The previous sharing methods are software solutions that require some configuration. You can also share your laptop screen locally or within a meeting via a USB capture device that contains HDMI and USB interfaces.

They can choose automatic sharing mode or manual sharing mode

- **Automatic HDMI sharing:** HDMI sharing is automatic upon plugging HDMI
- **Manual HDMI sharing:** users should tap on controller to start sharing

To automatically share through HDMI, connect the HDMI interface to the laptop you want to share, then connect the USB interface to the Rooms host. The Rooms host will recognize the laptop's screen source as a new Camera Device. No additional driver is needed.

To manually share, you can choose manual HDMI sharing mode on the controller. Users can tap on controller to start sharing manually both for a local share session or in meeting.



## Viewing the whiteboard

**Whiteboard** is a virtual collaborative canvas that allows you to express ideas visually. When you join a meeting in RingCentral Rooms and another participant shares the whiteboard, you can view the whiteboard content on your monitor.

Whiteboard displays the whole canvas on a full fixed screen. This allows meeting room participants to see everyone's actions on the canvas at a glance.

Your monitor view will be content-only by default when another user shares the whiteboard. You can [change the displayed content](#) or [swap displays](#) when using multiple monitors.

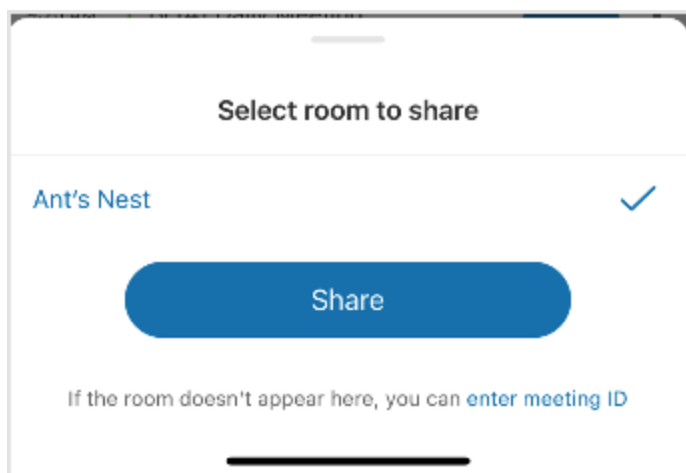
Note: You can only share your whiteboard in the RingCentral app for desktop and web. [Learn more](#)

## Sharing a file during a meeting in RingCentral Rooms

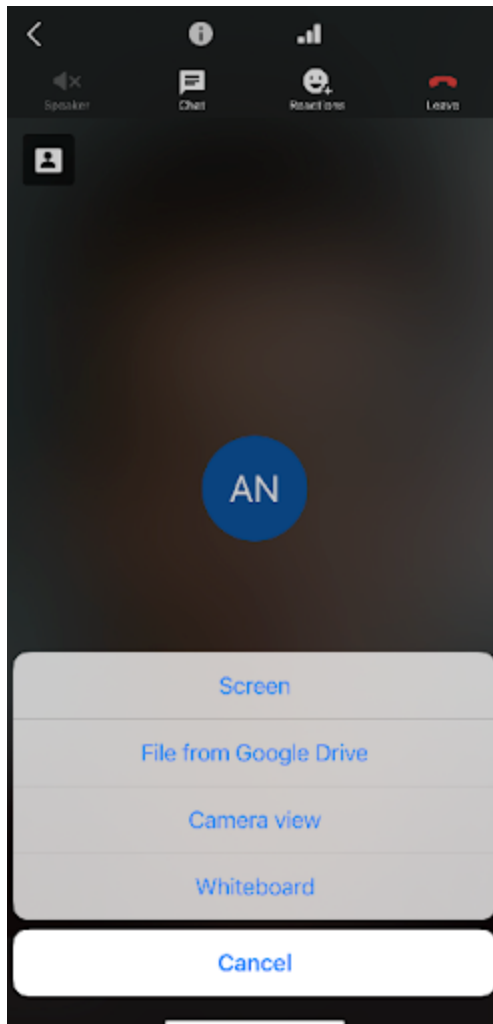
You can share files from your mobile device during a RingCentral Rooms meeting even without joining.

Note: The [Display share in room option](#) setting must be activated for file sharing to work. You can turn it on in your video meeting settings.

1. Sign in to the RingCentral mobile app.
2. Tap **Video** in the bottom menu.
3. Tap **Share** in Room at top right.
4. Select a room in which to share the file. If the room doesn't appear here, enter the meeting ID (if permitted under your [RingCentral Rooms settings](#)).



5. Choose where you want to pick the file from: *Screen*, *File from Google Drive*, *Camera view* or *Whiteboard*. Tap **Cancel** to discontinue file sharing.



## Enabling display share in room option

1. Sign in to the RingCentral mobile app.
2. Tap your profile photo at top left > **Video**.  
Or go to **Video** at the bottom menu > three-dot **More** icon at the top right > **Video meeting settings**.
3. Toggle on **Display share in room** option.

## Enabling persistent annotation

In order to communicate with other participant conveniently during screen sharing, customers can do persistent annotation on RingCentral Video using the mobile or desktop/web app. The Rooms app will display the annotation, which allows other participants to stay involved in the conversation.

Note: You can't perform persistent annotation from a Rooms controller. You have to use the RingCentral Video feature in the mobile or desktop/web app.

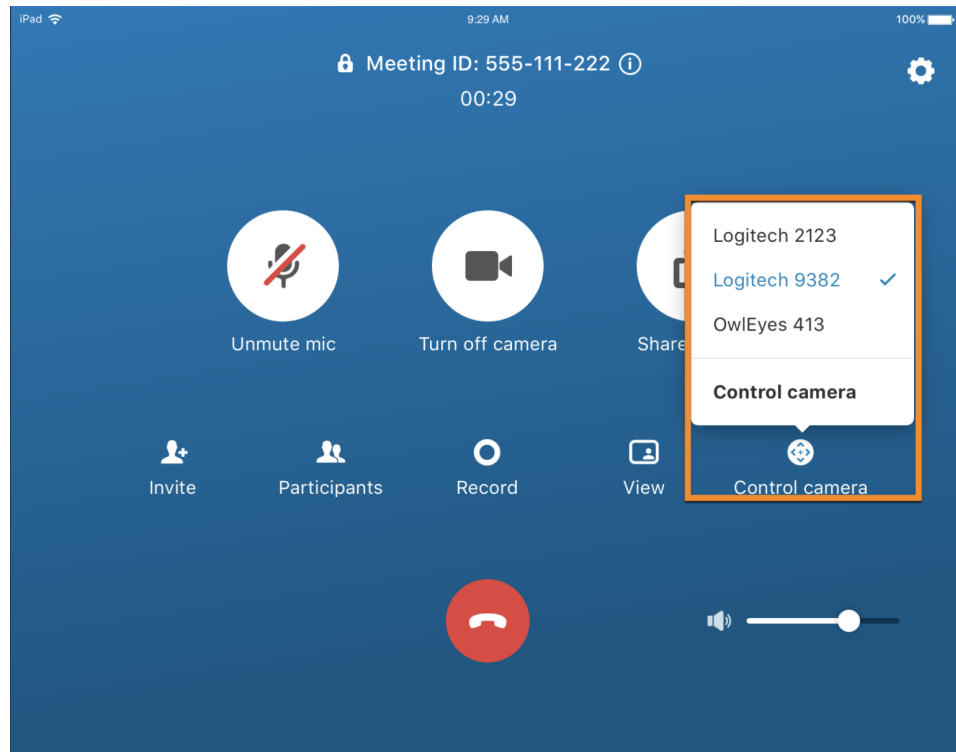


## Controlling cameras in RingCentral Rooms

As a participant in a RingCentral Rooms meeting, you can switch between multiple cameras that are connected to the Room for your **Screen share camera** and **People view camera**. You can manually adjust camera angles to your preference, and use the auto-framing feature. You can manually adjust camera angles to your preference and use the auto-framing feature.

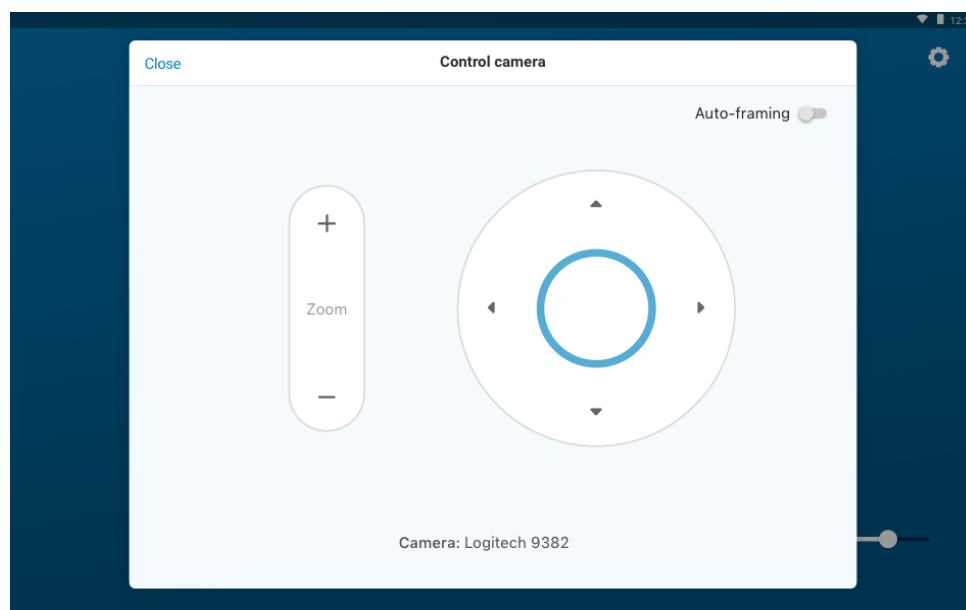
Learn more about [RingCentral Rooms' recommended hardware setups](#). This feature is available for Windows devices only.

To choose a camera, tap **Control camera** on your controller, then select a camera from the list.



## Controlling a camera with auto-framing turned off

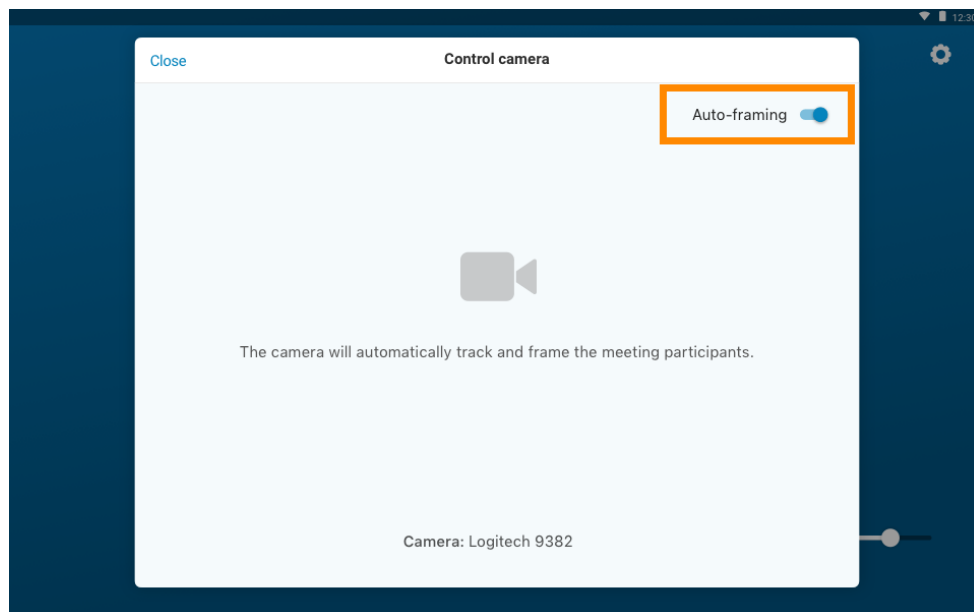
If auto-framing is turned off, you can pan, tilt, and zoom your cameras in and out. On the controller, tap **Control camera** to access the movement and zoom controls.



## Controlling a camera with auto-framing turned on

Auto-framing automatically tracks and frames meeting participants so they can get an ideal view of the Room.

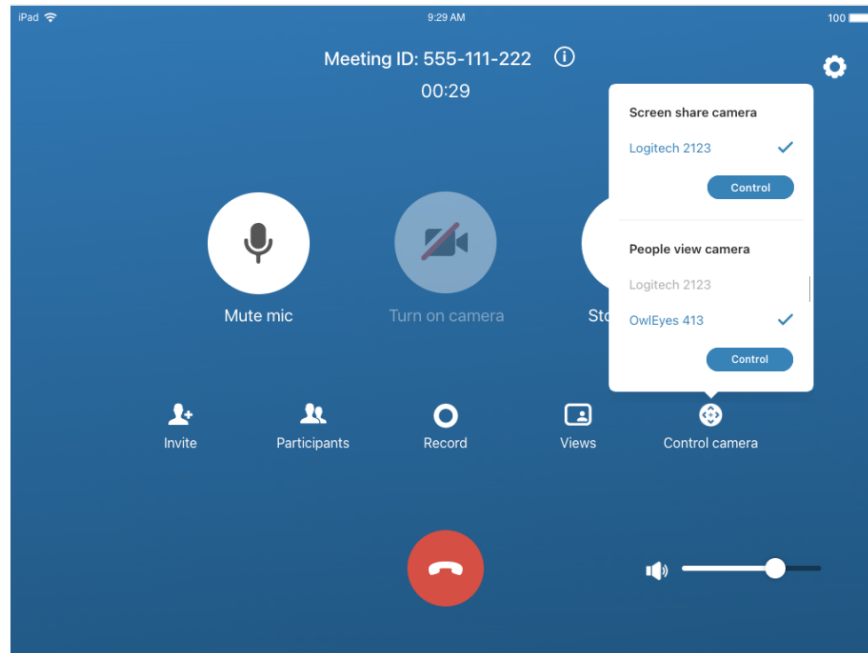
To turn on auto-framing, tap **Control camera** on your controller, then tap **Control camera**. Slide the **Auto-framing** toggle to turn on auto-framing.



## Sharing camera in full screen

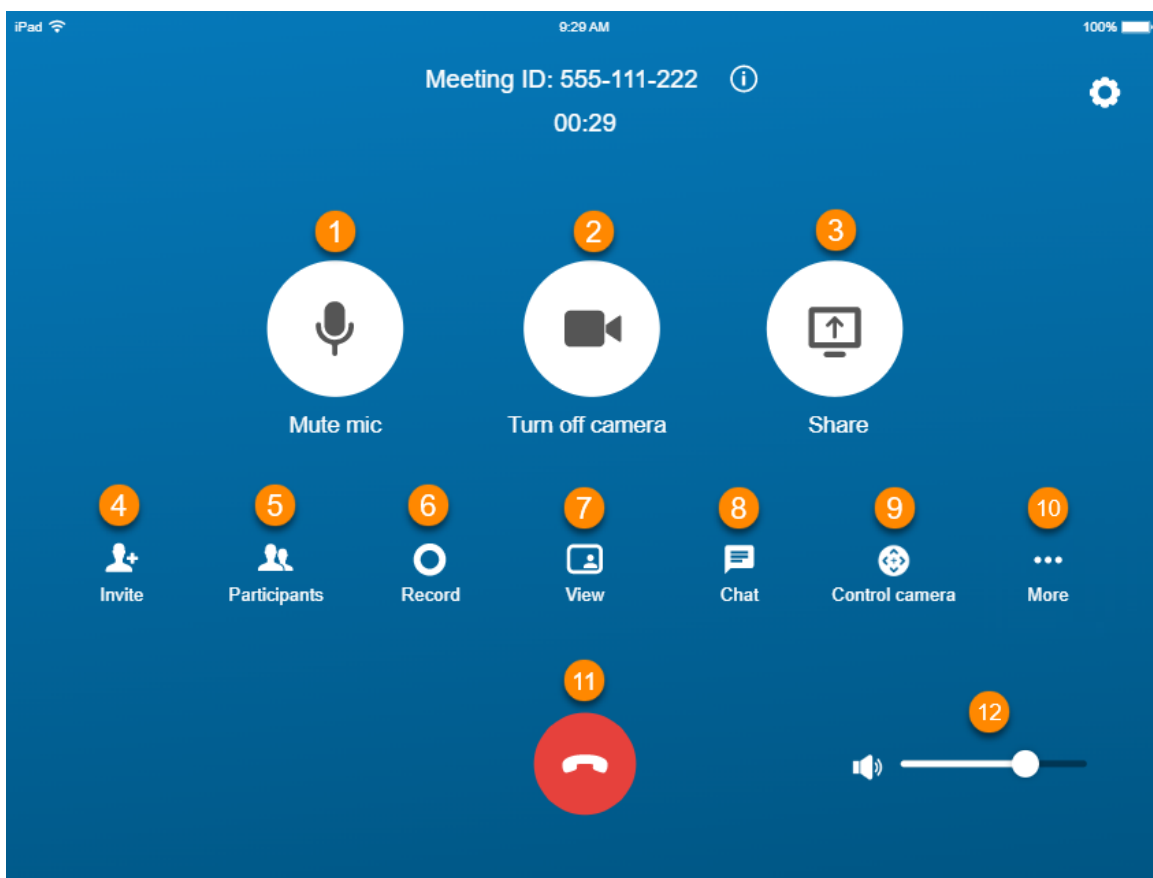
Room participants can present camera feeds in full screen to remote participants. A second camera connected to Rooms can be used as the second device to show a document, a physical whiteboard, or an activity taking place in the room.

With share camera full screen feature, presenters could be able to involve remote participants into the meeting discussion. User could select prefer camera and use this camera to share in meeting.



## Managing meetings

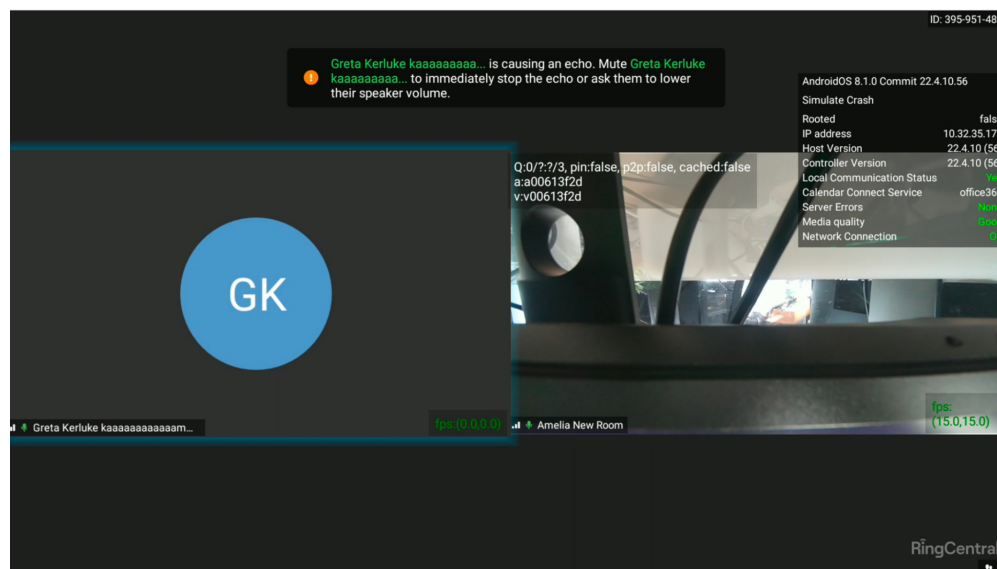
The Rooms controller has buttons for you to use in an ongoing meeting. The following buttons are available:



1. **Mute/unmute mic:** Mute or unmute the room microphone.
2. **Turn on/off camera:** Turn the room camera on or off.
3. **Share screen:** Share content from your laptop or mobile device.
4. **Invite:** Invite participants to your meeting.
5. **Participants:** Manage participants.
6. **Record:** Record the meeting. The meeting recording will be saved to the cloud. A link to the recording will be emailed to the meeting host email when the meeting is over.
7. **Views:** Change the host monitor layout. You can change the layout to *gallery view*, *active speaker*, or *content only* while screen sharing.
8. **Chat:** View the chat box on the host screen and during the meeting to all participants. Room users are able to see all public message during the meeting, as well as private messages to the room.
9. **Control camera:** Switch between multiple cameras that are connected to the Room, manually adjust camera angles to your preference, or use the auto-framing feature.
10. **More:** Configure audio and video settings, device settings, volume, etc.
11. **Hang up:** End the meeting.
12. **Volume:** Change the audio volume of the meeting.

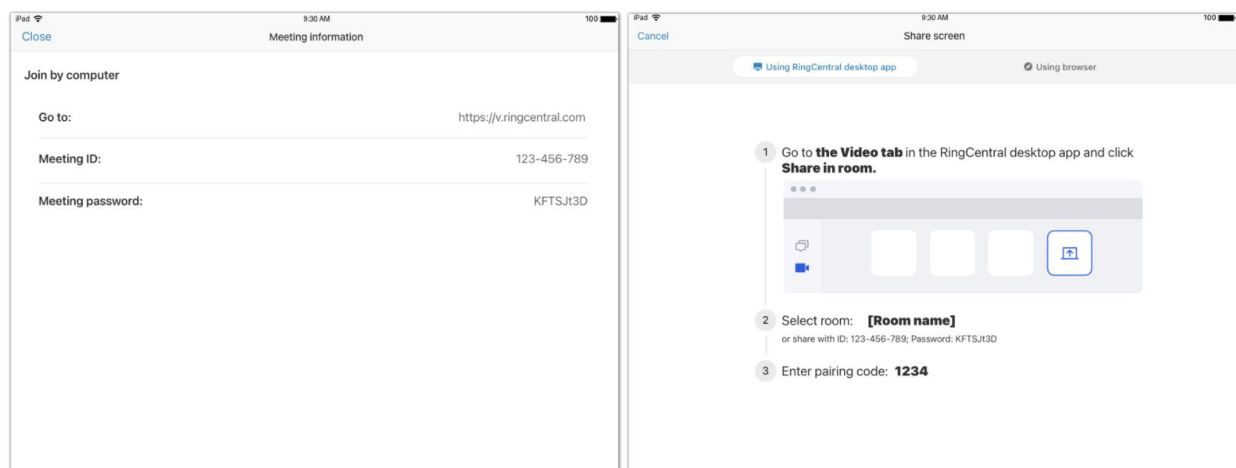
By tapping the meeting info icon on the Rooms controller (top right corner), users can open the “Meeting information” page where they can find the meeting title and meeting host on top of the page.

When a desktop Rooms controllers detects echo leak, it will show who's causing echo, and users can click once to mute him/her/them.



## Showing meeting password and meeting information

Users can also see the ongoing meeting's password (if any) and meeting information in the room's share guide on both the host and the controller. Users can also choose to show/hide upcoming meetings on Room displays by turning on/off the toggle.



## Inviting Participants

You can invite participants to your meeting using your Rooms Controller.

1. On the Rooms Controller, tap **Invite**.



2. A popup window will appear. Select whether to invite participants **By RingCentral**, **By Phone**, or **By Email**.
3. For invitations by RingCentral or by phone, enter the name in the *Name* field, or select from the contact list.
4. For invitations by email, enter an email address. You can also choose to invite external participants.
5. Invitees will receive incoming video calls and messages on any RingCentral apps.

## Managing Participants

As the host, you can manage meeting participants. If you're not the meeting host, you have limited functions for managing participants.

To manage participants, tap **Participants**. The *Participants* window will appear. The following buttons are available at the bottom of the *Participants* window.

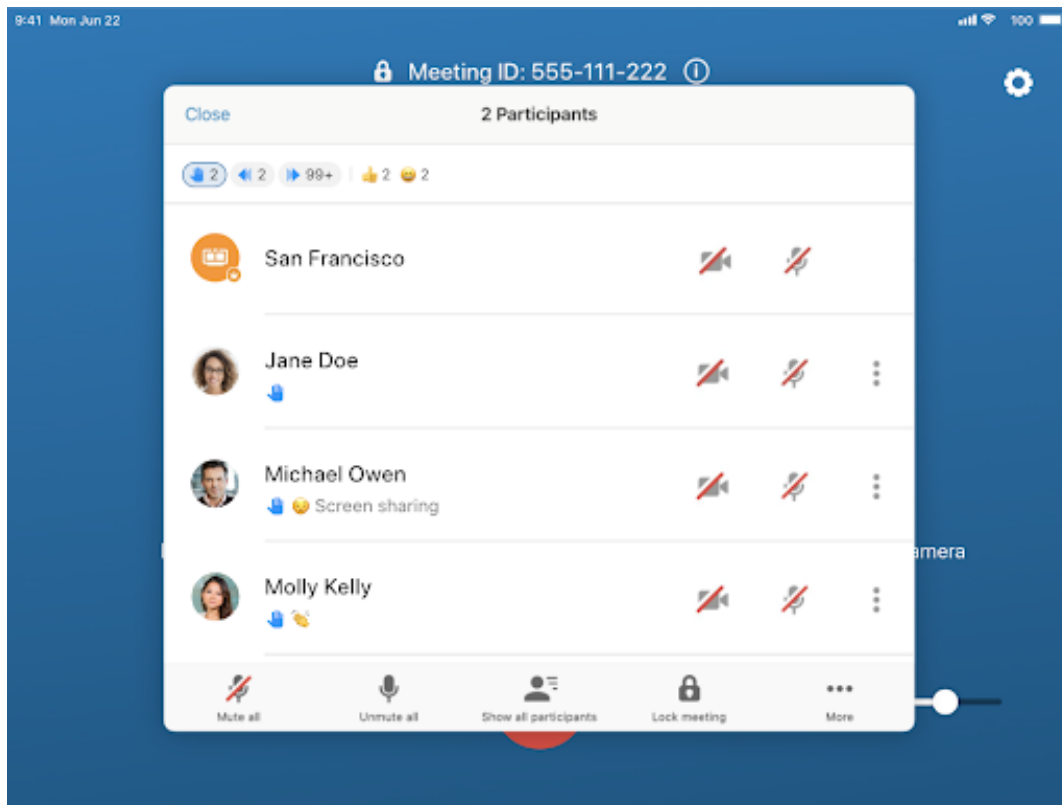
- **Mute all:** Mute all participants.
- **Unmute all:** Unmute all participants.
- **Video participants only:** Show only video participants. By default, when joining a meeting, you'll see all participants, including non-video participants (who are shown as avatars).
- **Show all participants:** Show all meeting participants, including non-video participants.
- **More:** View more options.
  - *Mute all and disable muting:* Mute all participants and prevent them from muting themselves.
  - *Lock meeting:* Lock or unlock the meeting. When a meeting is locked, new participants will be unable to join.

You can also manage each meeting participant individually. Tap on the name of a participant to bring up the following buttons:

- **Video:** Request the participant turn on their camera. If their camera is on, you can tap this button to turn it off.
- **Mic:** Request the participant turn on their microphone. If their microphone is on, you can tap this button to turn it off.
- **More:** View more options.
  - *Remove participant from the meeting:* Remove the participant. You can re-invite the participant if you wish.

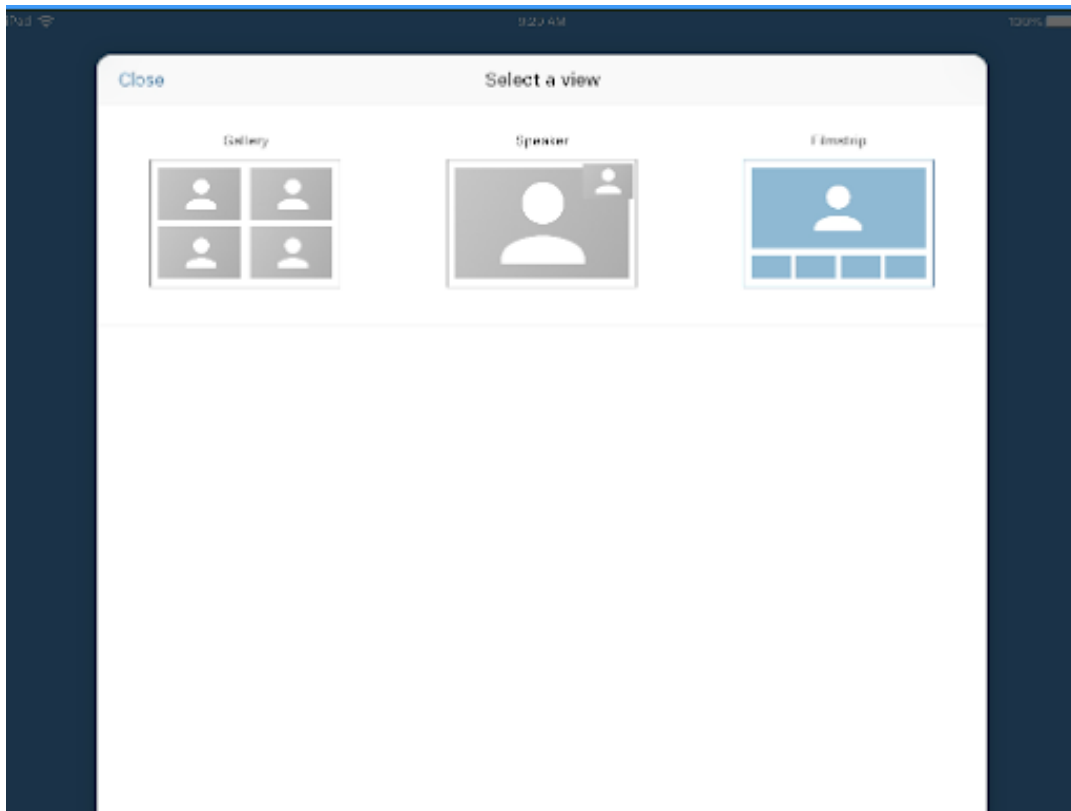
## Viewing reactions from participants

Participants can send non-verbal reactions, feedback, or status messages. You can view those reactions on both the monitor and the controller. You can filter out the participants who have feedback and status reactions on the participant list.



## Changing views

Tap **Views** to change how participants are displayed on the Rooms host. You can change the view to **Active speaker**, **Gallery**, or **Filmstrip**. Note that in dual-display rooms, the layout will be changed on the second monitor only.



### Active speaker view

In this view, the monitor will display the most recent active participant. This view will differ depending on whether you are in single-display or dual-display mode.

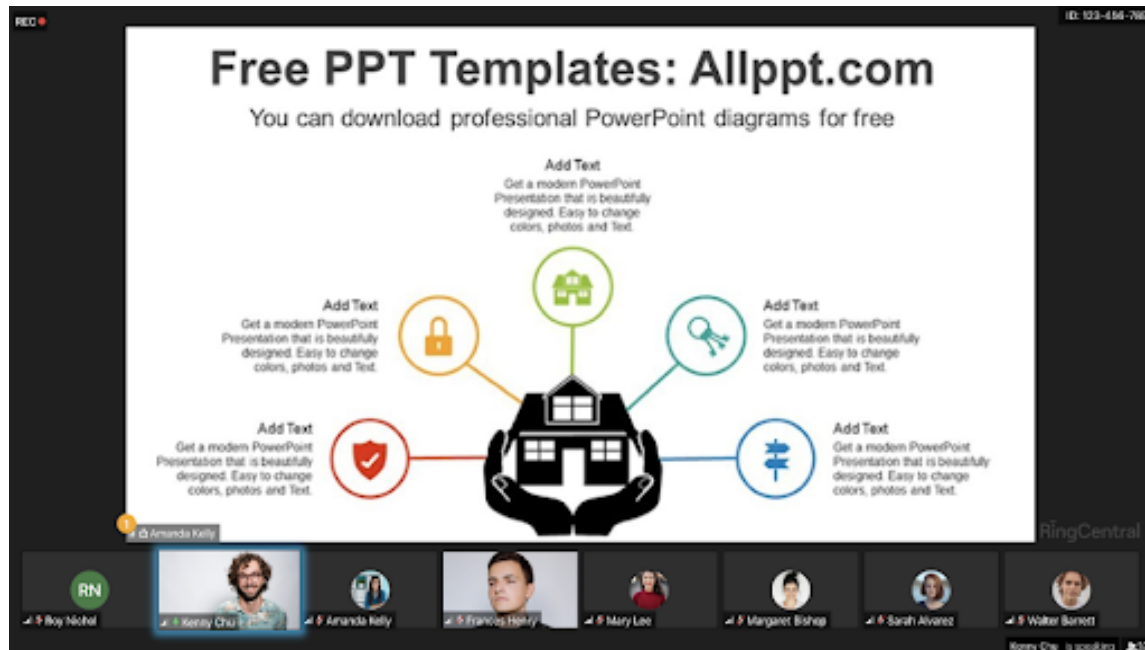
- In dual-display mode: The two most recent active participants will be displayed on the monitor.
- In single-display mode: You can show the active speaker in a thumbnail during screen sharing. You can also set the location and size of the thumbnail.

### Gallery view

Gallery view is the default view when there is more than one participant with video turned on. Gallery view displays participants in a grid. The participant who is actively speaking will be highlighted by a green halo frame. If the gallery has more than one page of participants, you can use the controller to view the rest of the participants.

## Filmstrip view

Filmstrip view allows you to see other participants while focusing on the active speaker or shared content. The main monitor displays the active speaker or shared screen, and the filmstrip displays meeting participants.



The view will differ depending on whether you are in single-display or dual-display mode.

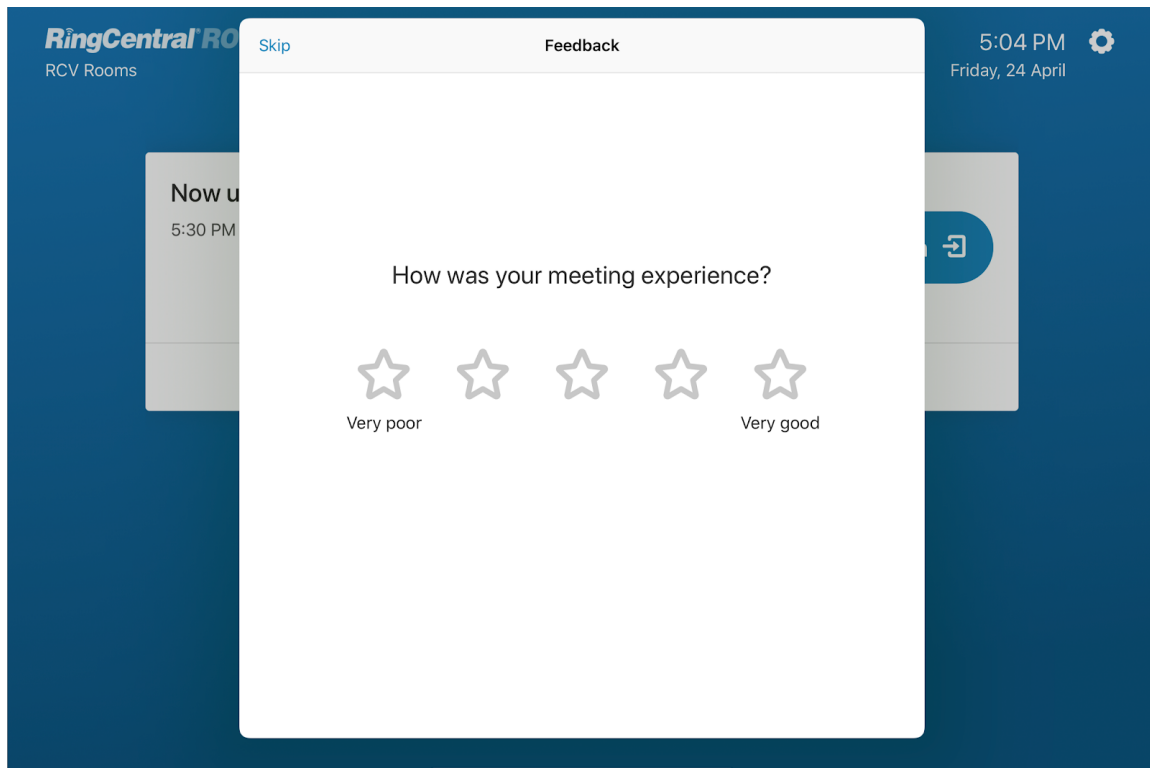
- In single-display mode: The thumbnail will not display. You can view the full content.
- In dual-display mode: You can view the content on both screens.

## Screen dimming

The Rooms app screen dims after five minutes of inactivity. Rooms will automatically wake up 30 minutes before your next upcoming meeting, or when you tap the controller.

## Sending Feedback

When a meeting ends or when you leave a meeting, a **Feedback** window appears. You can rate the meeting quality, and can click on any issues you may have encountered. If your issue is not listed, you can enter your feedback in the box provided.



## Enabling Closed Captions

1. Tap the **More** button.
2. Tap **Closed captions**.
3. Toggle the **Show closed captions** option.
4. Adjust the font size and display format of the closed captions.

Note: The Closed Captions feature isn't available in End to End Encryption (E2EE) meetings.

## Setting up Personal or Conference Rooms

IT admin can check the "Personal Room" checkbox on Service Web to make a room a personal room. Once selected, rooms will persist the following user selection to the next meeting:

- Meeting layout (Gallery/Filmstrip/Active Speaker/Content)
- Show all / Show video participant only
- Hardware preference
- Close caption (on/off/position/font size)

- Chat (on/off/position)

^ Room Details

Room Name

Abner's Test Room

Status

Offline

Get New Activation Code

Calendar (optional) ⓘ

Connect Calendar

Template

Apply

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

Calendar Email Address

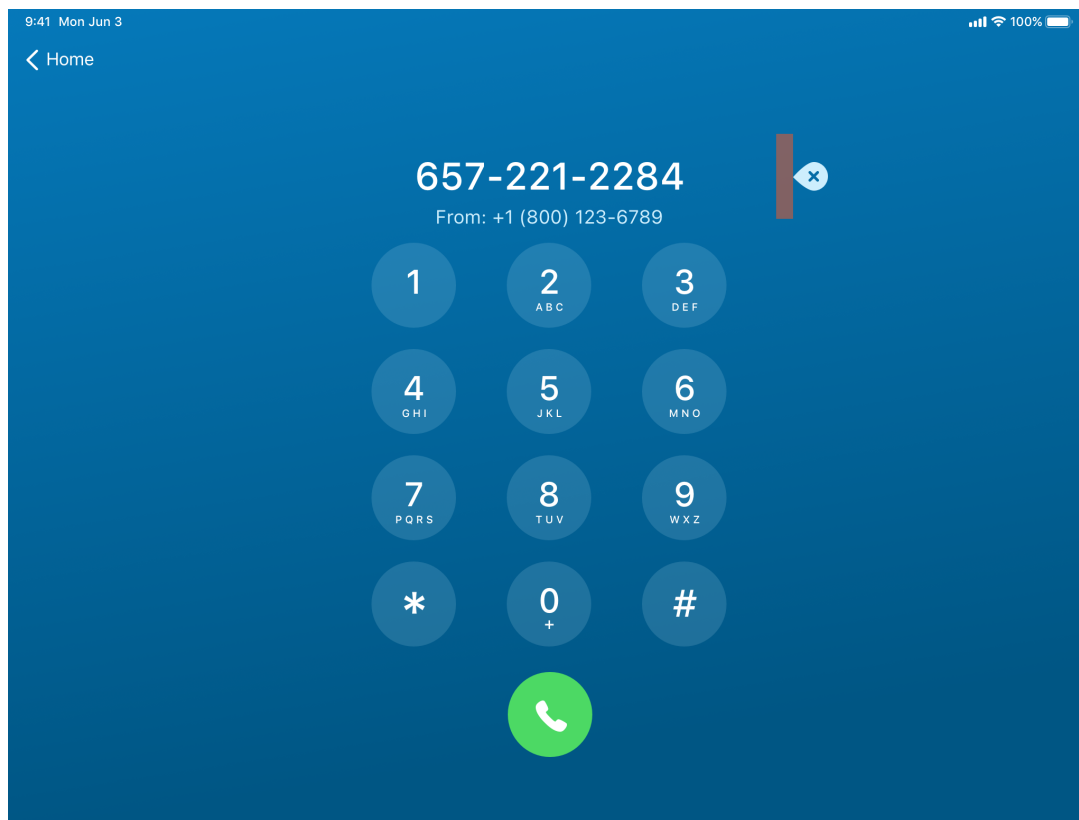
abner'stestroom@rcchina5.com

## Using RingCentral Video Rooms as a softphone

Users can now purchase a softphone license to enable the softphone function in RingCentral Video Rooms. You'll see a **Phone** icon if the license is available.

This feature allows users without deskphones to:

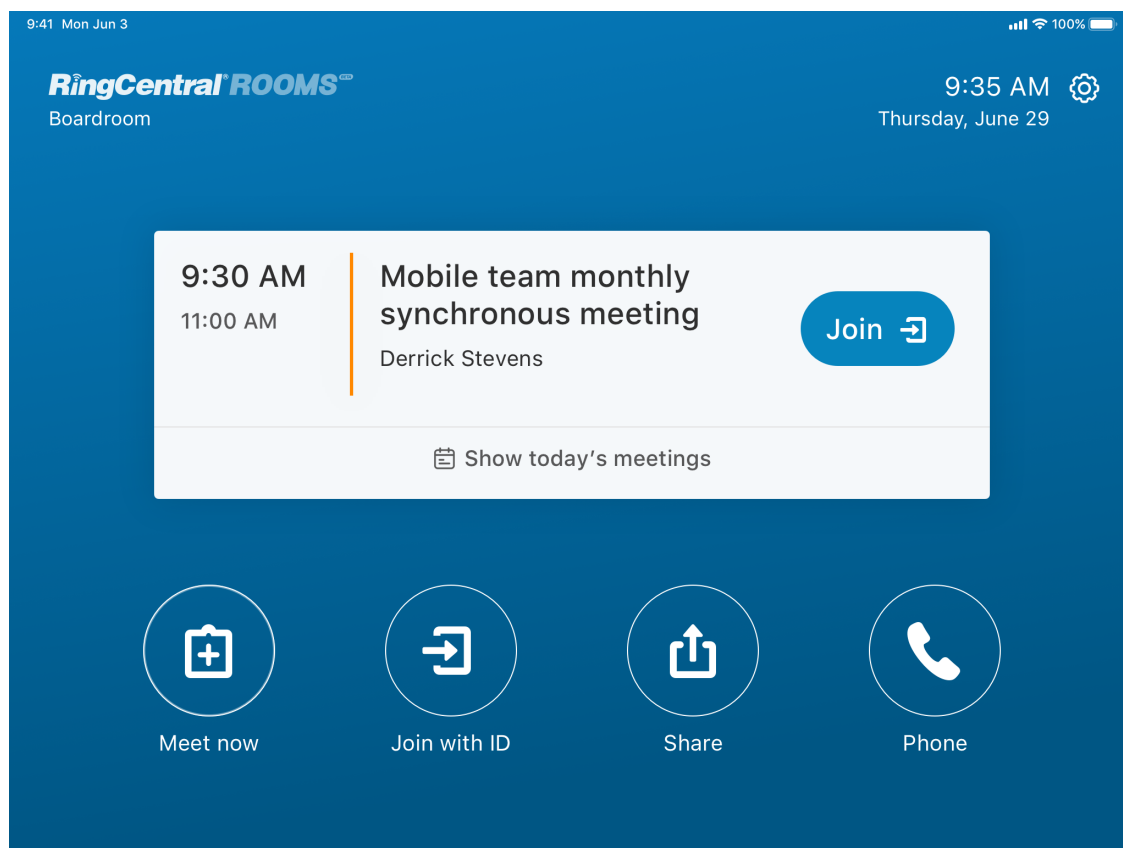
- Place calls to internal and external contacts using the Rooms microphone and speaker.
- Receive incoming calls from internal and external contacts.
- Use the controller to mute/unmute and change microphone and speaker settings; and use the dialpad to enter numbers.
- Set the room to Do Not Disturb (DND) mode.





Using RingCentral Rooms as a softphone allows different functionalities depending on whether you're in a meeting, a call, or neither.

- **If you're not in a meeting or call, you can:**
  - Make 1:1 calls to internal and external numbers.
  - See names and numbers for incoming calls.
  - Answer and decline phone calls.
  - Enable and disable Do Not Disturb mode.
  - Mute, unmute, adjust volume, and access the dialpad.
- **If you're in a video meeting, you can:**
  - Invite attendees by phone number.
  - See names and numbers for incoming calls.
  - Answer and decline phone calls.
  - Enable and disable Do Not Disturb mode.
- **If you're on a phone call, you can:**
  - See names and numbers for incoming calls.
  - Answer and decline phone calls.



Note: Using RingCentral Video Rooms as a softphone is only available for RingCentral Video Rooms, not for RingCentral Meetings Rooms.

## Using Rooms on Logitech and Yealink devices

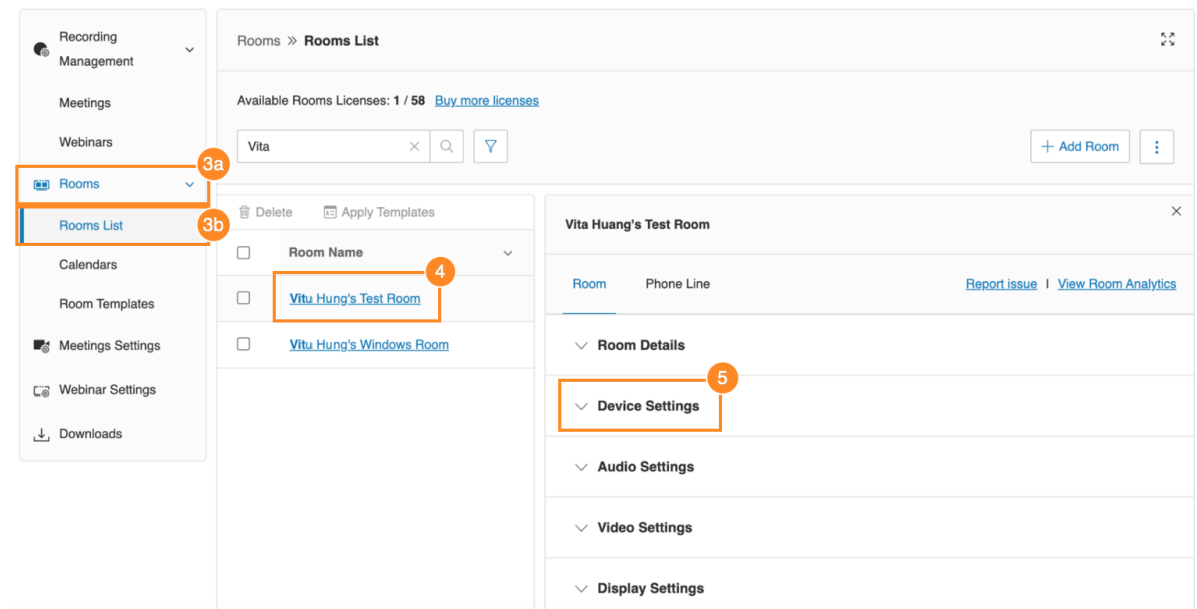
Users can utilize their RingCentral Rooms account to log into Logitech & Yealink devices for meetings. Log in to RCV Android Rooms on Logitech or Yealink devices to use the same features available in RingCentral Rooms.



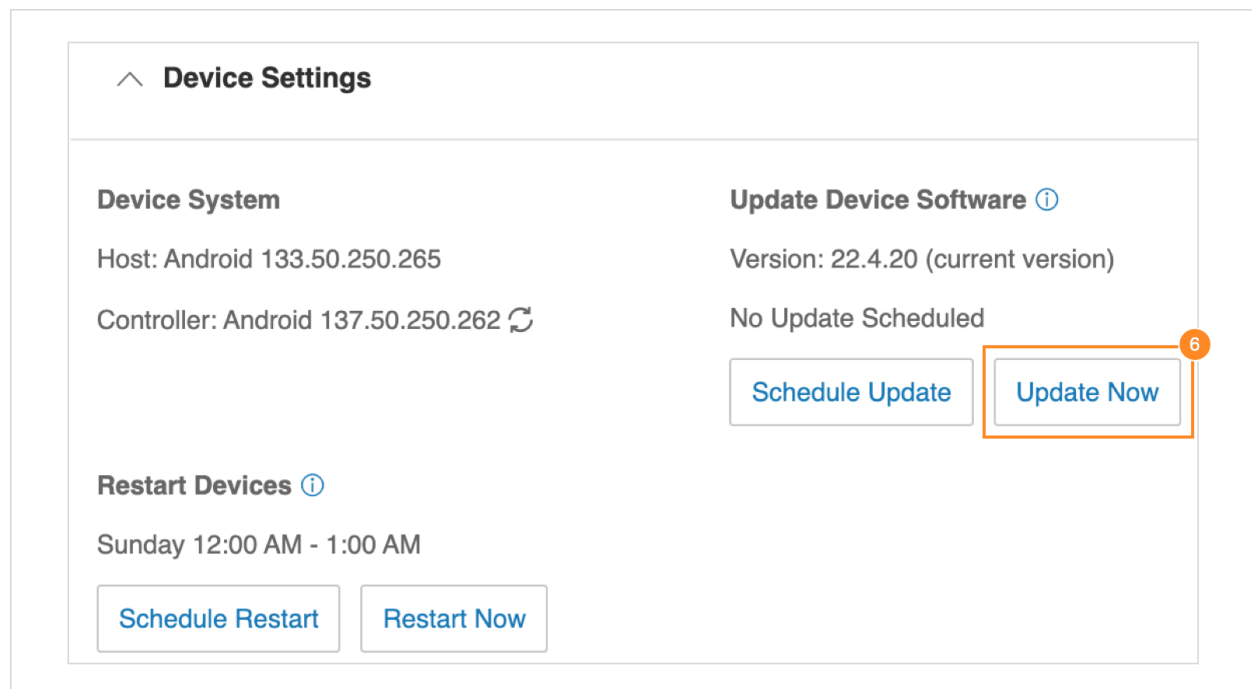
### Upgrading software and firmware

IT admin can sign into the Admin Portal to update the software or firmware for their Logitech devices used for Rooms.

1. Go to the [Admin Portal](#) and sign in.
2. Go to **Meetings > RingCentral Video**.
3. Go to Rooms > **Rooms List**.
4. Click on the room with devices that need software upgrades.
5. Click **Device Settings**.



6. Under **Update Device Software**, click **Update Now**.



A prompt on RingCentral Rooms will appear when the upgrade starts.