

RingCentral Rooms (RCV Rooms)

Admin Guide



CONTEXT

Introduction	2	Manually Pairing the Host and Controller	8
About RingCentral Rooms	2	Configuration and Testing	8
Key features	2	General settings	8
Requirements	2	Audio settings	9
Operating System and Hardware Requirements	2	Video settings	9
Network	2	Views settings	9
Domain	2	Switching Rooms system	9
Software	2	Switching from RingCentral Meetings Rooms to RingCentral Rooms	10
About this guide	3	On the Mac	10
Getting started	4	On the iPad controller	10
Prerequisites	4	Switching from RingCentral Rooms to Ringcentral Meetings Rooms	10
Enabling RingCentral Rooms Permissions	4	On the Mac	10
Adding Room Calendars	4	On the iPad controller	10
Adding Microsoft Office 365 to Rooms	4	Rooms Analytics	10
Create a dedicated user	4	Overview	10
Create a calendar resource for the room	5	Snapshot	11
Delegate the room resource to the dedicated user	5	Map view	11
Adding Google Calendar to Rooms	5	Table view	11
Create a dedicated user	5	Rooms	12
Share calendar resource	5	Room details	12
Subscribe to Google rooms	6		
Adding a calendar to the room in the online account	6		
Add a room in RingCentral Rooms	6		
Installing and setting up RingCentral Rooms	7		
Installing RingCentral Rooms app on the Host	7		
Installing the RingCentral Rooms app on the controller	7		
Pairing the Host and Controller Devices	7		

Introduction

About RingCentral Rooms

RingCentral Rooms offers an easy way to start, join, and control RingCentral Video meetings in a conference room from an iPad controller. Use RingCentral Rooms to start or join RingCentral Video meetings which are initiated from different endpoints.

Key features

- HD Video and Audio
 - Experience high definition video and audio
- One-touch Join
 - Join rooms meetings easily and seamlessly
- Direct Share
 - Share content from your laptop screen wirelessly
- Calendar Integration
 - Join meetings scheduled on your calendar
- Collaborative capabilities
 - Invite participants to join rooms meetings using the controller

Requirements

Operating System and Hardware Requirements

- Rooms Host
 - Mac Mini: OS 10.14 (Mojave) and above
- Rooms Controller
 - iPad Mini, iPad, or iPad Pro: iOS 12 and above

- TV Monitor
 - Samsung/Phillip Display TV's (55" / 65")
 - Recommended resolution: 1080p
- Audio input / output
 - Nureva, Polycom
- Camera
 - Aver, Logitech

Please note that it is recommended to use the same audio input and output hardware. Not doing so may cause issues, such as echo.

Network

Set up your Rooms host and controller app on the same local area network. Also, set your port and domain to the following recommendations:

Ports

RingCentral Video requires the following open ports:

- TCP/UDP: 443
- UDP: 32768 - 61000

Domain

Whitelist v.ringcentral.com in your firewall.

Software

- RingCentral Rooms software

- For the Rooms Host: Click on this [link](#) to download the .pkg file
- For the iPad controller: Click on this link to download

About this guide

This guide is designed for IT Administrators of RingCentral Rooms. This administrator guide shows you how to set up and use RingCentral Rooms for your video meetings.

Getting started

Prerequisites

In order to set up RingCentral Rooms, ensure the following:

1. Acquire the recommended platforms as specified in the requirements section
2. Set up your network to accommodate RingCentral Rooms

When you have set up your network using the recommended platforms, you can then proceed to enable Rooms permissions, integrate your preferred calendar, and create meeting rooms..

Enabling RingCentral Rooms Permissions

To create a RingCentral Rooms account, contact your super admin to open one or both of the following permission:

- Rooms Admin Settings: You need access to Rooms management on your [RingCentral Office online account](#)
- Rooms App Access: You need access to log in to Rooms apps

Existing customers can directly purchase the license from their online account.

Ensure your RingCentral account has enabled RingCentral app messaging permission to support **invite meeting participants**.

Please take 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 Room Calendars

If you want to integrate your calendar to your RingCentral Rooms, you can connect your Microsoft Office 365 or Google calendar. Integrating your Rooms system with your calendar enables your organisation's users to schedule a meeting, start and join meetings in the room with a few taps. Take the following steps to learn how to add either Microsoft Office 365 or Google Calendar.

Adding Microsoft Office 365 to Rooms

In order to successfully add a calendar, you must create a dedicated user in Office 365 to manage calendars, create a calendar resource for the room, and then configure the user and resource by delegating access. Once you have created a dedicated user for the room in Office 365 and created a calendar resource, you can then delegate the room to the dedicated user and give it permissions to manage rooms calendars.

Create a dedicated user

Created a dedicated user first to manage calendars in Office 365. Follow the following steps:

1. Sign into Office 365 as an admin
2. Add a user in your Office 365 account
3. Take note of the email address and password. Use this email address and password when you add the calendar within the RingCentral Office online account

Create a calendar resource for the room

When you have created a dedicated user, create a calendar resource for the room. Take the following steps:

1. Log in to Office 365 as an admin
2. Go to **Recipients > Resources**
3. Click on the **plus (+)** button if you need to add a room

Delegate the room resource to the dedicated user

This process gives the resource account access to the room. Take the following steps:

1. Log in to your Microsoft Office account
2. Click **Recipients**
3. Click **Resources**
4. Located and double-click the room
5. Click **Mailbox delegation**
6. Under Send As, click the **plus (+)** button
7. Search and select the resource account
8. Click **add->**
9. Click **OK**
10. Scroll down to **Full Access** and click the **plus (+)** button
11. Search and select the resource account
12. Click **add->**
13. Click **OK**
14. Click **Save**

Once you have delegated and enabled permissions to the room resource, you can then add the calendar in your online account or when you create your room. To learn how to add a calendar in your

online account, see **Adding rooms calendar in the online account**. To learn how to create a room, see **Creating Meeting Rooms**.

Adding Google Calendar to Rooms

In order 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 into your room. Take the following steps:

Create a dedicated user

Created a dedicated user first to manage calendars in Google. Follow the following steps:

1. Log in to Google as an admin
2. Create a dedicated user who can manage calendar resources
3. Create and locate the calendar resource.
4. Open the Calendar app. Make sure that you can see the calendar resource for the room under My calendars

Share calendar resource

When the dedicated user is created, share the calendar for the room. Follow these steps:

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 **ellipses (...)** 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. Under **Share with specific people** section, click **Add people**.
7. Enter the name or email of the person to whom you want to share the calendar on the **Add email or name** field
8. Click the drop-down arrow on **Permissions**
9. Select **Make changes and manage sharing**
10. Click **Send** when done

Subscribe to Google rooms

This process gives the resource account access to the room. Take the following steps:

1. Log 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. To learn how to add a calendar in your online account, see **Adding rooms calendar in the online account**. To learn how to create a room, see **Creating Meeting Rooms**.

Adding a calendar to the room in the online account

When you have successfully integrated your calendar, you can add the calendar for RingCentral Rooms in your online account. Take the following steps:

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

Add a room in RingCentral Rooms

When you have successfully set up the hardware necessary for your rooms system, you can then proceed to create a room in your online account. The created room will be the location where you can start, join, and invite users to your meeting. Follow these steps:

1. Log in to your RingCentral Office 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 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. The Add Room window will appear. Fill in the information for the following:
 - **Room name:** Enter your preferred room name

- **Passcode (optional):** Use this passcode to lock the administrator settings in this Room's host and controller applications. The default passcode from your Global Settings is shown. Leave this blank if you do not want to use a passcode for this Room. Please take note that though the Passcode is optional, it is used to lock the Rooms app settings to prevent accidental change of users
- **Calendar (optional):** If you want to add a calendar to the room, select a calendar that you integrated. See **Adding Room Calendars** for the steps

6. Click **Add**

The created room will then be displayed under the Rooms List.

Installing and setting up RingCentral Rooms

When you have completed the necessary network and system configuration, you need to install the RingCentral Rooms app in your Rooms host and controller. The RingCentral Rooms app on the host is used to accommodate RingCentral Rooms in your computer. You also need to install the app on the controller in order to control the meeting and perform tasks, such as to start, join, or invite participants to the meeting. When you have installed the app, pair your host and controller devices with each other for seamless and easy connectivity.

Installing RingCentral Rooms app on the Host

To install and set up the app on the device (i.e. Mac Mini) that will be used as a host for your meeting, follow these steps:

1. Download the app from the [RingCentral Office Downloads page](#) to the Mac Mini
2. Install the *Rooms.pkg* file
3. Accept the microphone and camera permissions when prompted. Make sure the Room has access to microphone and camera

4. The RingCentral Rooms splash screen will appear on the host and a pairing code will be available to connect with the controller

After installing the RingCentral Rooms app on the host, install the app on the controller.

Installing the RingCentral Rooms app on the controller

Install and set up the app on the controller (i.e. iPad). The controller will be used to start, join, or invite participants to the meeting. Follow these steps:

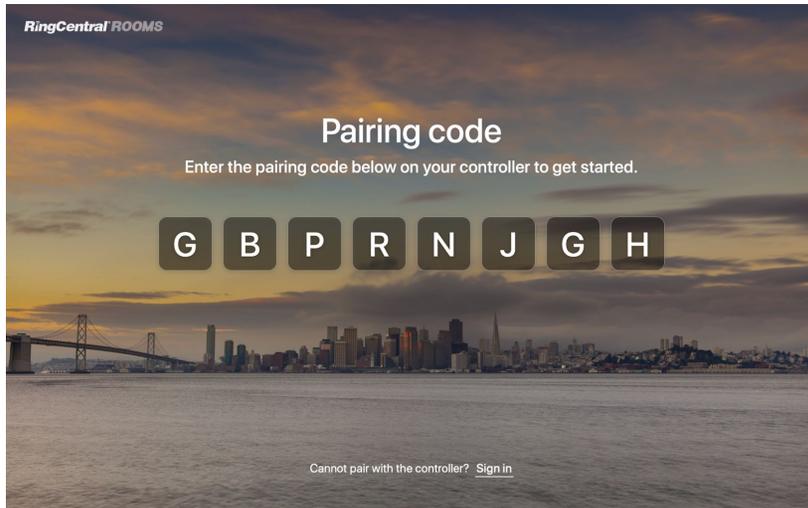
1. Download the app from the Apple Store to the controller
2. Install the app

After installing the RingCentral Rooms app on the controller, you can then pair it to the host device.

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 with each other. 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 room name that you want to be paired with and also of the pairing code displayed on the host device. You would want to connect to the same room for the pairing to be successful.



1. On the controller, log in to the app. Please note Super admins can log in to the app by default. You can also log in using the Rooms' credentials created by the admin and granted with access permission
 2. Select the same room that you want to be signed in
 3. Enter the pairing code displayed on the host device screen
 4. Wait for a few seconds for the pairing process to be completed. When completed, the host device screen will display the room name and the upcoming meeting for the day
2. Sign in to the host device using the Rooms' credentials created by the admin and granted with access permission
 3. Select a room that you created in RingCentral Office
 4. Wait for a couple of minutes 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 in to the host device, sign in to the controller using the same Rooms' credentials created by the admin and granted with access permission
 6. Select the same room you assigned on the host device
 7. Wait for a couple of minutes for a couple of minutes to complete the pairing process
 8. When successfully connected, the upcoming meeting for the day will be displayed both on the host device screen and the controller. Available controller buttons will also be available upon successful pairing to the host device

Manually Pairing the Host and Controller

If you don't want to use the pairing process of using the pairing code to connect the host and controller devices, you may want to connect the host and controller manually. Follow these steps:

1. On the host device, click **Sign in**

Configuration and Testing

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

General settings

1. Tap **Settings > General**
2. Toggle the **Meeting feedback** button on
3. While still in the **General** section, click **Update to Version** to update the controller app to the latest version. This will upgrade both Host and the iPad controller to the latest version

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 get better audio, you can adjust your settings.

- If the speaker and microphone have hardware audio processing problems, it is recommend to turn it **OFF**
- If the speaker and microphone do not have hardware audio processing, it is recommended to turn it **ON**

You can change the audio input and output devices when the room is idle. 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.

Note that your specified device will become the preferred 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** and check the following conditions:

- **Microphone:** You will 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 additional

camera if available. If accidentally disconnected, Rooms will automatically switch to the next available system default device.

Note that your specified device will become the preferred device.

Views settings

If your RingCentral Rooms host 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 display content on both screens, however, you need to access the Mac where it is used as the host. Follow the steps below:

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

Switching Rooms system

You may have installed RingCentral Meetings Rooms as your rooms systems. If you have configured and want to change to RingCentral Rooms, you can also do so and vice versa.

Switching from RingCentral Meetings Rooms to RingCentral Rooms

On the Mac

1. Click the **Exit** button on the bottom left corner of the screen, and then enter the passcode set by your IT admin if prompted
2. Launch the **RingCentral Rooms (RCV Rooms)** from the dock

You will know you have switched when you see the RingCentral Rooms logo on the screen.

On the iPad controller

Make sure the controller is not in Guided access when performing the steps below:

1. Tap the **Home** button to exit RingCentral Meetings Rooms
2. Tap **RingCentral Rooms (RCV)** from the dock

Switching from RingCentral Rooms to Ringcentral Meetings Rooms

On the Mac

1. Click the **Exit** button at the bottom of the screen
2. Click the **RingCentral Rooms** icon from the dock or Applications

You will know you have switched when you see the RingCentral Meetings Rooms logo on the screen.

On the iPad controller

1. Close the **RingCentral Rooms** controller app
2. Tap **RingCentral Meetings Rooms** from the dock

Rooms Analytics

Rooms Analytics provides a single pane view into the quality of meetings held in each room. This feature equips admins the visibility to check out and understand rooms with problems, without the need of reports from users. 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 Office 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 will show the data, reports, and the status that you need, whether it maybe rooms or devices. Let's review the following tabs and their corresponding components.

Overview

This tab gives you 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 statuses, list of newly added rooms, and a list of devices that are unassigned. You will also find snapshots of rooms and devices by location, and views of

locations with rooms and devices that have problems. Let's review these sections:

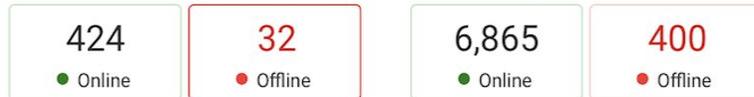
Snapshot

This section provides 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.

Current Rooms Snapshot

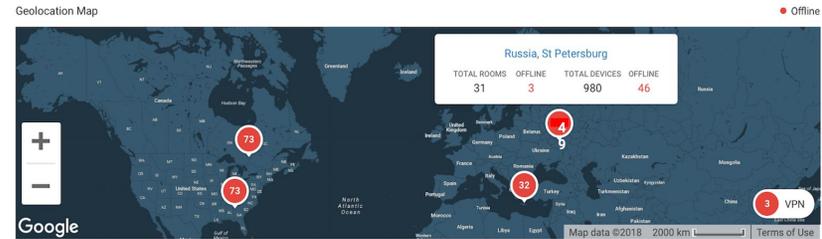


Current Devices Snapshot



Map view

This section shows the consolidated view of all locations. You can view granular details with the map view by doing the either of the following:



- 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 into a particular area or location by clicking on the numbers. This will help you identify issues specific to that location

Table view

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

Geo location	Geo Location IP	# Total Rooms	# Offline Rooms	% Offline Rooms	# Total Devices	# Offline Devices	% Offline Devices	# Offline Devices in Last 72 Hours
Paddington	172.24.41.100	1,241	414	32%	1,241	414	32%	519
Balmont	10.46.147.154	1,768	98	32%	1,768	98	32%	14
Osbawa	10.11.198.141	332	25	61%	332	25	61%	143
Aubrey	10.20.110.211	176	98	74%	176	98	74%	332
Greenville	10.11.111.111	1,241	414	32%	1,241	414	32%	519
Charlotte	10.11.111.111	1,768	98	22%	1,768	98	22%	14
Wamen	10.11.111.111	332	25	25%	332	25	25%	143
Plandfield	10.11.111.111	176	98	61%	176	98	61%	332
Oklahoma City	10.11.111.111	332	25	61%	332	25	61%	143
Portsmouth	10.11.111.111	176	98	22%	176	98	22%	332

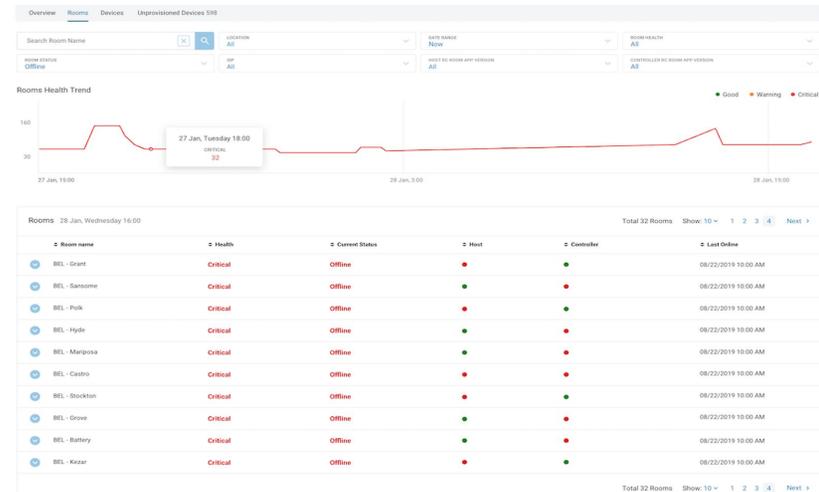
Rooms

This tab lists all the rooms with their corresponding status in real-time. You can view granular 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 the controller app version.

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.

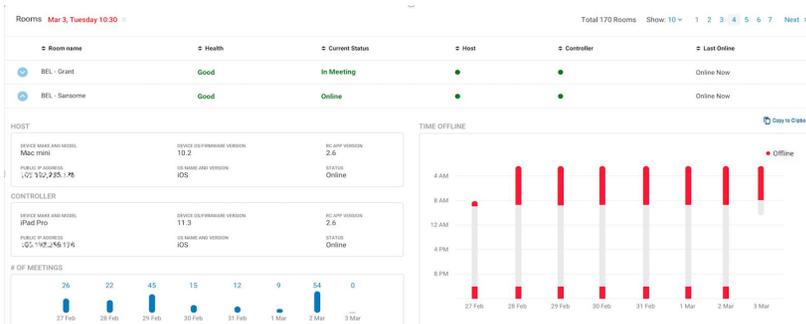
The Rooms list section is a tabulated list with all the rooms in your account that is sorted by health, with critical rooms at the top of the table. By default, the status of the previous hour is shown, which you can then select another timeframe. The following columns on the Rooms list shows the following:



- **Room Health:** This column may show the following status:
 - **Good** - Indicates no problem
 - **Critical** - Shows either the host or controller is offline.
 - **Warning** - Indicates outdated app versions on 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:** May show **Online** or **Offline**.
- **Controller:** May show **Online** or **Offline**

Room details

To get granular details of a specific room, click on that room and you will have the view of the following details:



- **Host:** This will show the host details such as device, make and model; public IP address, device OS and firmware version; OS name and version; RC app version, and status
- **Controller:** This will show the controller details such as device, make and model; public IP address, device OS and firmware
- **# of Meetings:** This shows 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:** This gives you the view of when the room was offline in the past seven days