

RingCentral Rooms (RCV Rooms)

Admin Guide



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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 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:
 - Mac: Upgrade to Mac Mojave if the OS version is lower
 - Windows: Upgrade to Windows 10 if the OS version is lower
- Controller:
 - iPad: Upgrade to iOS 12, if 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

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 for 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 administrator.

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 into 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 administrator 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 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**.

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 MVP 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 MVP 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 administrator 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.

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.

Mac room kit

The RingCentral Rooms app on the controller is used to control RingCentral Rooms on your kit computer. You will also need to install the app on the controller 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.

Downloading and installing RingCentral Rooms app on Mac Mini

1. Download the app from the [RingCentral MVP Downloads page](#) to the Mac Mini.
2. Install the *Rooms.pkg* file.
3. Ensure that the microphone and camera are connected to the computer and activated. When prompted, accept the microphone and camera permissions and grant screen recording permission to RingCentral Rooms.
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 device, install the app on the controller device.

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.

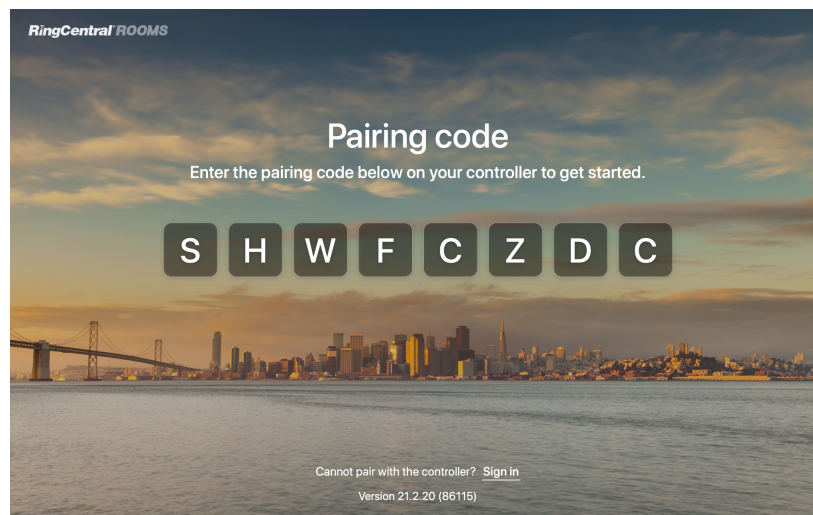
Windows room kit

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

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: Admins, who have access to the Admin Portal, can sign in to the app by default. You can also sign in using the Rooms' credentials created by the admin and granted access permission.

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 MVP.
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.

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.

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 2-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

1. Tap **Settings > General**.
2. **Meeting feedback**: Enable or disable prompting participants for meeting feedback at the end of a meeting.
3. **Display as private meeting**: Set a meeting to private to show the host and room name instead of the subject title.
4. **Hide host name for private meetings**: Hide the host's name from the meeting display so it just shows the name of the room for a private meeting.
5. **Dim screens when idle**: Enable or disable dimming screens after five minutes of inactivity.
6. While still in the **General** section, click **Update to Version** to update the controller app to the latest version. This will upgrade both the 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 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 timezone, 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](#)
[Phone Line](#)
[View Room Analytics](#)

[^] **Room Details**

Room Name

Status
Offline

Settings Access Passcode (optional) ⓘ

Calendar (optional) ⓘ
Calendar

[Edit Calendar](#)
[Remove Calendar](#)

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

[Edit](#)

Template

[Apply](#)

Site
Site 1

[Edit](#)

[Delete](#)

[Cancel](#)

[Save](#)

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**.


Audio Settings

Software Audio Processing ⓘ
☒ Enable

Mic Level ⓘ
  100 %

Speaker Volume ⓘ
  75 %

Default Microphone ⓘ
Built-in Microphone (Internal Microph 

Default Speaker ⓘ
Built-in Output (Internal Speakers) 

Cancel

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**.

Video Settings

Automatic Framing ⓘ
☐ Enable


Cancel

Save

Upgrading Rooms software or restarting Rooms devices

You can remotely upgrade the RingCentral Rooms software or restart a Rooms device that is not operating correctly. Currently, upgrades are performed for each room individually. An upgrade is supported only for the host (and the Android customize controller). Upgrades are supported for Rooms version 21.4.30 and later; software versions lower than 21.4.30 cannot be upgraded through your online account.

An upgrade will proceed once when Rooms is not hosting a meeting or phone call.

 **Device Settings**

Device System ⓘ
Host: MAC 12.2.0
Controller: Android 9

Update Device Software ⓘ
Version: 21.4.20 (current version)
[Update Now](#)

Restart Devices ⓘ
[Restart Now](#)

To upgrade the devices in a single Room:

1. Go to **Meetings > RingCentral Video > Rooms**.
2. Click **Update Now** to begin the device upgrade.
3. Wait for the Room status to show the update is complete.
4. Verify that the device and controller software reflects the latest versions.

Consider rebooting devices to resolve device operation problems such as a memory leak, which may cause the system or software to run slowly or crash. Restarting a Rooms device releases memory to ensure that the device operates normally.

To restart the devices in a single Room:

1. Go to **Meetings > RingCentral Video > Rooms**.
2. Click **Restart Now** to begin the device reboot.
3. Wait for an indication that the reboot of the devices is complete.
4. Click **Restart Now** to restart the room's devices.

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**.

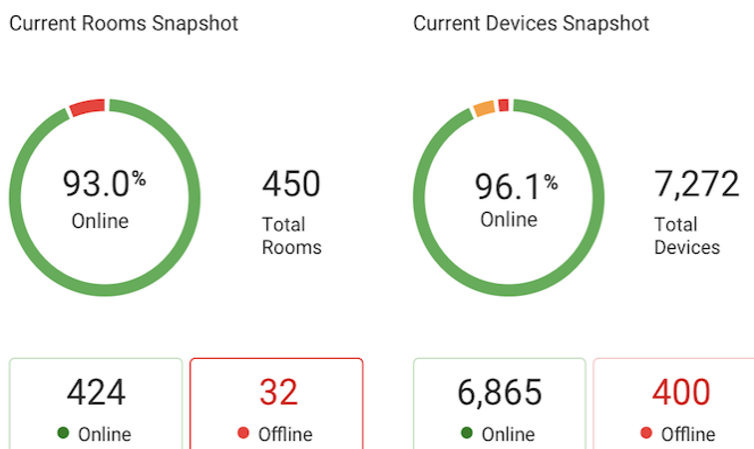
Upon logging in to Rooms Analytics, the primary tabs will be seen on the top header bar. These tabs are **Overview**, **Rooms Devices**, and **Unprovisioned Devices**. Each tab shows the data, reports, and status that you need, whether it is for rooms or devices.

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.

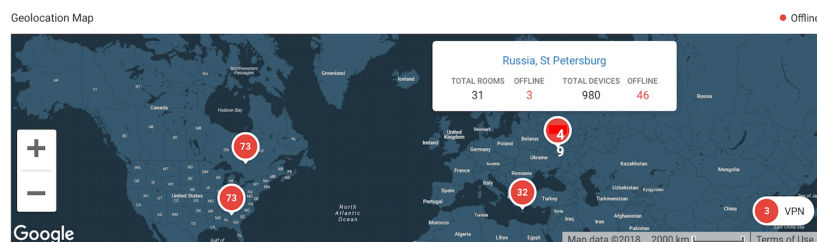


Table view

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 | 10.0.0.1 | 1,241 | 414 | 32% | 1,241 | 414 | 32% | 519 |
| Belmont | 10.0.0.2 | 1,768 | 98 | 32% | 1,768 | 98 | 32% | 14 |
| Oshawa | 10.0.0.3 | 332 | 25 | 61% | 332 | 25 | 61% | 143 |
| Aubrey | 10.0.0.4 | 176 | 98 | 74% | 176 | 98 | 74% | 332 |
| Greenville | 10.0.0.5 | 1,241 | 414 | 32% | 1,241 | 414 | 32% | 519 |
| Charlotte | 10.0.0.6 | 1,768 | 98 | 22% | 1,768 | 98 | 22% | 14 |
| Xiamen | 10.0.0.7 | 332 | 25 | 25% | 332 | 25 | 25% | 143 |
| Plainfield | 10.0.0.8 | 176 | 98 | 61% | 176 | 98 | 61% | 332 |
| Oklahoma City | 10.0.0.9 | 332 | 25 | 61% | 332 | 25 | 61% | 143 |
| Portsmouth | 10.0.0.10 | 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.

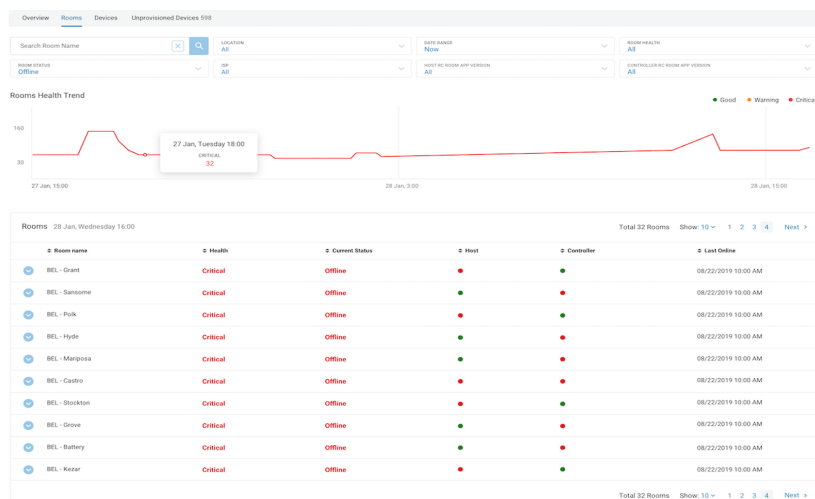
The filters section allows you to click on the dropdown menus to filter the data that you need. You can filter by name, location, date range, room health, room status, ISP, Host's app version, and controller app.

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; RC 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.

