RingCentral Video

User Guide
For v1.0
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What platforms are supported?

Use RingCentral Video on any of these supported platforms.

Operating systems

- Windows 10 and later
- Mac OS X 10.7 and later

Browsers

- Google Chrome 75 and later
- Microsoft Edge 79 and later

Mobile devices

- iOS 10.0 and later
- Android 5.0 and later
RingCentral Video overview

RingCentral Video gives you the power to video conference with face-to-face meetings and enables you to share your desktops or documents with anyone, anywhere, at any time. RingCentral Video is designed for open exchange and interactive communications. Use RingCentral Video to start instant meetings, invite participants, and record meetings for later reference.

Start using RingCentral Video in the RingCentral app

After your system administrator has installed the RingCentral Video app, you can start or join a RingCentral Video meeting directly in the RingCentral app on any supported device.

1. In the RingCentral app, select Meetings to start, schedule, or join meetings
2. Press Start to launch instant meetings, or Join to enter a meeting by providing a Meeting ID

Start using RingCentral Video in a browser

After your system administrator has installed the RingCentral Video app, you can start or join RingCentral Video meetings directly via a Google Chrome browser window on any supported device.

1. From Google Chrome, sign in to https://v.ringcentral.com
2. At the prompt, choose whether to Allow or Block use of your microphone and camera
3. Click Sign in to access the full range of Video application options, or click Join a Meeting and enter the meeting ID and your name to join a scheduled meeting. Click Start to instantly begin a new meeting
Using RingCentral Video with Microsoft Outlook

Installing RingCentral Video add-in for Outlook

You can install a RingCentral Video add-in to Outlook to make scheduling meetings even easier.

1. From Outlook, click Get Add-ins

2. Click My add-ins

3. Click Add a custom add-in

4. Click Add from URL
5. Enter the add-in manifest file URL

6. Click OK

7. Click Install

Connecting your Outlook calendar

Link Microsoft Outlook 365 to RingCentral Video.

1. Log in to RingCentral Video and click Connect calendar
2. Click Connect for Outlook Calendar
3. Log in to Microsoft
4. If already logged in, select your account
5. When prompted, click Accept

To use a plug-in feature to schedule RingCentral Video, click Install Plug-in. Follow the installation instructions and click Done.

Scheduling from Outlook

1. Once logged in, click Schedule
2. Click the Calendar drop-down menu
3. Select Outlook
4. Click Schedule. A new browser tab with Outlook 365 opens
5. Update the meeting information
Using the Outlook add-in

Automatically populate the meeting details in your invite.

1. In Outlook, create a new meeting. Set the time and invite the participants
2. Click Add RingCentral Video
3. Sign in
4. Select options
5. Click Add meeting
6. Send the invite
Using RingCentral Video with Google

Connecting Google Calendar to RingCentral Video

Link Google Calendar to RingCentral Video allowing you to schedule meetings for the way you work.

1. Once logged in, click Connect calendar

2. Click Connect for Google Calendar

3. Log in to Google
4. If already logged in, select your account
5. When prompted, click Allow
6. Select the appropriate options
7. Click Allow to confirm
   Click Done
Scheduling a meeting using Google Chrome

You can schedule RingCentral Video meetings directly in a Google Chrome browser window on any supported device.

1. Once signed in, click **Schedule**

2. Select setting choices for your meeting

3. In the **Calendar** drop-down menu, select the preferred app
   - If you select **Other**, you can copy and paste the meeting invite to your preferred app

4. Click **Schedule**
   - RingCentral Video opens a new browser tab for your calendar where you can set the meeting date and time, check attendee schedules, and invite others. If using iCal for a Mac, the iCal file automatically downloads
Scheduling from Google Calendar

Use RingCentral Video to automatically add your information.

1. Log in and click **Schedule**
2. Click the **Calendar** drop-down menu.
3. Select **Google Calendar**
4. Click **Schedule Meeting**. A new browser tab for Google Calendar opens.
5. Update the meeting information and click **Save**
Scheduling a meeting on behalf of others using Google Chrome

You can schedule RingCentral Video meetings for others directly in a Google Chrome browser window on any supported device. Using the Schedule for drop-down menu, you can designate the name for whom the meeting is being scheduled without having to access the other account.

Ensure your system administrator has assigned permission to create meetings for others.

1. Sign in and click Schedule
2. Click the Schedule for drop-down menu and designate for whom you will be scheduling the meeting
3. Choose name for whom you are scheduling the meeting
4. In the Calendar drop-down menu, select the preferred app. If you select Other, you can copy and paste the meeting invite to your preferred app
5. Click Schedule
   RingCentral Video opens a new web tab or page for your selected or default calendar where you can set a meeting date and time, check coworkers' schedules, and invite others. If using iCal for a Mac, the iCal file automatically downloads.
Using the RingCentral app

Scheduling a meeting in the RingCentral App

You can schedule RingCentral Video meetings directly in the RingCentral app on any supported device.

1. From the Video option, click Schedule
2. Choose meeting date, time, and options
3. Click Next (the arrow icon)
4. Click Schedule
Audio settings for RingCentral Video

Adjusting audio settings before joining a meeting

By default, RingCentral Video uses your system settings for the microphone, speakers or headphones, and camera.

1. Click the gear icon to access **Settings**
2. Scroll down to **Meetings** and choose **Meeting Settings** and click **Edit**
3. Select **Audio and video** to choose speakers, microphone, and camera other than the default selections
4. Click **Done**
Selecting audio options

Choose how you listen to meeting audio either selecting from your computer, dialing in, or having RingCentral Video call you.

1. If using computer audio through your connected device, select either:
   **Join Audio by Computer**: RingCentral Video uses the default speaker settings on your connected device.
   **Or Continue Without Audio**: Select this option if you already dialed in or are receiving audio from another source like a conference room speaker and need no further audio playback.

   You also can choose to automatically use computer audio when joining meetings in the future.

2. If you choose to dial into the meeting, click **Dial In**.
   Use the information presented to connect to the meeting.
   Then, click **Got It**.

3. If you choose to have RingCentral Video to call you, click **Call me**.
   Enter the telephone number. If used previously, select the preferred telephone number from the drop-down list.
   Then, click **Call Me**.
   Answer the incoming call.
Adjusting Audio Settings after joining a meeting

By default, RingCentral Video uses your device settings for the microphone, speakers/headphones, and camera.

1. Click **Settings**
2. Click **Audio and video**
3. To test the speakers, click **Test**. If you cannot hear the test audio, change the playback settings by clicking the **Speakers** drop-down menu and selecting a new device.
4. The microphone becomes active and updates as the system detects audio input. If you are not seeing it move, click the **Microphone** drop-down menu and select a new device.
5. If the correct video does not display under the **Camera** section, click the **Camera** drop-down menu and select a new camera.
   Note: If the video preview is black, ensure your camera is not covered.
6. Click **Save**
Changing audio options while in a meeting

Change how you listen to the meeting audio by selecting an option: from computer, dialing in, or having RingCentral Video call you.

1. Click Join Audio
2. If choosing to use computer audio through your connected device, select:

   **Join Audio by Computer**
   RingCentral Video uses the default speaker settings on your connected device

   Or

   **Continue Without Audio**
   Select this option if you already dialed in or are receiving audio from another source like a conference room speaker

   You also can choose to automatically use computer audio when joining meetings in the future

3. If you choose to dial into the meeting, click **Dial in**
4. Use the information presented to connect to the meeting, then click **Got It**
5. If you choose to have RingCentral Video call you, click **Call me**
6. Enter the telephone number. If used previously, select the telephone number from the drop-down list, then click **Call Me**
7. Answer the incoming call
Controlling RingCentral Video

Meeting controls

1. Full screen
   Change the window size to full screen.

2. Join Audio or Mute/Unmute
   Change your audio option. When joined, use the same button to mute/unmute your microphone.

3. Turn on/off video

4. Share your screen
   Shows options to display your screen.

5. Invite
   Add additional participants to the meeting.

6. Show participants
   Displays meeting participants.

7. Chat
   Displays the chat window to further collaborate with participants.

8. Record
   Start recording the meeting.

9. Settings
   Show settings for Visible participants, Audio and video, Calendar, Manage delegates, Preferences, and My account, and send feedback.

10. Leave meeting
    Options for ending or leaving the meeting.
Sharing content

Choose what content to share during the meeting. You can choose to share your screen, a specific application, or a browser tab.

1. Click **Share Your Screen**
2. If choosing to share an entire screen, select **Your Entire Screen**. When using multiple screens, select the appropriate screen to share.
3. If you choose to share a specific application, select **Application Window**. When multiple applications are open, select the appropriate app.
4. If you choose to share a specific browser tab, select **Chrome Tab**. When you have multiple tabs, select the appropriate tab.
5. Click **Share**.
Adding participants

As a host, add new participants to a meeting by copying a meeting link, calling directly, or sending an invite by email.

1. Click the Add Participants icon

2. To invite a new participant by calling them, choose Invite by Phone from the selection list and enter the number to call.

3. To invite a new participant by email, choose Invite by Email from the selection list. Your default mail client will open. Enter the invitee’s email information and send.

4. If you choose to copy a meeting link, click Copy meeting link. Then, paste the meeting link into your message or other app.
Managing participants

As host, you have options to control participant interaction within the meeting.

1. Click **Show Participants**.

   The following options are available:

2. **Search**
   Find participants within the meeting.

3. **Lock/Unlock**
   Allow or prevent others from joining the meeting.

4. **Mute all**
   Mute all participants during the meeting.

5. **Unmute all**
   Unmute all participants during the meeting.

6. **Mute/Unmute participant**
   Mute or unmute a specific participant.

7. **Turn On/Off video**
   Turn camera on or off for a specific participant.
   Note: the participant must have turned on their video for their video to display.
Chatting with other participants

During a meeting, you can chat with other participants.

1. Click **Show Participants**.
2. Click **Chat**.
3. Enter your message.
4. Other chat messages display.
5. Click **Close** to close the Chat window.
Record a meeting

To record your meeting:

1. Click Record

2. The recording timer appears.

3. To stop recording, click Stop.

The recording automatically stops when the meeting is over.
Retrieving a recording

Access your previous recordings during a meeting or any time by accessing RingCentral Video.

1. Click Recordings.
2. Locate the appropriate meeting by scrolling through the meeting list or by searching for the meeting.
3. Click the meeting. Once displayed, you can select the following options.
4. Play recording.
   Play the audio and any shared content.
5. Player controls.
   Fast forward or rewind the recording.
6. Full Screen.
   Play the recording in full screen.
7. Download recording.
   Save a recording locally on your connected device.
8. Delete.
   Locate the team member with whom you want to share the recording.
10. When complete, click Back to recordings.
End meetings

As a host, you can leave the meeting or end the meeting for all.

1. Click Leave meeting
2. To leave the meeting, click Leave meeting
3. To end the meeting as a host, click End meeting for all

If the meeting is being recorded, the recording stops.