RingCentral Meetings®

User Guide

RingCentral®

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Introduction

RingCentral Meetings gives you the power to video conference and web share, as part of your complete business communications solution. Hold face-to-face meetings in high definition and share your desktop or documents with anyone, anytime, anywhere.

Participants can be invited to join a meeting by email, or by SMS on mobile; they don't have to be RingCentral customers but can download and run the RingCentral Meetings app for free and join your meetings without needing to create an account or log in. Hosts of RingCentral Meetings must have RingCentral accounts and be signed in.

RingCentral Meetings is designed for open exchange and interactive communications: Participants control their own audio and video display, and desktop web sharing control is shared by all participants.

RingCentral Meetings is available with RingCentral Office, or as a standalone solution. For more information see the *RingCentral Office Admin Guide* or the.*RingCentral Meetings Admin and User Setup Guide*. The RingCentral Meeting application can be installed on Mac, Microsoft desktops, and iOS and Android smartphones and tablets.

System Requirements

- RingCentral Office Standard, Premium or Enterprise edition
- Or, a standalone RingCentral Meetings account which allows you to use Meetings for free (group meetings limited to 40 minutes in duration, and other feature limitations), or through a paid license.
- Broadband wired or wireless internet connection (3G/4G/LTE)
- RingCentral Meetings automatically adjusts for 3G/Wi-Fi/wired environments
  - Recommended for 1:1 video calling: 600 Kbps (up/down) for HQ video, 1.2 Mbps (up/down) for HD video
  - Recommended for group video, 600 Kbps/1.2 Mbps (up/down) for HD video
- Webcam (for video), speakers, and microphone
- Mac OS X® with Mac OS 10.7® or later
- Mac OS 10.6.8 (Snow Leopard) with limited functionality.
- Windows® 7, Window 8, or Windows 10
- 1 GHz or better processor
- iOS® 7.0 or later, including iPad®, iPhone® 4, 4S, iPod touch® 4th Gen, iPhone 3
- Android™ 4.4.x KitKat or later (5.0.x Lollipop or higher required for screen sharing)

RingCentral for Microsoft Outlook additionally requires:

- RingCentral Meetings client: 3.7 or later
- Mac: Microsoft Outlook 2011 14.4.x or later
- Win: Microsoft Outlook 2010 or later (2007 with limited features)
- Installation of RingCentral Meetings plugin for Outlook

End-to-End Encryption of Media for Meetings Endpoints

End-to-end encryption is an added layer of application security. RingCentral Meetings can encrypt all presentation content at the application layer using TLS 1.2 with Advanced Encryption Standard (AES) 256-bit algorithm. End-to-end encryption is also designed to facilitate HIPAA based compliance requirements.

End-to-end-encryption is configured at the account or user level. Once it is enabled, all meetings are AES encrypted.

It will force encryption across RingCentral Meetings running on desktop, mobile and RingCentral Rooms, as well as for H.323/SIP endpoints, except PSTN telephone. This feature will also force end-to-end encryption of group messaging. Encryption may impact performance as it requires more processing cycle on the participants' devices.

You can view a lock icon when a meeting has end-to-end encryption enabled in RingCentral Meetings desktop and mobile clients.

Install by Downloading the App

RingCentral Meetings is available for your desktop computer as well as your iPhone, iPad, and Android phones and tablets.

A separate plugin is available to integrate RingCentral directly into Microsoft Outlook.

RingCentral Meetings for Desktop

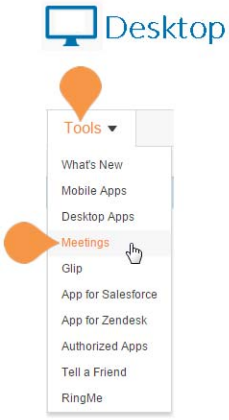
From your online account, click the **Tools** tab, and click **Meetings**. Under **Meetings for Desktop**, click **Download for Mac** or **Download for PC**, depending on your type of desktop. The app will begin downloading in your browser.

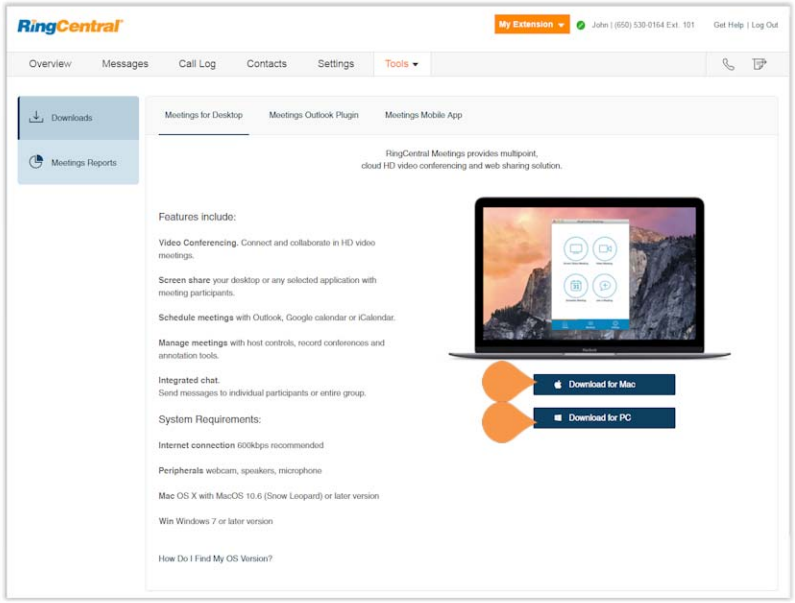
RingCentral Meetings Mobile App

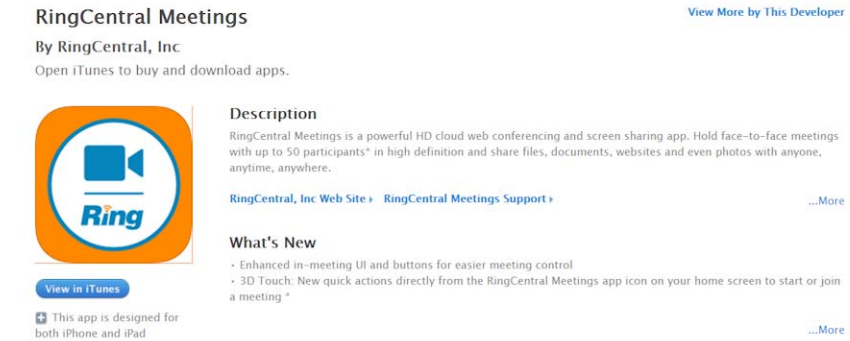
Under **Meetings Mobile App**, click **Download on the App Store** for iOS or **Get it on Google Play** for Android. Download the RingCentral Meetings app from the **iTunes App Store** for iOS or on **Google Play** for Android.

RingCentral Meetings Plugin for Microsoft Outlook

Under **Meetings Outlook Plugin**, click **Download for Mac** or **Download for PC**.







Install from a Meeting Invitation

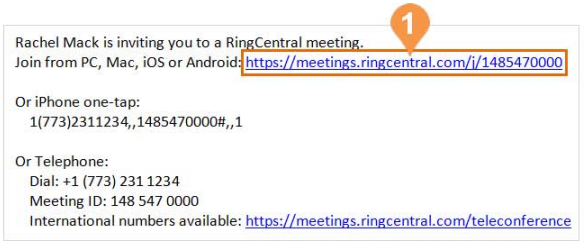
When participating in a RingCentral meeting for the first time, you may not be able to join right away after the link from the email invitation has been clicked. This happens when the RingCentral Meetings app has not been installed on the computer yet.

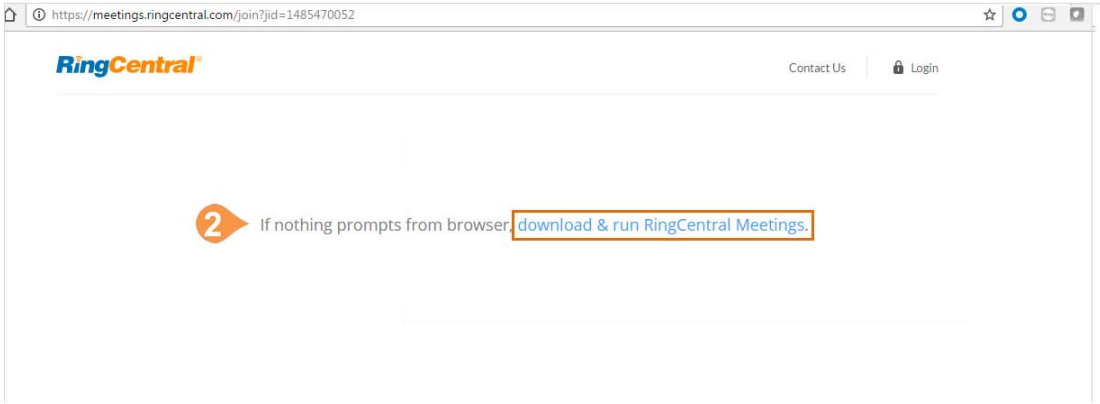
Note: If your company does not allow individual end users to install applications downloaded from the Internet, you may need assistance from your IT administrator at your company to download RingCentral Meetings for the first time. Contact your IT administrator prior to the start of the initial RingCentral meeting if this is the case.

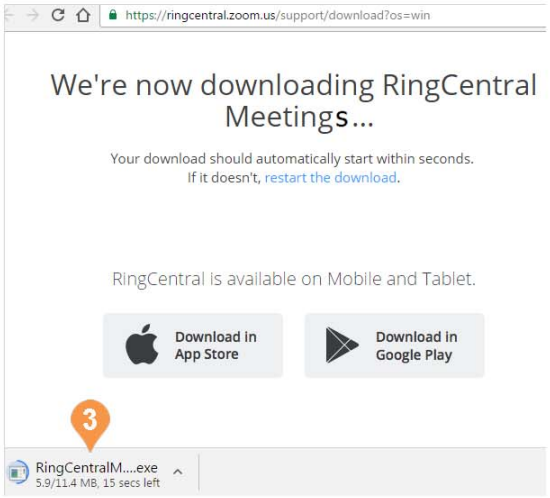
To install RingCentral Meetings:

1. Click the meeting link in the body of the calendar or email invite.
2. You are redirected to meetings.ringcentral.com in your web browser and the application downloads automatically. Click the blue link if the application does not automatically download.
3. Once the download is completed, click on the box in the lower left-hand corner of your browser to start the installation.
4. Click **Run** to complete the installation of the RingCentral Meetings app.

   Once the download is complete, you will enter the RingCentral meeting.





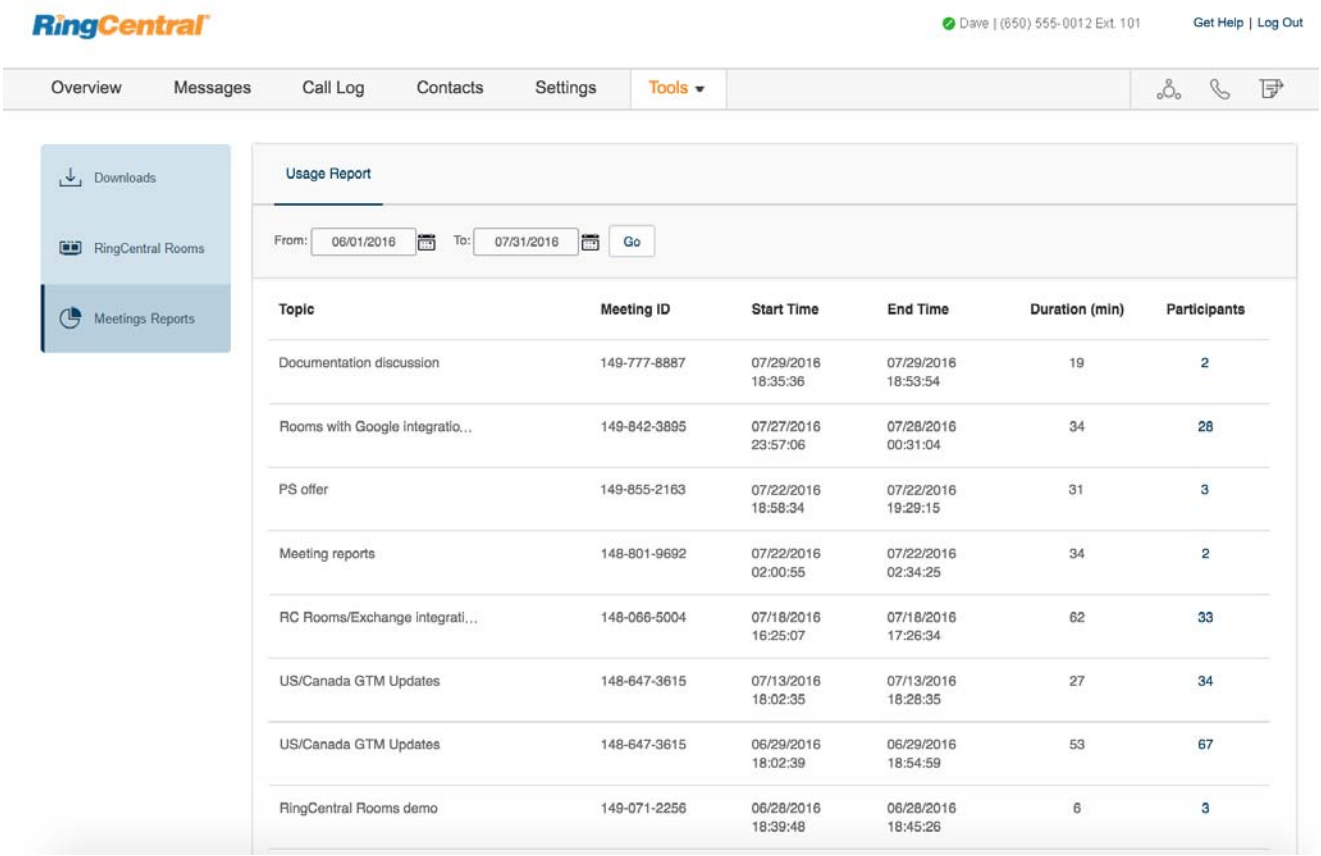


Meetings Reports

Meetings Reports helps you optimize your use of RingCentral Meetings by presenting usage data in an easy-to-read format.

To view reports, log in to your RingCentral online account, then click **Meetings** from the **Tools** menu, and select the **Meetings Reports** tab.

For more information on Meetings Reports, see the RingCentral Office User Guide.



Sign In

Desktop

Open RingCentral Meetings on your desktop. Click **Sign In**. Enter your unique email address or phone number, and click **Next**. If entering a phone number, choose your **Country** from the drop-down menu. Enter your **Password**. Then click **Sign In**.

Mobile

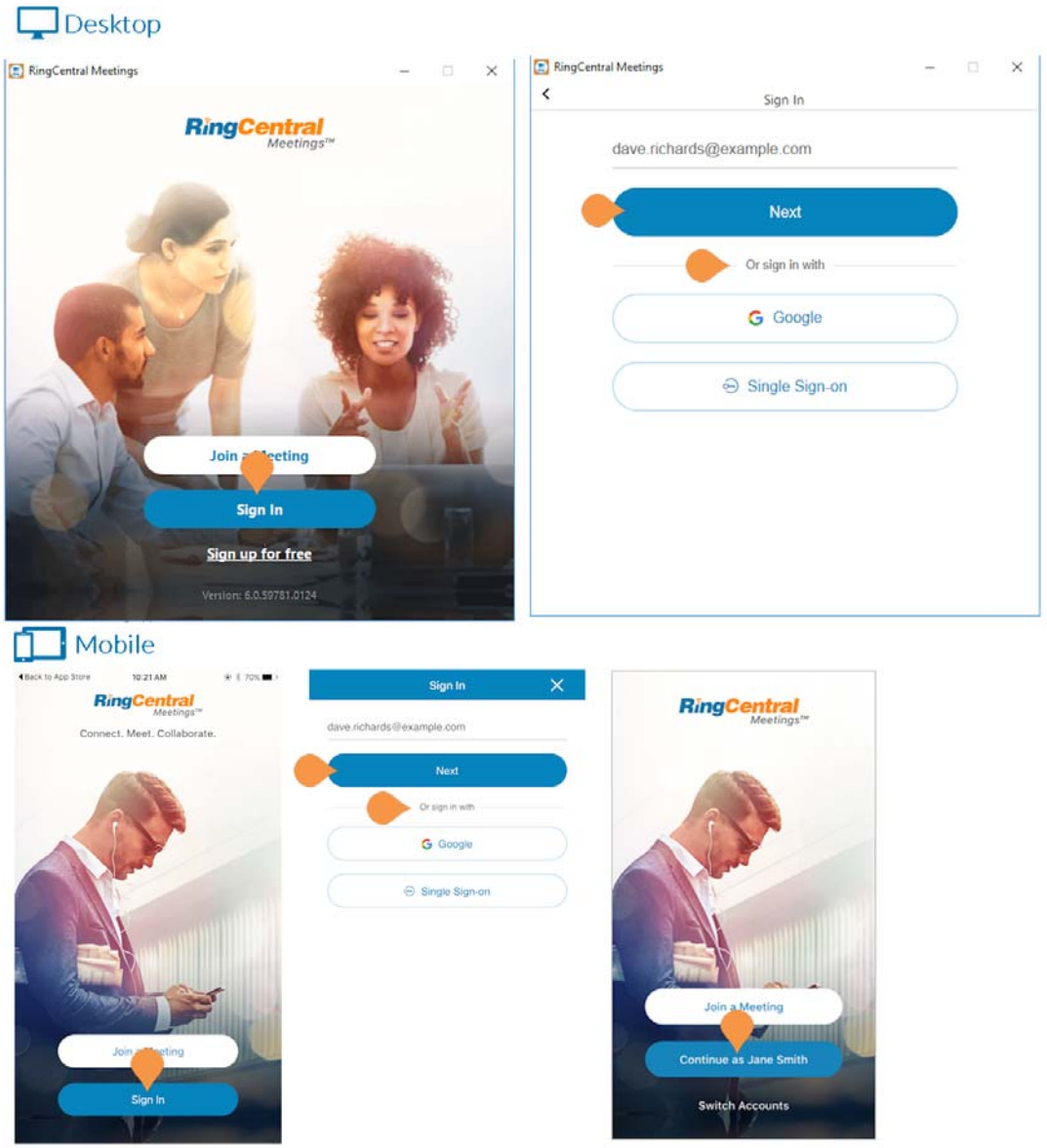
Open the RingCentral Meetings app on your phone. Tap **Sign In**. Enter your unique email address or phone number, and tap **Next**. If entering a phone number, choose your **Country** from the drop-down menu. Enter your **Password**. Tap **Sign In**. If you have signed in previously, select **Continue as *Name*** to quickly log in, or select Switch Account to use another login.

Email or Google Log In

If enabled for your account, you can log in using a Google (Gmail or G Suite) email address. Select the **Google** option, and enter your email address and password. To configure this option, see the RingCentral Office Admin Guide.

Single Sign-On

If configured for your organization and enabled by your administrator, you can use Single Sign-on (SSO) to access RingCentral for Meetings. Click **Single Sign On**, enter your email address, and click **Continue** to complete the sign in. For more information about how Single Sign-on is used and configured in RingCentral Office, see the RingCentral Office Admin Guide.



Start a Meeting

Once you've signed in, you can get your meeting started.

Desktop

Click the **Start without video icon** or the **Start with video icon** to start your own meeting.

Mobile

Android: Tap **Meet Now** to start your own meeting.

iPhone: Tap **Meet Now**, then tap **Video Conference** or **Web Meeting**, to start your selected type of meeting.

iPad: Tap **Meet Now**, then tap **Video Meeting**, **Screen ShareMeeting**, or **Whiteboard** (for iPad only) to start your selected type of meeting.

Microsoft Outlook

You can also start a meeting through Microsoft Outlook if you have installed the RingCentral Meetings Plugin for Microsoft Outlook.

See "Install by Downloading the App" on page 6 and "RingCentral Plugin for Microsoft Outlook" on page 42).

Join a Meeting

There are many ways to join an existing meeting. You can join a meeting with or without signing in, from your calendar if you have scheduled the meeting, or directly from an invitation.

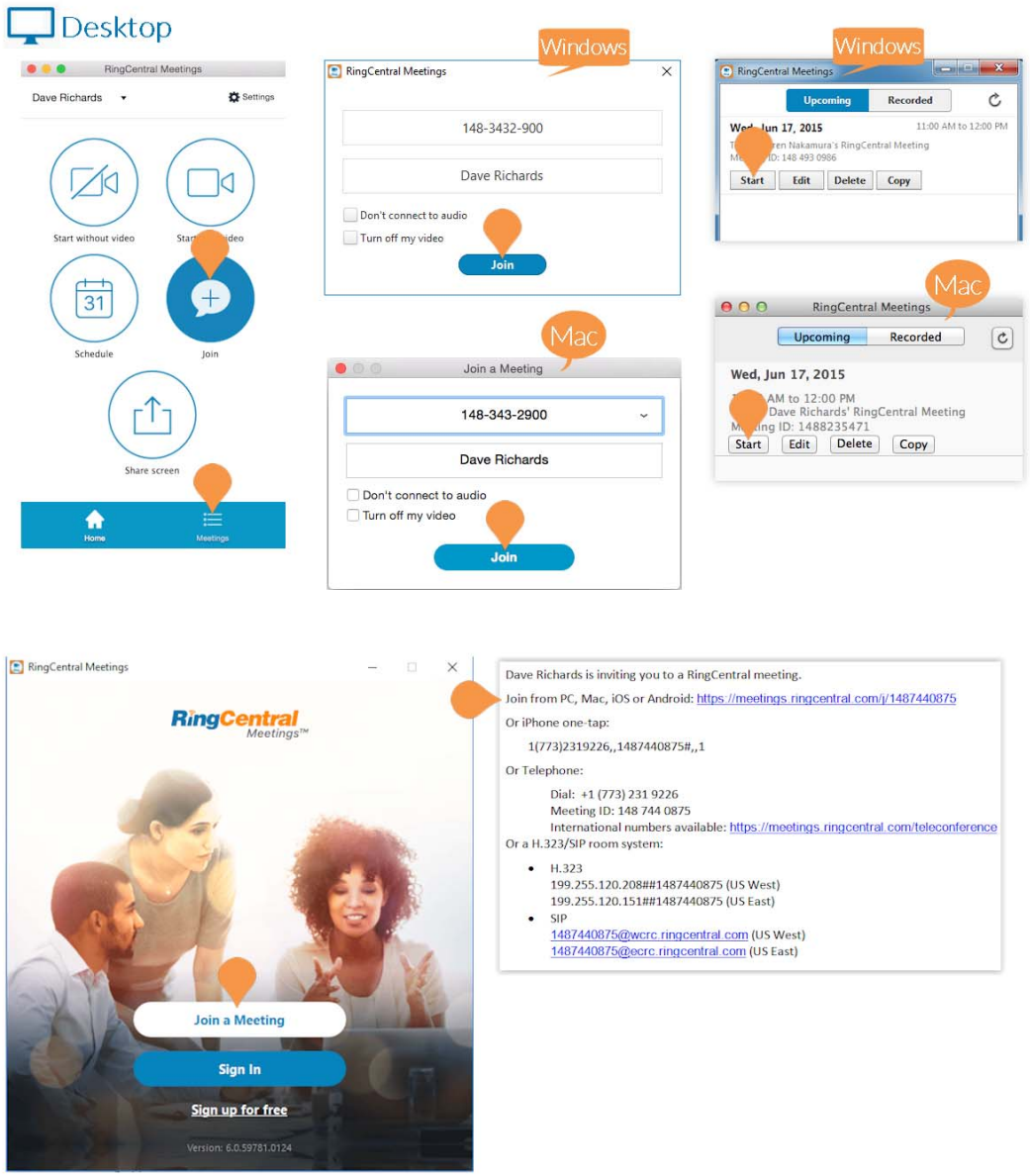
Desktop

If you are already signed in to RingCentral Meetings, click **Join**. If you don't want to sign in, click **Join a Meeting**. Enter the **Meeting ID** and **Your Name**. Then click **Join**.

TIP: To quickly join a previously joined meeting, click the down arrow to see a list of previously used IDs. Select the ID you'd like to use and click **Join**.

If you have scheduled the meeting on your calendar, you can click **Meetings** to see upcoming meetings. Click **Start** on the calendar entry to join the meeting.

If you have received an email invitation or link for a RingCentral Meeting, tap or click the link directly from your phone or computer and RingCentral Meetings app will open.



Join a Meeting continued...

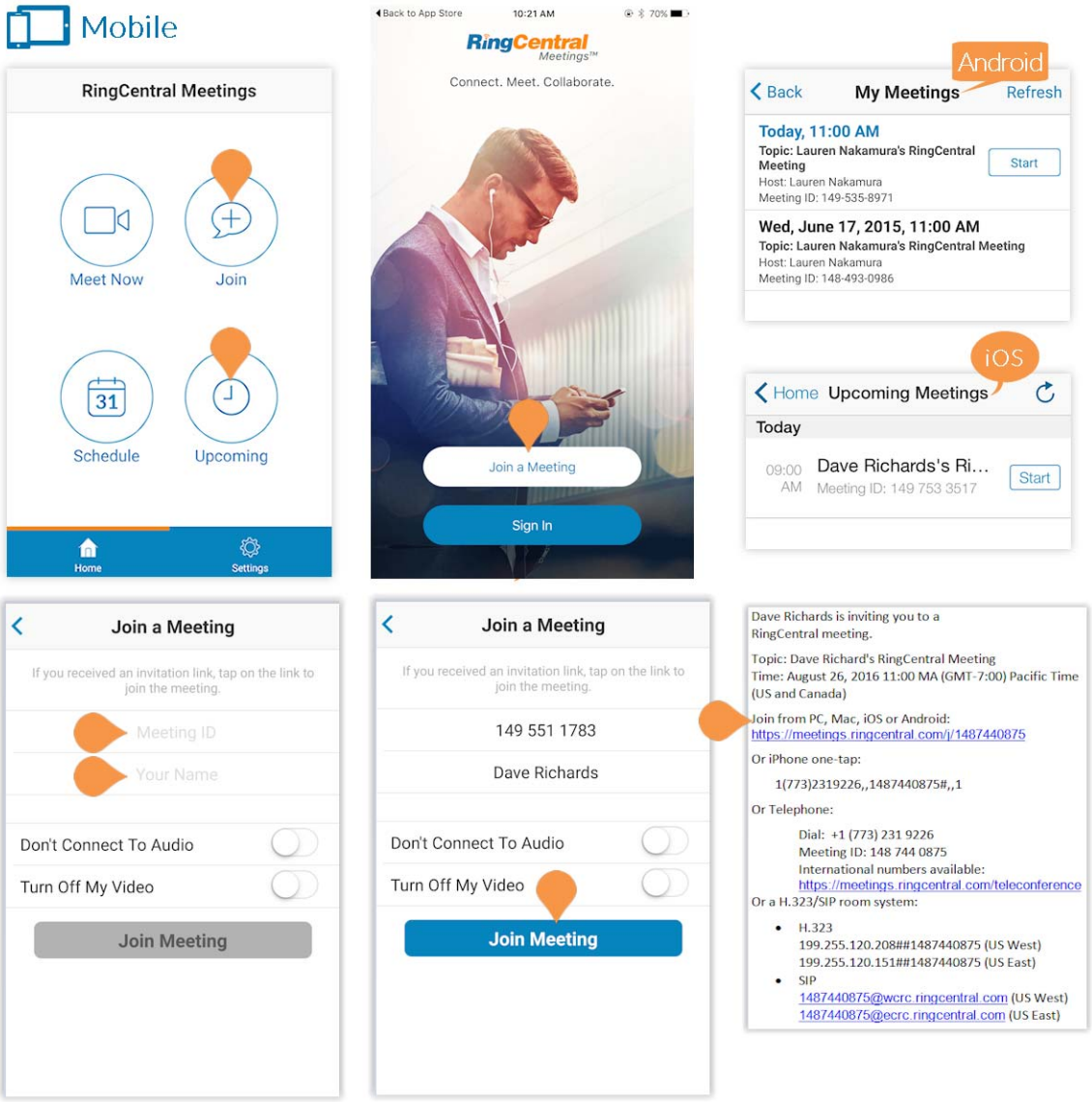
Mobile

If you are already signed in to the RingCentral Meetings app, Tap **Join**. If you don't want to sign in, tap **Join a Meeting**. Enter the **Meeting ID** and **Your Name**. Then tap **Join**.

TIP: To quickly join a previously joined meeting for Android, begin typing the Meeting ID to bring up a list of previously used IDs then tap the ID you'd like to use. For iOS, tap the down arrow to see a list of previously used IDs, tap the ID you'd like to use, and tap **Done**.

If you have scheduled a meeting on your calendar, tap **Upcoming**. Find the meeting you'd like to join and tap **Start**.

If you have received an email invitation or link for a RingCentral Meeting, tap or click the link directly from your phone or computer and RingCentral Meetings app will open.



Join a Meeting continued...

Mobile 3D Touch Support

On iPhone 6S and 6S Plus devices with 3D Touch support, you can start or join a meeting from the home screen with one simple tap.

Schedule a Meeting

Quickly and conveniently schedule meetings from your RingCentral Meetings application on your desktop computer, or mobile phone. You can also schedule a meeting through Microsoft Outlook (see "RingCentral Plugin for Microsoft Outlook" on page 42). When you schedule a meeting, you are automatically the host of that meeting.

Desktop

Click **Schedule**. Enter a topic for your meeting. Under **When**, fill in the details for **Start**, **Duration**, **Time Zone**. To schedule a meeting that does not expire, check the box for **Recurring meeting**.

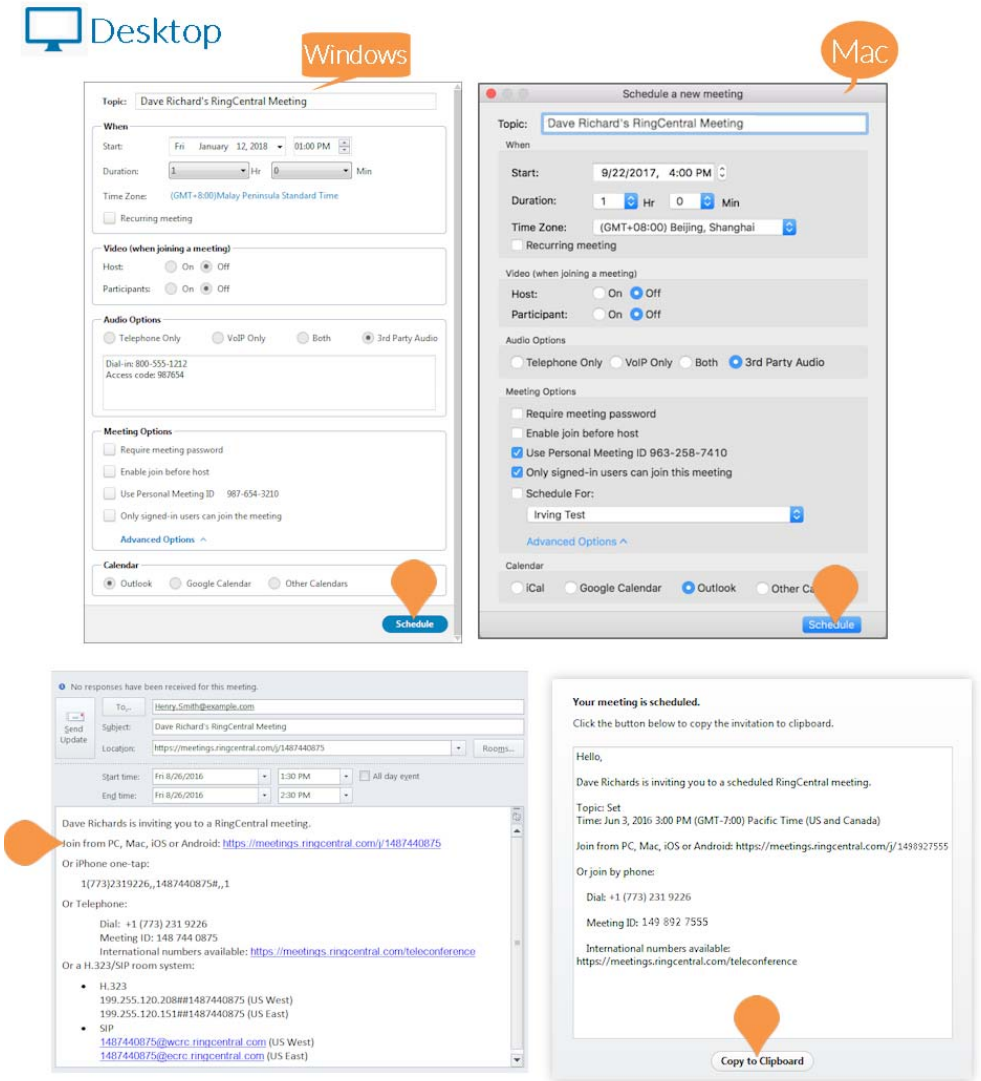
Under **Video (when joining a meeting)** select the button next to **On** or **Off** next to **Host** and **Participants** to set whether you'd like video to start immediately for the yourself and the participants. Under **Audio Options**, select **Telephone Only**, **VoIP Only**, or **Both** depending on your preferences. Or, if configured in your account, you may select **3rd Party Audio** source.

Under **Meeting Options**, check the box next to **Require meeting password** and enter a password if you'd like to add this option. In advanced **Meeting Options**, check the box next to **Enable join before host** if you'd like your participants to be able to join the meeting before you join. Select **Use Personal Meeting ID** to use your Personal Meeting ID for this meeting.

If configured for your account, the Schedule for Me* feature, in advanced **Meeting options**, simplifies the process of scheduling meetings for other users who have granted permission to you (in their online account) to host their meetings. For example, an executive assistant may manage the calendar of an executive. Under **Schedule for**, you can select another host's name, and schedule a meeting of behalf of that user.

Under **Calendar**, select the button next to **iCal** (Mac), **Outlook** (Windows) or **Google Calendar** to create an invitation in the respective application. You can also select the button next to **Other Calendar** to create a text only version of the invitation to copy/paste into any text field.

*To display the "Schedule for" option, which provides for selecting additional name(s) shown in the user interface, you need to have permission granted by the other person(s). Otherwise no such an option will appear.



Schedule a Meeting continued...

NOTE: RingCentral Meetings supports Global Office™, simplifying management of office locations, even internationally. When signed in with an international number, the default conference bridge in a Meetings invitation automatically populates with the local country's bridge.

Mobile

Tap **Schedule**. Edit the meeting topic. Enter a **Date,** time (next to **From** and **To)** for Android or **Duration** for iOS, **Time Zone**, and choose **Repeat** options.

Next to **Host Video On** and **Attendee Video On**, tap the switch on or off to set whether you'd like video to start immediately for the yourself and the attendees.

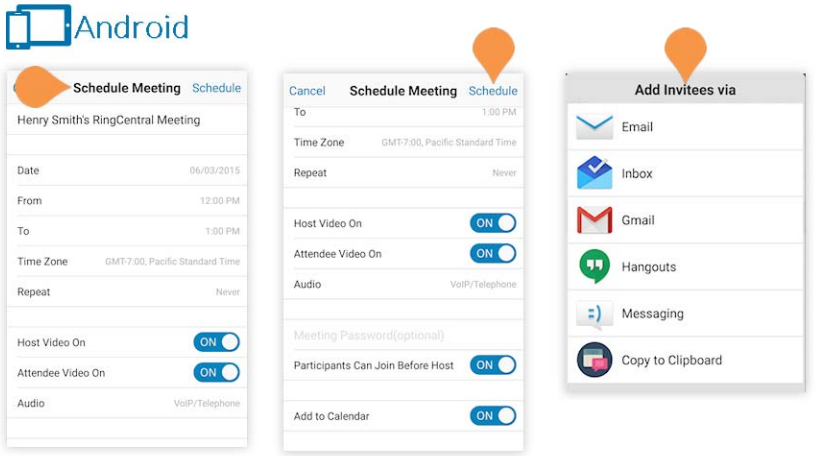
Next to **Audio** select the button next to **VoIP**, **Telephone**, or **Both** depending on your preferences.

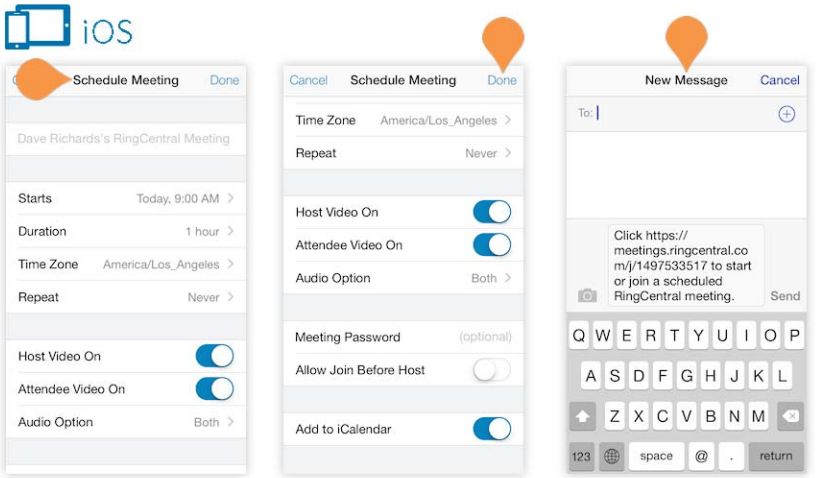
Enter a **Meeting Password** in the text field if you'd like to add this option.

Next to **Participants Can Join Before Host** and **Add to Calendar**, tap the switch on or off to set whether you'd like to turn these options on or off.

When you are finished tap **Schedule** for Android or **Done** for iOS in the upper right corner.

Choose to **Add Invitees via** one of the applications on your phone or choose to copy and paste the invitation into a text field for Android or send a message to your invitees with the invitation link for iOS.





Invite Participants

Send participants a calendar event, email, or direct link.You can invite participants to a scheduled meeting or directly from an active meeting. If you'd like to invite participants to a new meeting, see Schedule a Meeting.

RingCentral Office Enterprise users can have up to 75 participants per meeting; Premium users can have up to 50 participants per meeting; and Standard and all other Office users can have up to 4 participants per meeting. The number of participants includes the host.

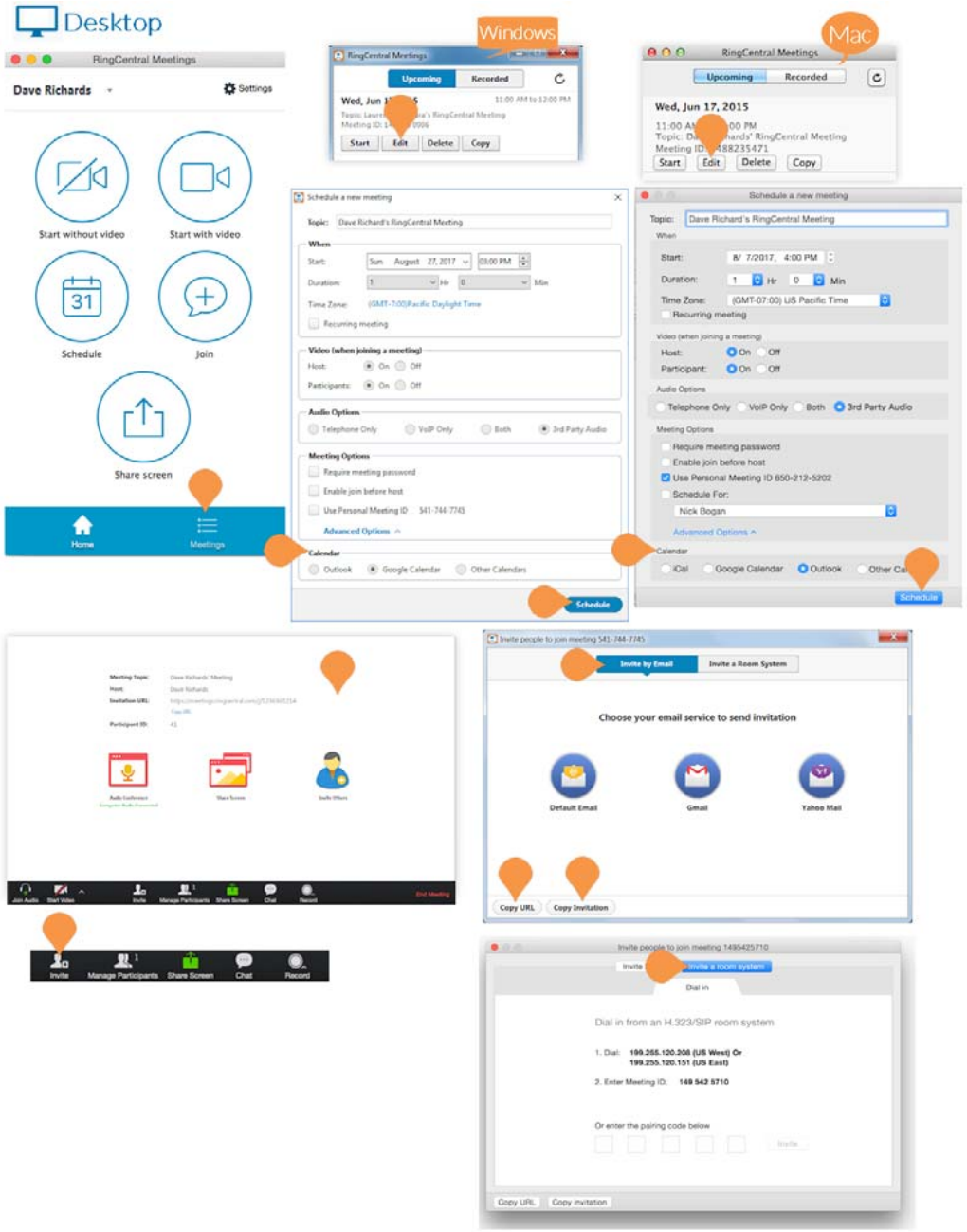
Desktop

To invite participants to a meeting you scheduled, click **Meetings**. Click **Edit**. Under **Calendar**, select the button next to **Outlook** or **Google Calendar** to create an invitation in the respective application or select the button next to **Other Calendar** to create a text-only version of the invitation to copy and paste into any text field.

For information on customizing your invitation to add content at the end of the invitation email template, see the *RingCentral Admin Guide*.

To invite participants to an active meeting, click **Invite Others** on the main screen (video turned off) or click **Invite** at the bottom menu bar.

Click **Default Email**, **Gmail**, or **Yahoo mail** to use an email service to send an invitation. Click **Copy URL** or **Copy Invitation** to paste into any text field.



Invite Participants continued...

Mobile

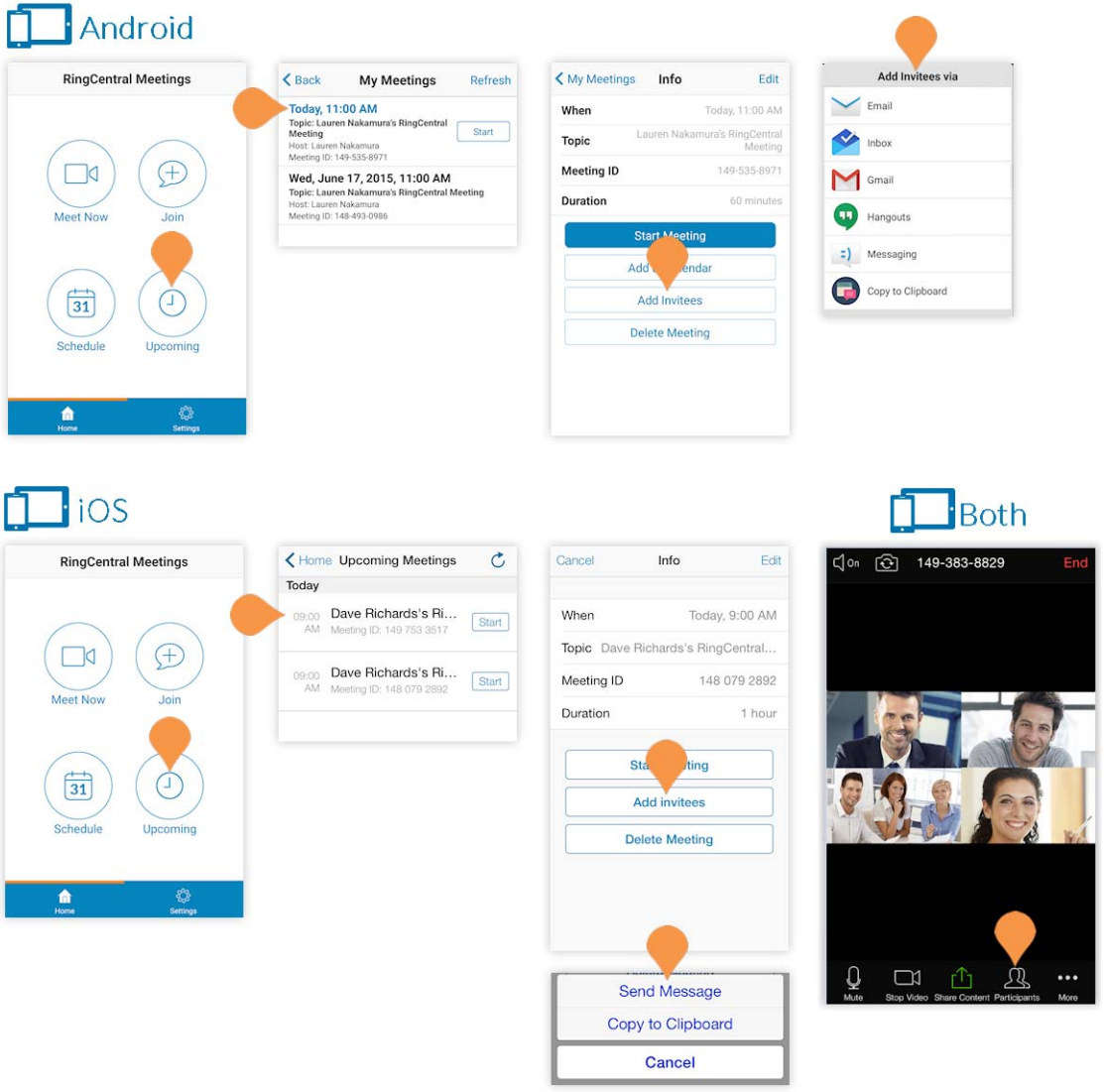
To invite participants to a meeting you scheduled, tap **Upcoming** to view the meeting event. Tap a meeting to edit it. Tap **Add Invitees**.

On Android, choose an application to use to send the invite. Once you choose an application, the meeting invitation will be populated into the text field of that application.You can also choose **Copy URL** to copy the meeting URL and paste it into any text field.

On iOS, tap **Send Message** or **Copy to Clipboard** to send your invitation.

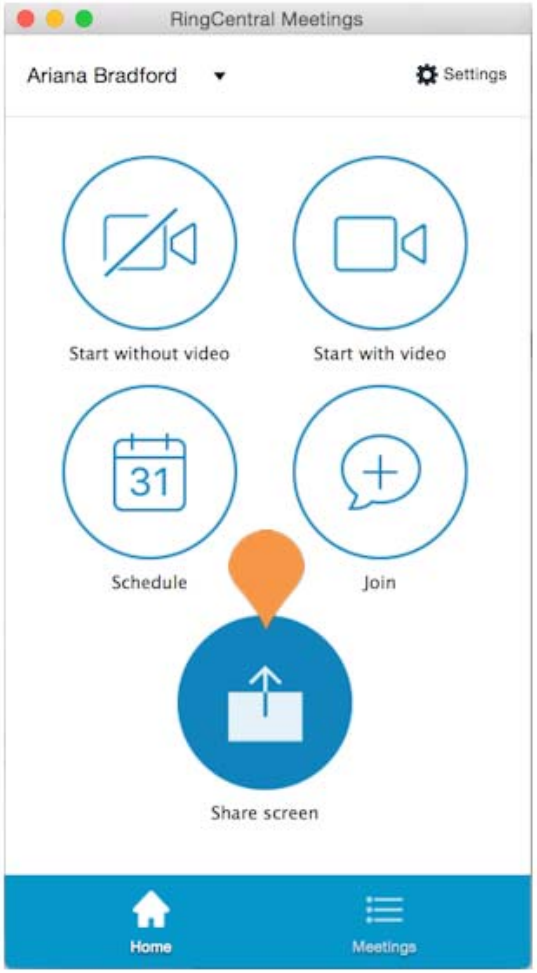
To invite participants from an active meeting, tap the screen to bring up the bottom menu bar. Tap **Participants** then **Invite** to choose an application to use to invite other participants.

Choose an application to use to send the invite. Once you choose an application the meeting invitation will be populated into the text field of that application.You can also choose **Copy URL** to copy the meeting URL and paste it into any text field.



Share Screen

To instantly share screen from a desktop when a proximity signal is detected, select the **Share screen** option. You may either enter a Meeting ID, or you may enter a Sharing Key (available with RingCentral Rooms). Click **Share**.



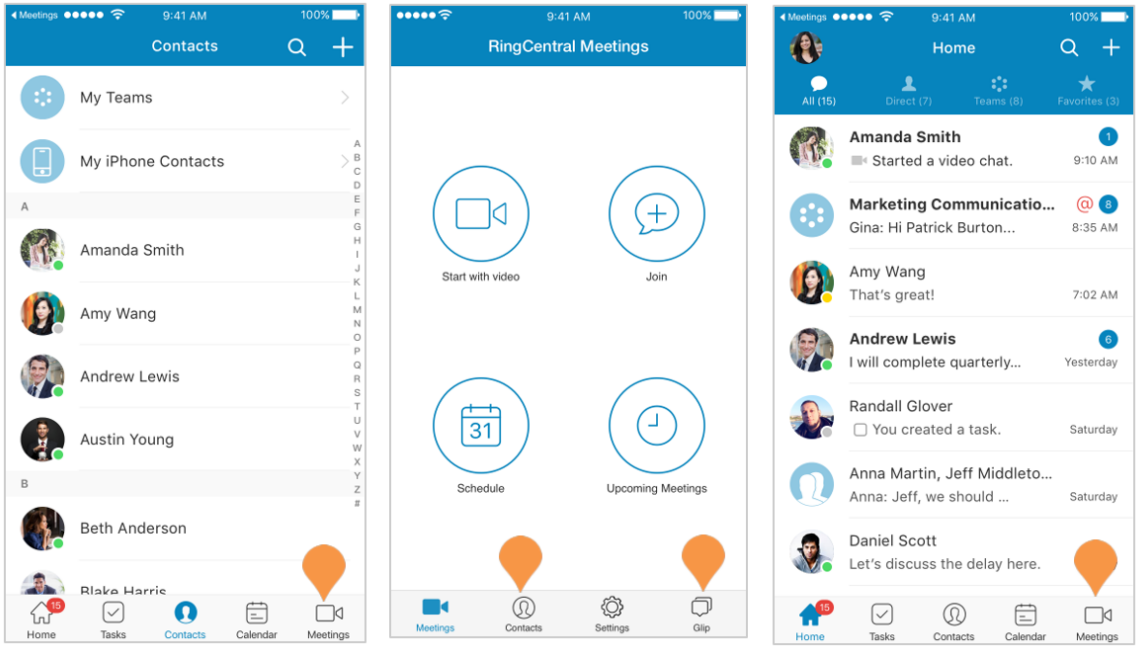
Navigate from Meetings to Glip

The integration of RingCentral Meetings with RingCentral Glip team messaging allows organizations and teams to collaborate more effectively. Also, RingCentral Rooms and Room Connector are available add-ons to meet your conference room needs.

You can easily navigate between RingCentral Meetings and RingCentral Glip through the product interfaces.

To access RingCentral Glip from RingCentral Meetings, select the **Glip** icon in the lower menu bar. Once in RingCentral Glip, you can access the Glip collaboration features. For more information on collaborating with your teams using RingCentral Glip, see the *RingCentral Glip online user guide*.

Similarly, in RingCentral Glip, you can access RingCentral Meetings by clicking the **Meetings** icon in the lower menu bar. This improves your Glip experience by allowing you to launch video meetings with your Glip contacts or teams.



Online Meetings and Web Share

RingCentral Meetings is a video conferencing system with a rich set of screen-sharing capabilities. When you start or join a meeting, you will see the Meetings screen, which, depending on the settings, will show images of the other attendees as they join. It can also show the desktop or specific windows or applications displayed on the desktop of the host or one of the participants.

The Meetings screen offers options and settings, depending on your device and whether you are host or participant. RingCentral Meetings is designed for open exchanges and interactive communications. Participants can control their own audio and video displays, and share their desktop screens; control is not limited to the host.

Desktop

Mobile

Host Meeting Controls

The Host has special controls for managing the meeting and participants.

Desktop

1. **Join Audio/Mute**: Dial in or call via device audio then mute or unmute microphone
2. **Settings (Audio)**
3. **Start/Stop Video**: Turn video on or off
4. **Settings (Camera)**
5. **Invite**
6. **Manage Participants**: Open the participants list to view more controls
7. **Share Screen**
8. **Chat**
9. **Record**
10. **End Meeting**

Mobile

a. **Join Audio/Mute**: Dial in or call via device audio then mute or unmute microphone
b. **Start/Stop Video**: Choose to use a front, back, or no camera
c. **Share Content**
d. **Participants**: Open the participants list to view more controls
e. **More**
f. **End**

Host Controls of Participants

Desktop

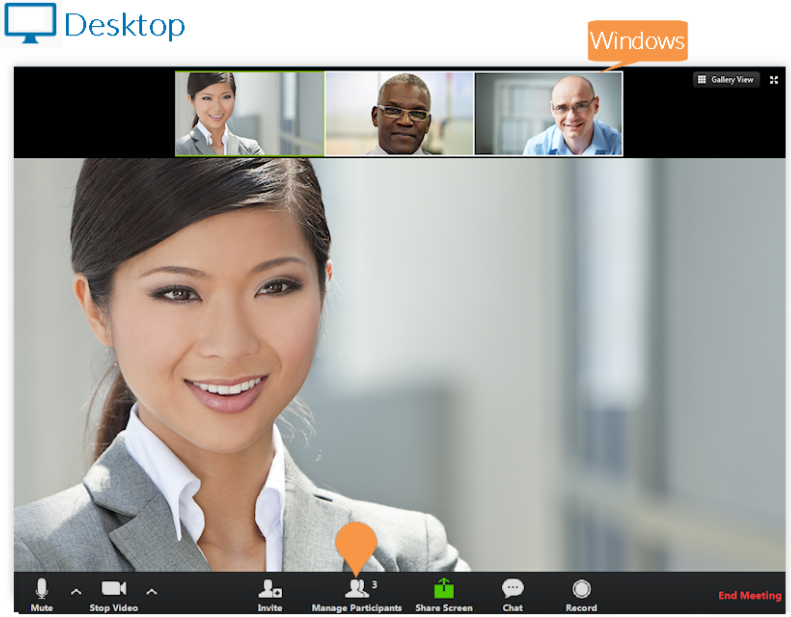
Hosts can control certain functions of all participants by opening the participants list. The host can control some functions from the participants list and by clicking on **More** to see more options. These functions include:

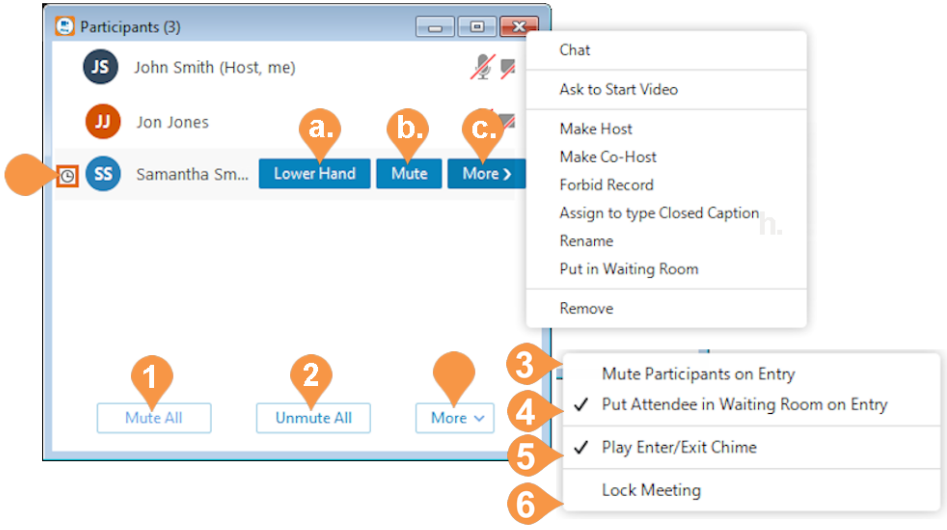
1. **Mute All**
2. **Unmute All**
3. **Mute on Entry**
4. **Play Enter/Exit Chime:** play a chime whenever a new attendee joins.
5. **Lock Meeting**: No additional participants will be able to join the meeting.
6. **Lower All Hands**: Host can lower all hands.

The host can select a participant and see options depending on their current settings and, under **More**, settings as configured in your online account. The individual participant functions the host can control are:

a. **Lower Hand** (if participant's hand is raised)
b. **Unmute/Mute**
c. More
   - **Chat**
   - **Ask to Start Video/Stop video**
   - **Pin Video**: pin the participant's video during screen share or switch to the active speaker.
   - **Spotlight Video**: makes the participant the primary active speaker. All participants will only see this speaker as the active speaker.
   - **Make Host**
   - **Make Co-Host**: see "Assign a Participant as a Co-Host".
   - **Allow/Forbid Record** (Desktop only)
   - **Assign to type Close Caption**: see "Assign a Participant as a Co-Host".
   - **Rename**
   - **Put in Waiting Room**
   - **Put on Hold:** an on hold participant cannot hear audio or see video
   - **Remove:** Remove participant.

Desktop





Host Controls of Participants

continued...

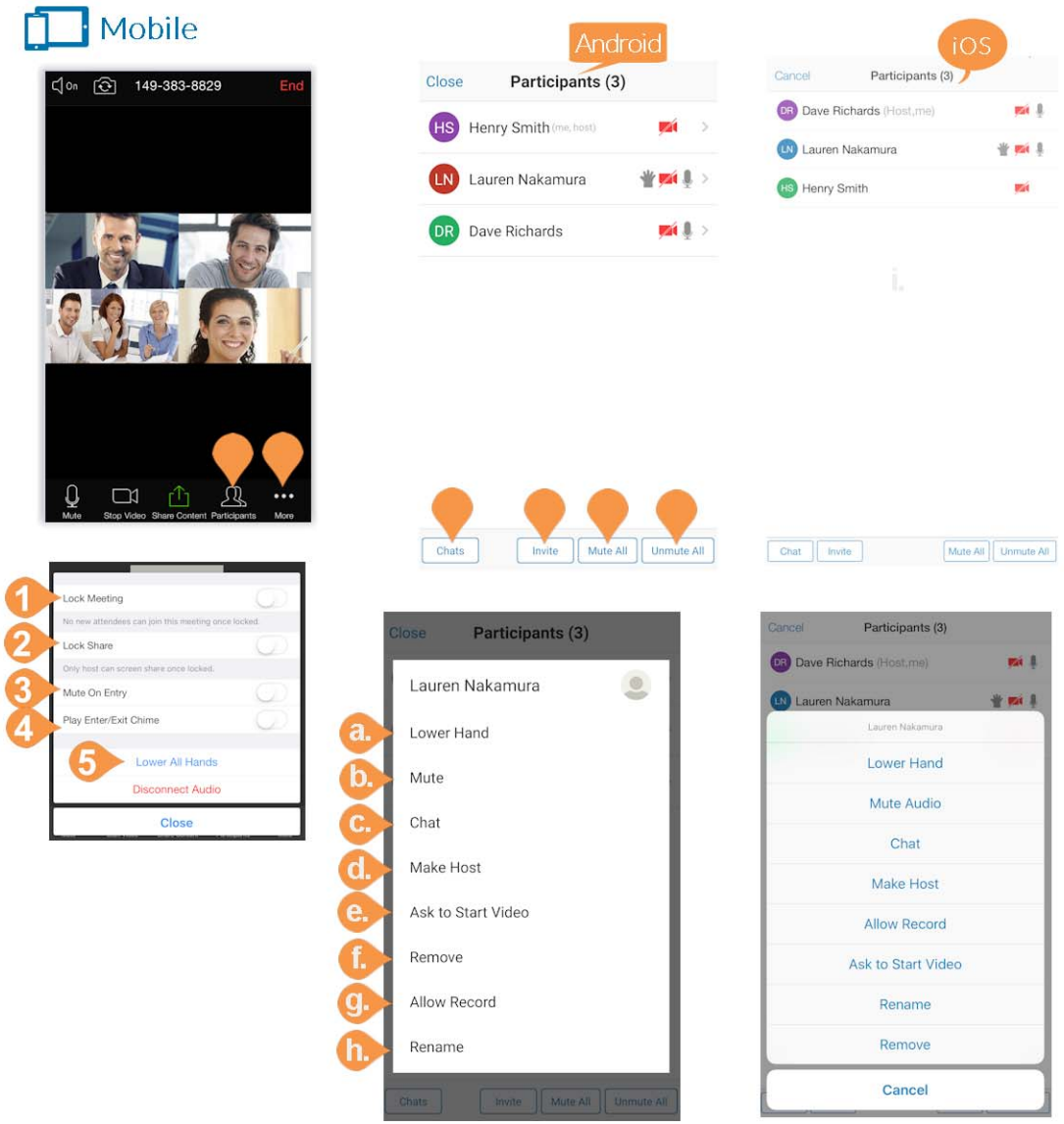
Mobile

Hosts can control certain functions of all participants by tapping on **More** in the toolbar. These functions include:

1. **Lock Meeting**: No additional participants will be able to join the meeting
2. **Lock Share**: Only the host can share screen
3. **Mute on Entry**
4. **Play Enter/Exit Chime**
5. **Lower All Hands**: Host lowers all hands

From the **Participants** list, the host can mute or unmute all participants, or can select a participant and see options depending on their current settings. The individual participant functions the host can control are:

a. **Lower Hand** (if participant's hand raised)
b. **Mute/Unmute**
c. **Chat**
d. **Make Host:** allows the Host to make a Participant the Host of the meeting.
e. **Ask to Start Video/Stop video**
f. **Remove**: Removes the participant from the meeting
g. **Allow/Forbid Record** (if participant is on a desktop)
h. **Rename**

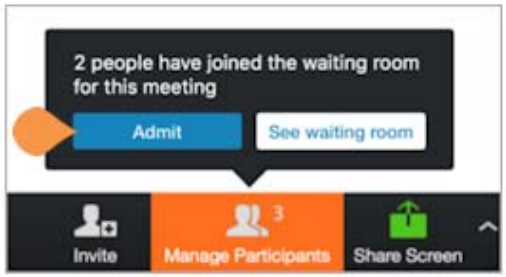


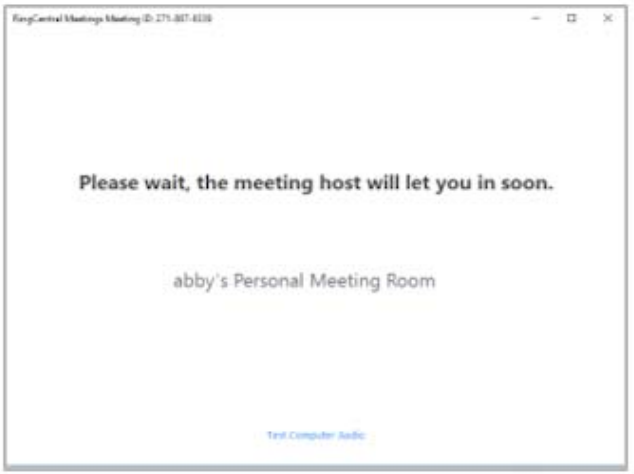
Approve Participants Joining

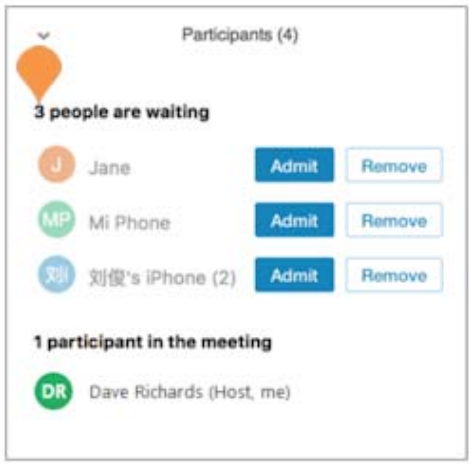
The waiting room feature, if enabled, allows the host to approve participants joining a meeting. Click **Admit** to approve the participants joining the meeting, or click **See waiting room** to approve or remove participants individually.

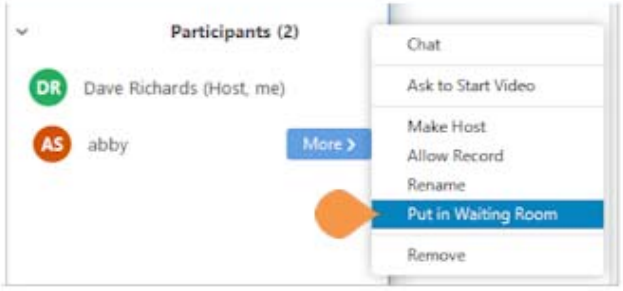
Once in a meeting, the option can be enabled under **Manage Participants** under **More**.

While participants are waiting to be admitted, they will see the message "Please wait, the meeting host will let you in soon."





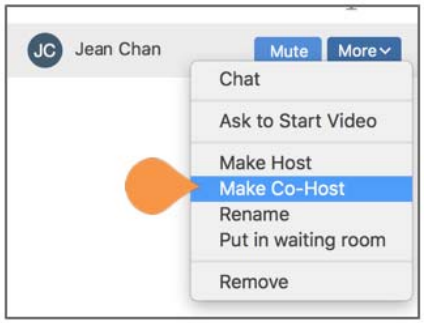


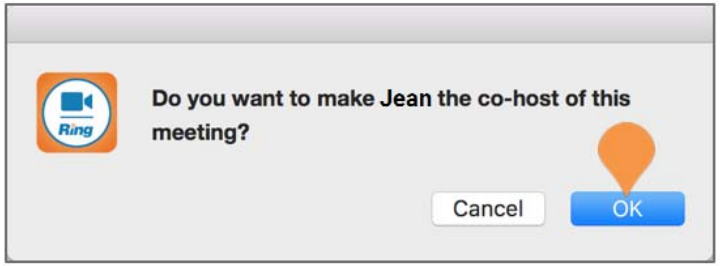


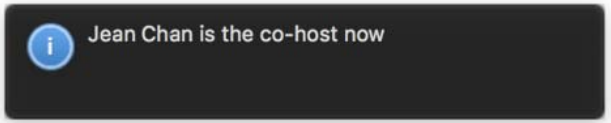
Assign a Participant as a Co-Host

The host can make another participant a co-host of a meeting. This can be useful to allow another user to manage the administrative side of the meeting, such as muting participants or starting/stopping the recording.

A co-host has the same privileges as a host, except that a co-host will not be able to end the meeting or make another user the host. Also, hosts are able to withdraw co-host permissions.

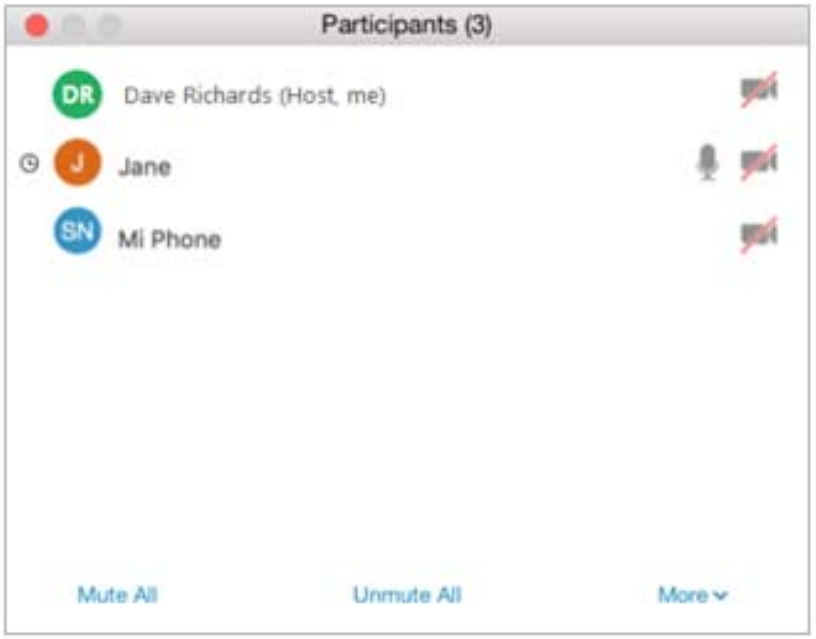






Attendee Attention Tracking

To use attention tracking in your meetings or webinars, begin your meeting or webinar, and click the Manage Participants icon. As host you can see an indicator in the Participants panel of a meeting or webinar if an attendee does not have Meetings in focus more than 30 seconds while someone is sharing a screen.

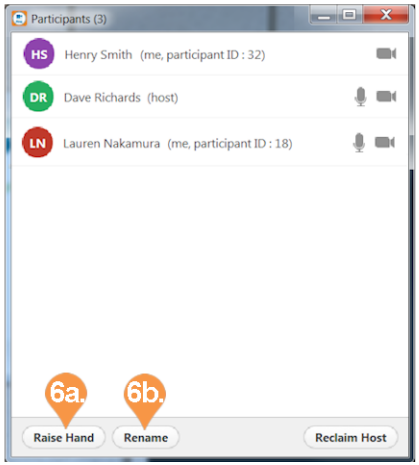


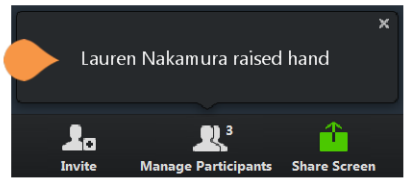
Participant Controls

Participants have standard controls at the bottom menu bar of the meeting as well as the **Raise Hand** and **Rename** (Windows and Android only) features.

Desktop

1. **Join Audio/Mute**: Dial in or call via device audio then mute or unmute microphone.
2. **Settings (Audio)**
3. **Start/Stop Video**: Turn video on or off.
4. **Settings (Camera)**
5. **Invite**: Send invitations to participants.
6. **Manage Participants**: View other participants and see more options.
    a. **Raise Hand**: If you'd like to notify the host that you need their attention, use the Raise Hand feature. The Host will get a notification that you have raised your hand. Click **Participants** to open a list of participants. At the top of the pop-up, you will see Raise Hand. Click **Raise Hand**.
    b. **Rename**: On Windows at the top of the Participants pop-up, you will also see **Rename**. You can rename yourself by clicking **Rename**.
7. **Share Screen**: Share your screen or, if another person is sharing, send a request to the host to share your screen.
8. **Chat**: Instantly exchange messages with individuals or all meeting participants.
9. **Record**: Send the host a request to record the meeting. Once the host has allowed you to record, you can begin recording the meeting.
10. **Leave Meeting**



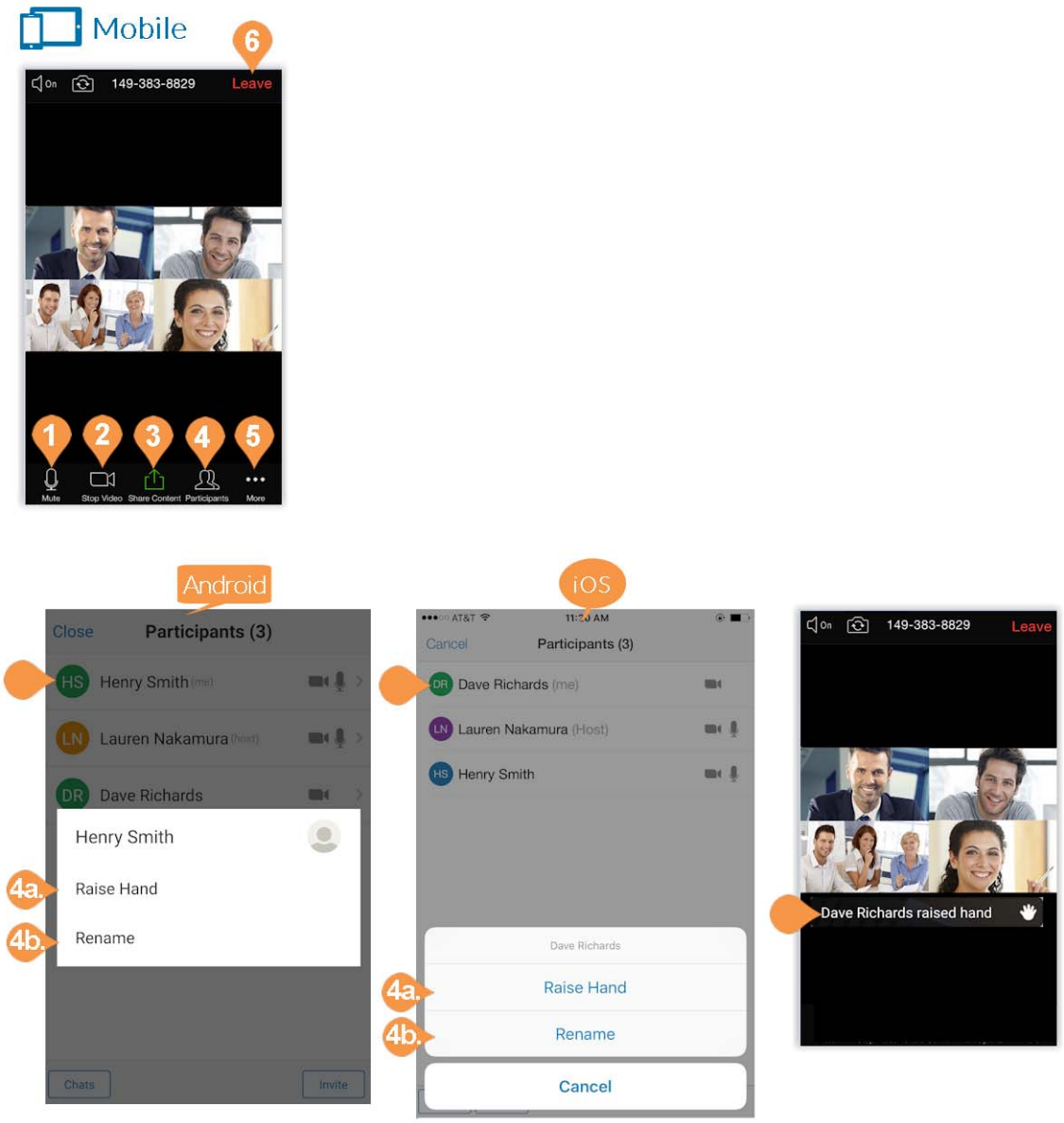


Participant Controls continued...

Mobile

1. **Join Audio/Mute**: Dial in or call via device audio then mute or unmute microphone.
2. **Start/Stop Video**: Turn video on or off.
3. **Share Content**: Share content along with your screen.
4. **Participants**: available options.
   a. **Chat**: Start a chat session with a selected participant or everyone.
   b. **Invite**: Invite a participant to the current meeting by one of these methods:
      - Email
      - Message
      - Copy URL
      - Invite H.323/SIP Room System

   Select your name to see more actions:
   a. **Raise Hand**: Notify the host that you need their attention. The Host gets a notification that you raised your hand.
   b. **Rename**: Rename yourself.
5. **Leave**



Desktop Screen Share

When in a meeting, any participant can click or tap **Share Screen** on the desktop or mobile app to share files, windows, applications, or the entire screen. From the bottom menu bar, click **Share Screen**. Choose which window or application you'd like to display. Click **Share Screen**. You will see a green outline around the screen you are sharing.

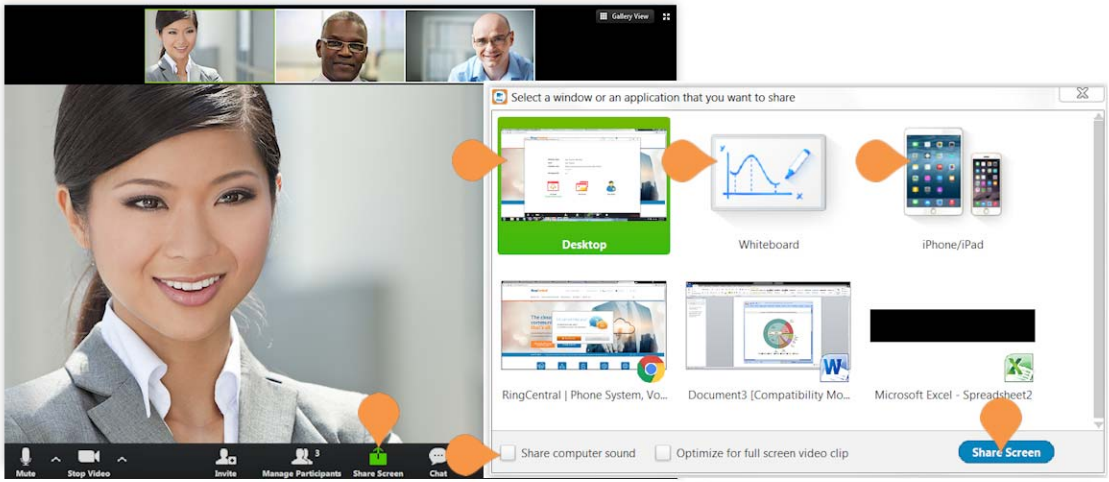
Use the Whiteboard feature to turn your desktop into a personal whiteboard and share your brainstorm or meetings notes. Select **Whiteboard** to start sharing. You will see a blank page with annotation tools at the bottom of the screen. Tap each tool to use it.

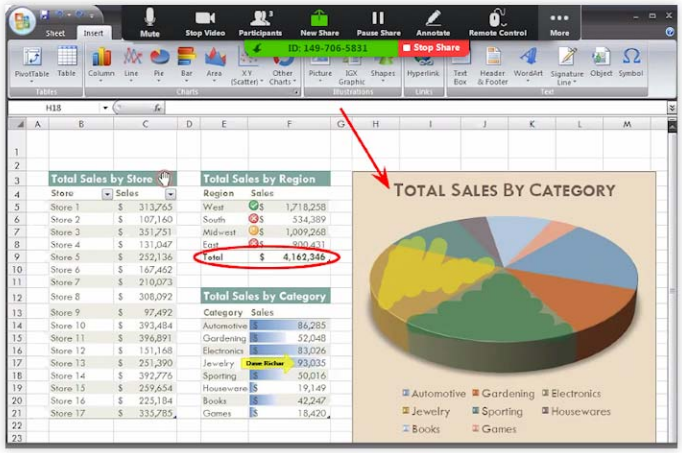
You have Advanced options at the bottom of the window for **Share computer sound** and **Optimize for full-screen video clip**. Check the box next to these options to turn them on.

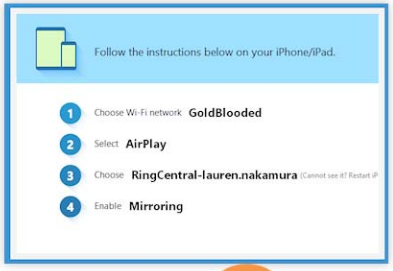
Enable sharing from an iPhone or iPad from your desktop using **Airplay**. Follow the instructions above, but choose to display **iPhone/iPad**. Follow the instructions to connect your iPhone or iPad to Airplay on your desktop to share your iPhone or iPad screen. When sharing from an iPhone or iPad, use the desktop tools to control screen sharing.

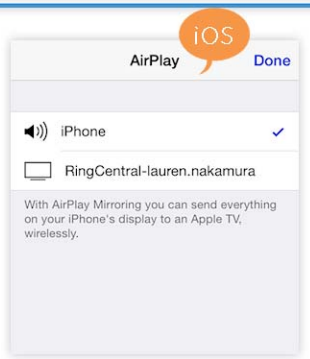
If enabled in your account and client settings, you may also share the Meetings window. This feature allows Meetings to be demonstrated.

Desktop









Share Dual Cameras

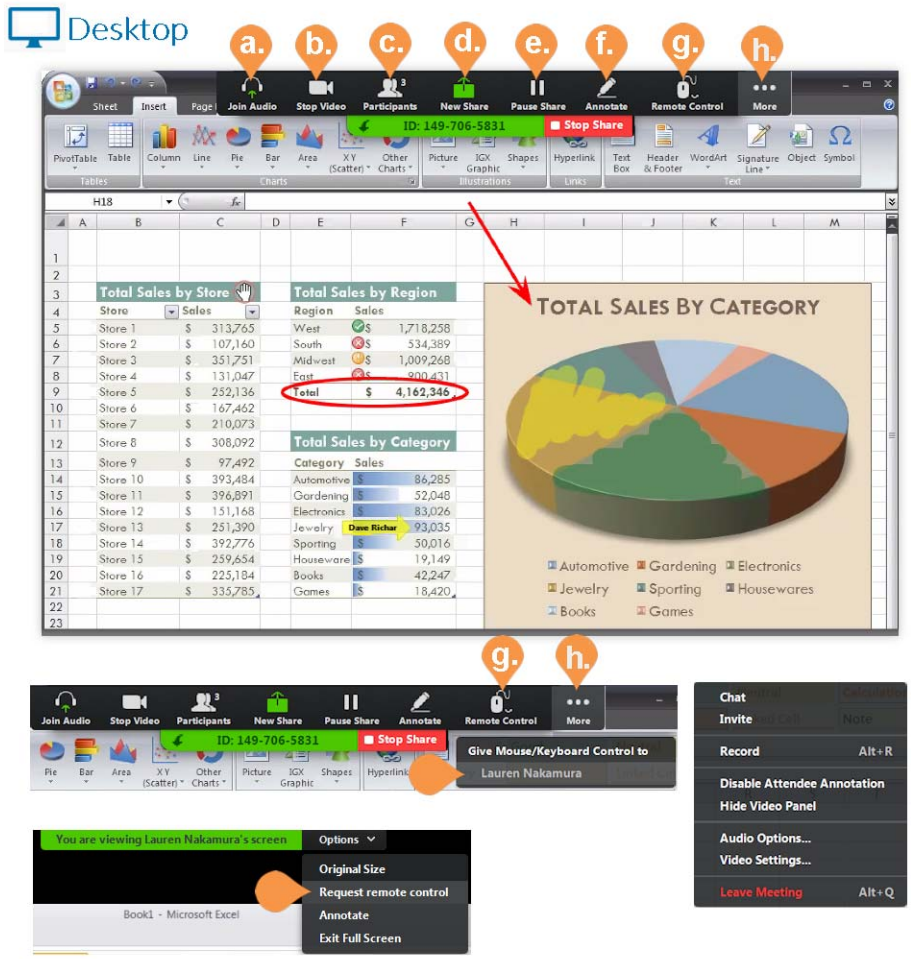
Screen sharing a camera input allows for sharing a camera connected to your computer. This will allow using two cameras at once during a meeting. This is commonly used when needing to share a document camera, also known as a visual presenter.

To share a camera in a meeting:

1. In a meeting, select **Share Screen**.
2. Select **Camera**.
3. Select **Share Screen**.
4. If you need to choose a different camera, choose **Switch Camera** at the top left.

Desktop Screen Share Settings

a. **Join Audio/Mute**: Mute or unmute your audio.
b. **Start/Stop Video**: Start or stop your video.
c. **Manage Participants**: View other participants and see more options.
d. **New Share**: Choose to share a different window.
e. **Pause Share**: Pause screen share.
f. **Annotate**: Create an interactive meeting using the Annotate feature.
g. **Remote Control**: While screen sharing, you can give another desktop participant control of your mouse and keyboard. Users can request the remote control when viewing another participant's screen.
h. **More**: See the following options:
   - Chat
   - Invite
   - Record
   - Allow/Disable Attendee Annotation
   - Audio Options
   - Video Settings
   - End Meeting
i. **Stop Share**: Stop sharing your screen.



Desktop Annotation

When you are screen sharing, you can annotate your screen. Get your participants involved and allow them to annotate your content.

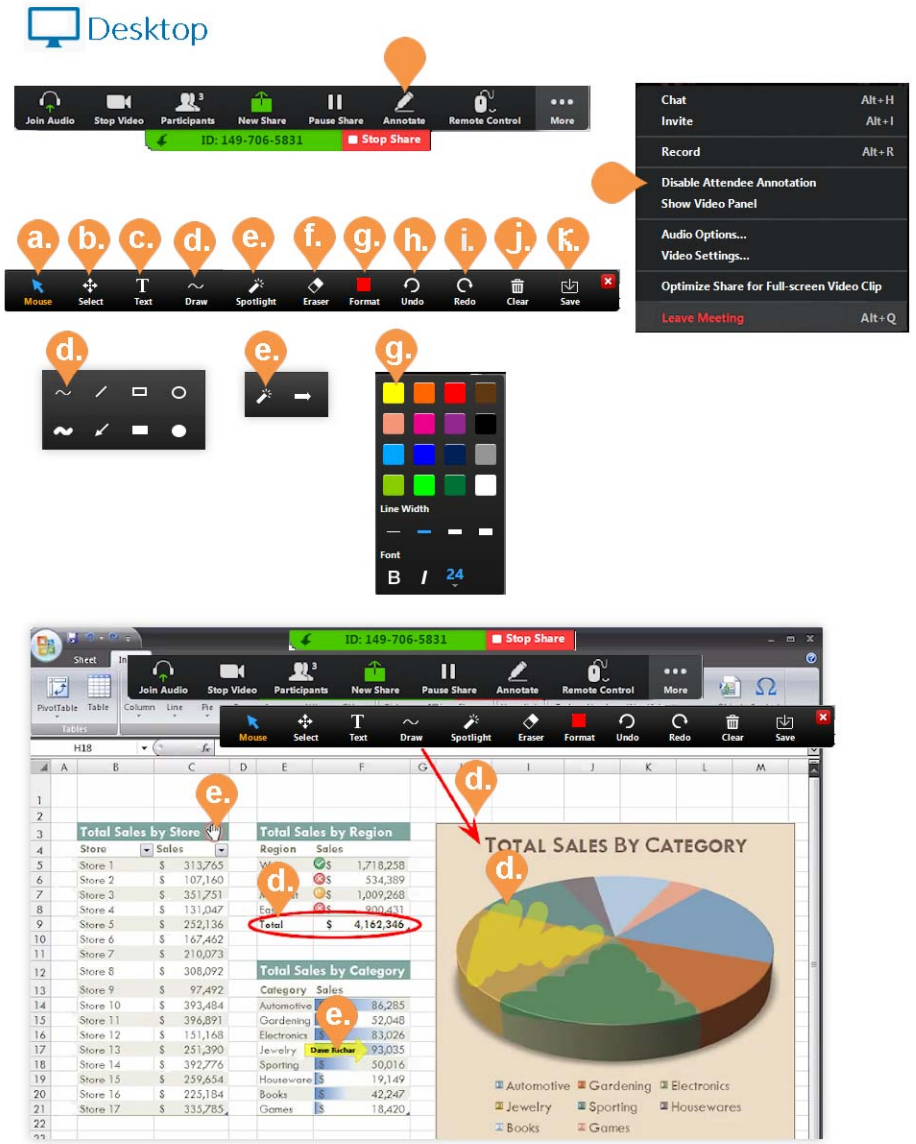
Participants on other desktops or iOS devices can co-annotate content shared from any desktop.

Access the annotation tools by clicking on **Annotate** at the top of the screen share menu.

The annotation toolbar will appear with the following tools:

a. **Mouse**: Display your mouse pointer on your screen.
b. **Select:** Select an area of your screen.
c. **Text:** Add text into the annotation (Windows only).
d. **Draw**: Choose from a thin or thick brush, straight line with or without arrow, and solid or outline square or circle to draw with on your screen.
e. **Spotlight/Arrow**: Spotlight and arrow function as alternative pointers. Spotlight displays a red target-like shape that animates when the mouse is clicked. Arrow displays a colored arrow with the participant's name on it to signify who is pointing for clear communication.
f. **Eraser**: Use the eraser to remove an existing annotation.
g. **Format**: Choose the color, line width, and font of your annotation.
h. **Undo**: Undo the most recent annotation.
i. **Redo**: Redo the most recent annotation.
j. **Clear**: Choose to Clear All Drawing, Clear My Drawing, or Clear Other's Drawing.
k. **Save**: Save the annotated content.

You can **Enable** and **Disable Attendee Annotation** from the **More** menu.



Mobile Share

When on a mobile device, you have the option to share content along with your screen.

While in an active meeting, tap the screen to bring up the menu. Tap **Share Content** then tap one of the following options:

- **Photos**: Choose a photo stored on your device to display.
- **Document**: Choose a document stored on your device to display.
- **Dropbox**: Use the Dropbox application on your device to share a file from Dropbox.
- **Box**: Use the Box application on your device to share a file from Box.
- **Google Drive**: Share a file from Google Drive.
- **One Drive**: Share a file from One Drive.
- **Web URL**: Enter a Web URL to display.
- **Bookmark**: Choose one of your bookmarks on your device to display.
- **Whiteboard**: Turn your iPad into a personal whiteboard and share your brainstorm or meetings notes. While in an active meeting, tap the screen to bring up the menu. Tap **Share** then tap **Whiteboard** to start sharing your whiteboard. You will see a blank page with annotation tools at the bottom of the screen. Tap each tool to use it.

Mobile Annotation Settings

When sharing from your phone, you have the option to annotate directly from your phone. Other meeting participants can co-annotate content shared from iOS devices on their desktops and iOS devices.*

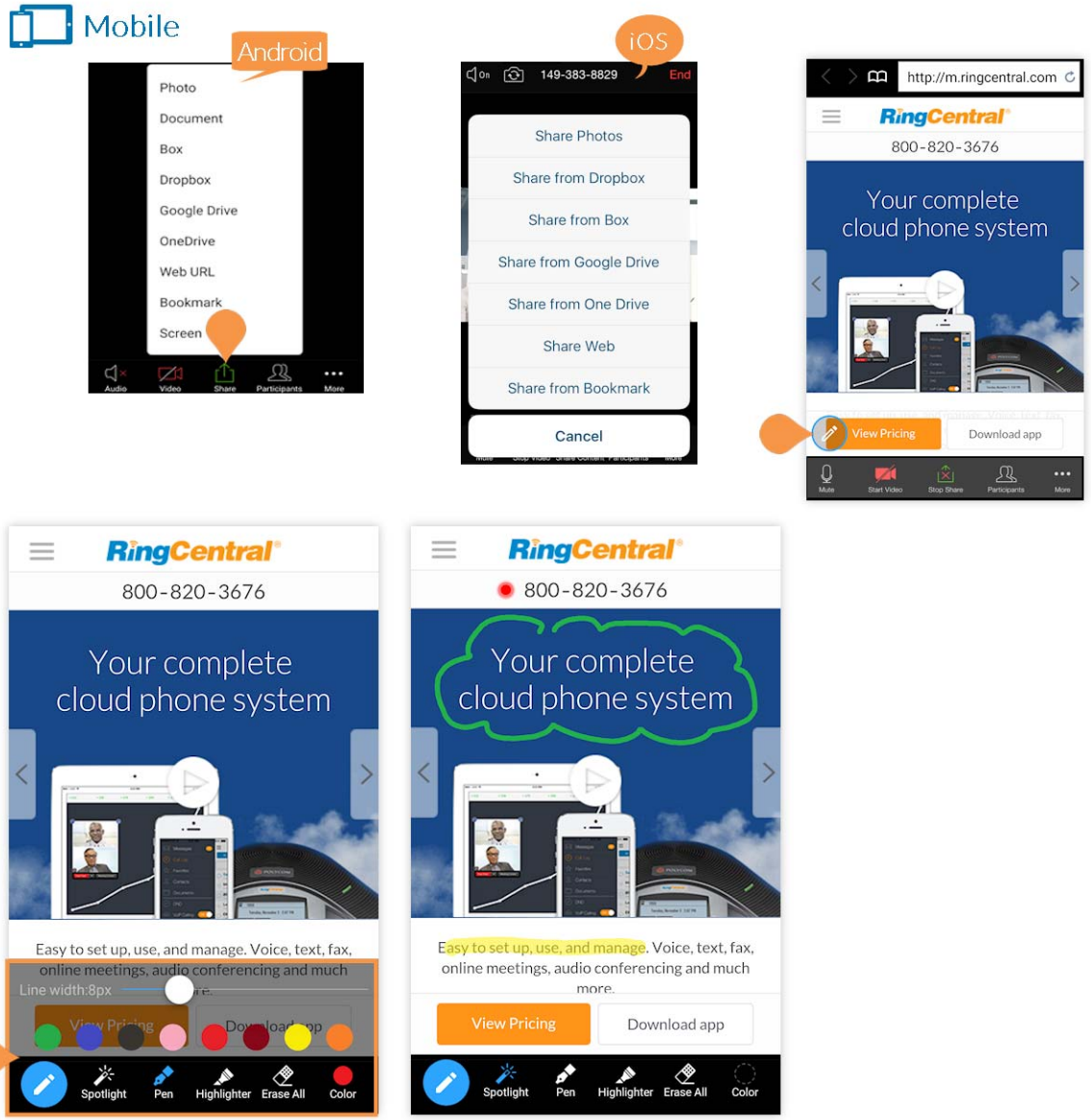
Tap the screen to bring up the menu. Tap **Share** and tap your choice of sharing options.

Once you are sharing, you will see the annotation icon. Tap the annotation icon to start marking up your screen.

The mobile annotation options are:

- **Stop Annot...**: Stop annotating your screen.
- **Spotlight**: Displays a red target-like shape in place of a mouse pointer.
- **Pen**: Mark up your screen as you share with your participants.
- **Highlighter**: Highlight text or mark up your screen with a semi-transparent color.
- **Erase All**: Click Erase All to remove all markup on your phone's screen.
- **Color**: Choose the color of your annotation and stroke width.
- **Stop Share**: Stop sharing your phone's screen and return to the meeting.

*Co-annotation of content shared from an Android device is unavailable.



Record Meetings

RingCentral meetings can be recorded from the desktop app by clicking the red Record button while a meeting is in progress. You can record audio-only meetings, video meetings, and screen share meetings.

To start recording, click **Record**. This option will change to **Stop Recording** after you have started recording.

If you are screen sharing, click **More** to bring up more options. To start recording, click **Record**. This option will change to **Stop Recording** once you have started recording.

Participant Recording

Participants can record a meeting if the host manually allows them to record. The host will have to allow each participant to record the meeting from the **Participants** list. The host can click the participant's name, click **More** (if on a desktop), and click **Allow Record**.

The **Allow Record** option changes to **Forbid Record** after allowing so the host can remove this permission at any time.

Accessing a Recording

Recordings are saved to a folder on the desktop computer when the meeting ends and can be shared with others by forwarding or posting the multimedia file. You can set the file location for your recordings in your settings.

Chat

Chat with other participants during your RingCentral meeting. You can choose to chat will all meeting participants or just a select few. Auto saving chat: the chat will be automatically saved after each meeting has ended for the host only, in the recordings directory.

Desktop

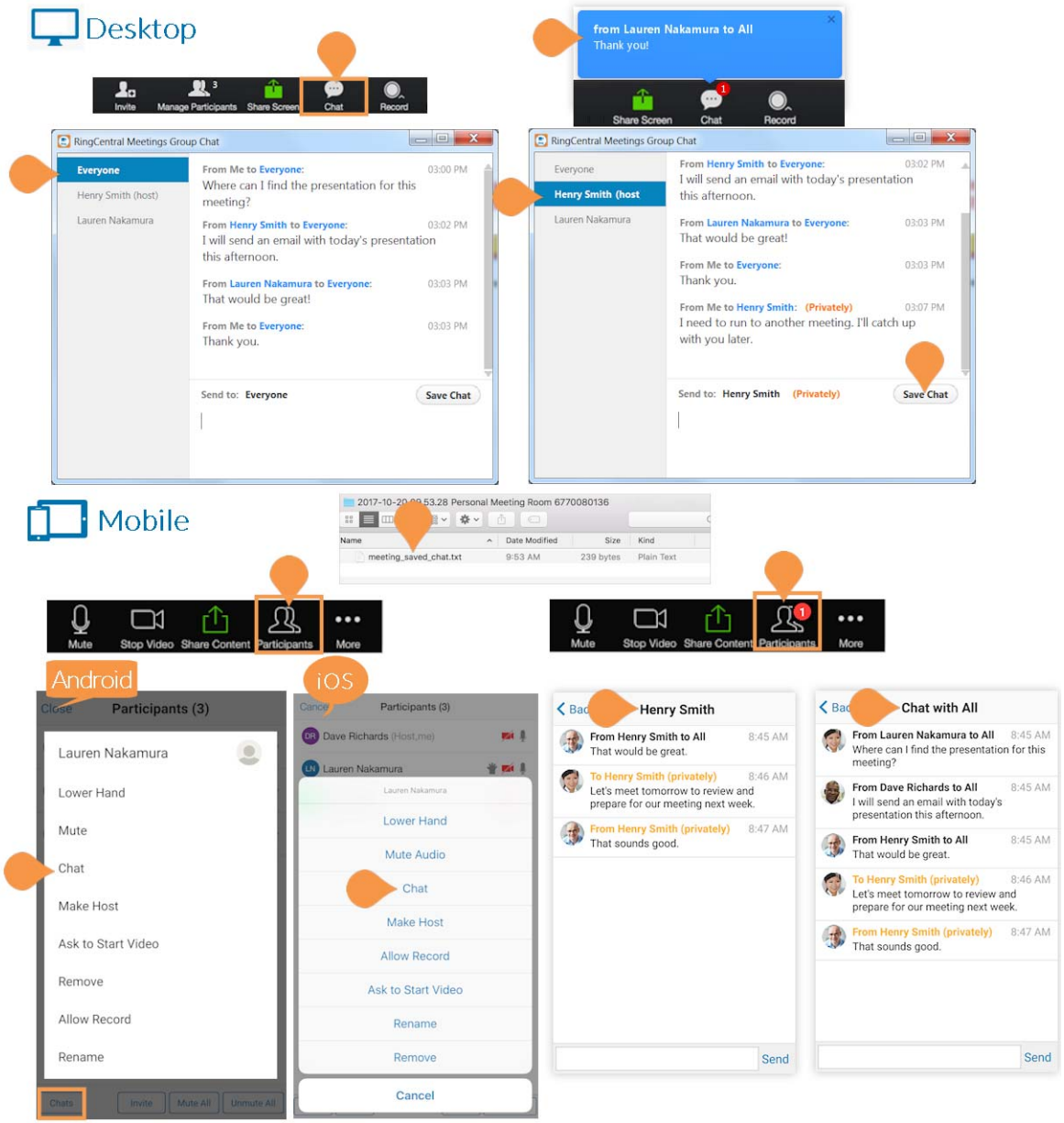
While in a meeting, click the **Chat button** at the bottom of the RingCentral Meetings screen. Click **Everyone** to chat with all participants or click a participant's name from the list to chat privately. Type your message in the text box and hit **Enter** on your keyboard to send your message.

When you receive a message, you see a notification next to the **Chat button** in the bottom menu. Click **Save Chat** to save a transcript of your conversation.

Mobile

While in a meeting, you can tap the screen to bring up the menu. Tap **Participants**. Tap **Chat(s)** in the bottom menu to chat with all participants or tap a participant's name to chat privately (tap **Chat** on the pop-up menu to chat if you're the host). Type your message in the text box and tap **Send** to send your message.

When you receive a message, you see a notification next to the **Participants** button in the bottom menu.

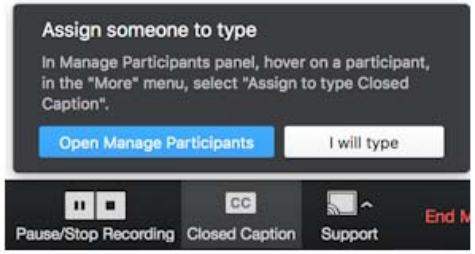


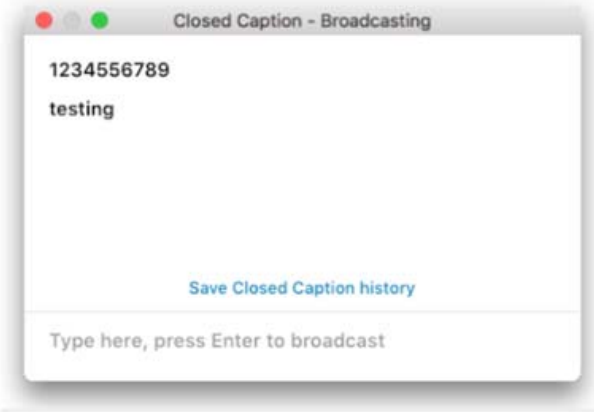
Closed Caption

Add closed captioning to the meeting. The host can type the closed captioning, or assign someone else to type the closed captioning.

Click **Closed Caption**. To type the captioning yourself as host, select **I will type**. To assign someone else, click Open Manage Participants. In the Manage Participants panel, hover on a participant, and in the **More** menu select **Assign to type Closed Caption**.

To save a history of the closed captioning session, click **Save Closed Caption history**.



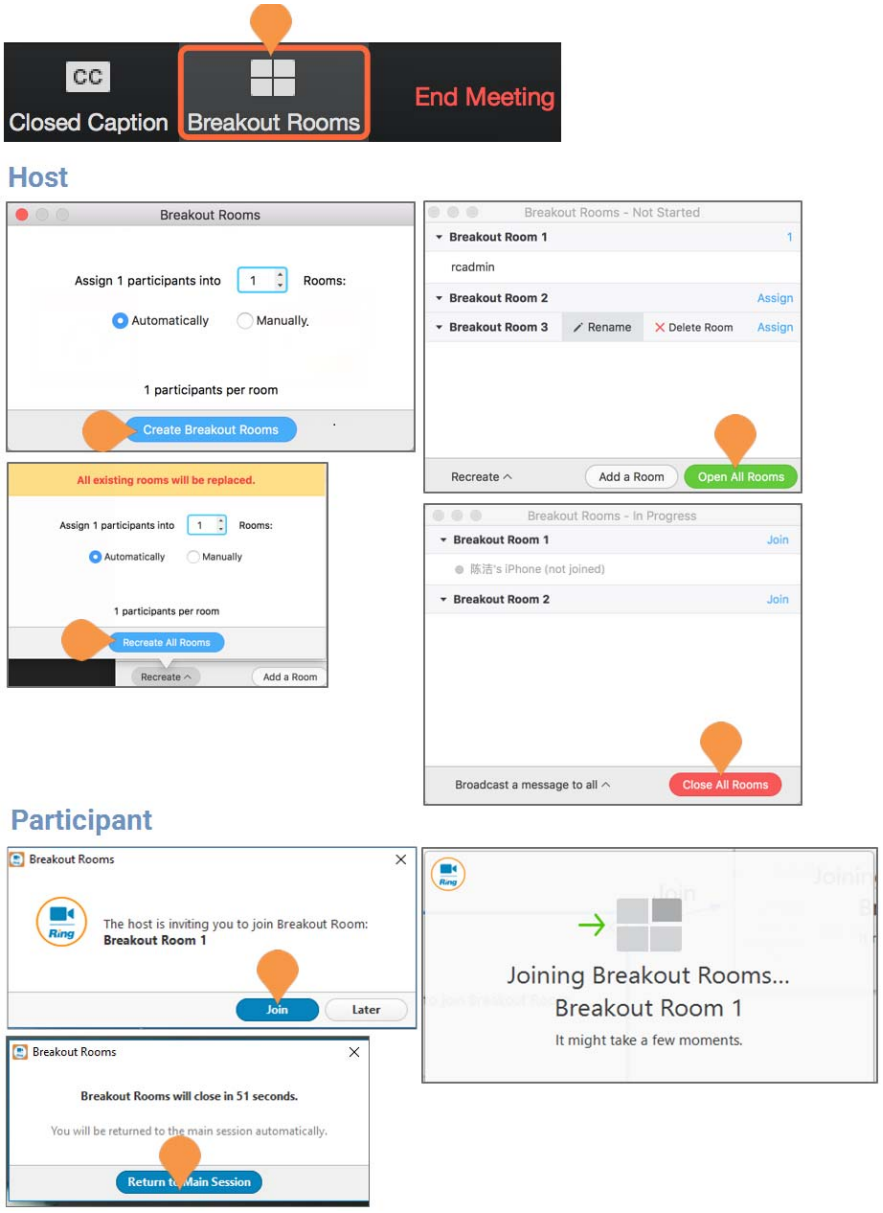


Breakout Rooms

Breakout rooms are sessions that are split off from the main RingCentral meeting to allow the participants to meet in smaller groups. you can use breakout rooms for collaboration and discussion of the meeting.

After a host opens a breakout room, the participants in that breakout room will enter a new meeting session with controls similar to the meeting. The host can move participants back to the original main session.

When the host ends the breakout rooms, the participants are notified and given the option to return to the main room immediately, or in 60 seconds.



Remote Support

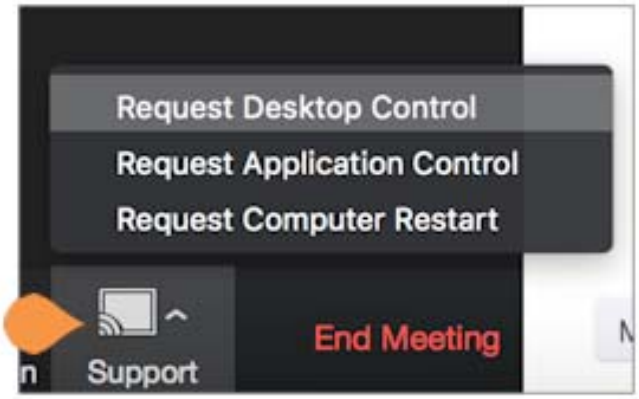
Remote Support allows the meeting host, who may be an IT employee or a support agent, to provide remote support to a participant by remotely controlling a Windows or Mac computer. The user initiating the support session can:

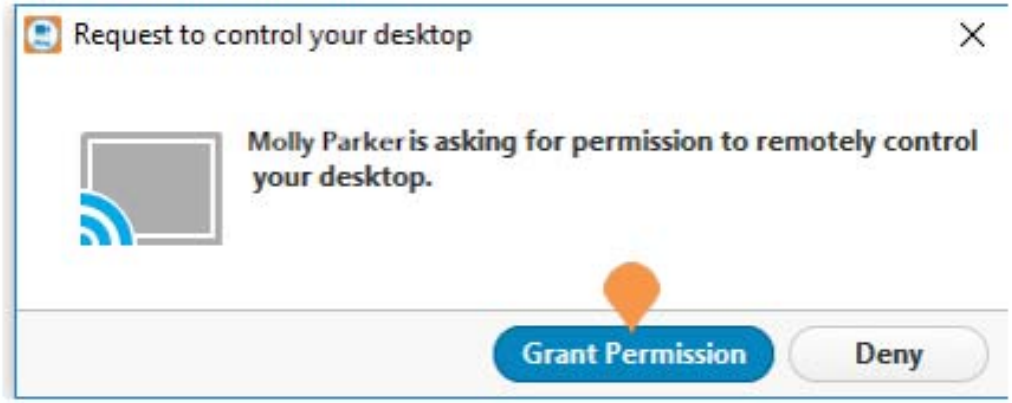
- Request Desktop Control
- Request Application Control
- Request Computer Restart

Select **Request Desktop Control** to prompt the remote user to share their desktop. After the request is made, the remote end must select **Grant Permission** and may need to accept an additional admin prompt allowing them access to make changes. Once granted, the host will have remote control of the far end's desktop.

Select **Request Application Control** to prompt the remote user to share a specific application. After the request is made, the remote end must **Grant Permission** and will be prompted to choose which application to share.

Select **Request Computer Restart** to prompt the remote user to restart their computer. Once restarted, they will rejoin the meeting.





Far End Camera Control

Far End Camera Control, if enabled, allows another user to take control of your camera and use Pan-Tilt-Zoom (PTZ) functionality of the camera. The webcam must have these features for this to work. The host of the meeting is the only user that can request far end camera control.

To use Far End Camera Control:

1. Start a meeting.
2. Once in the meeting, select the video of the user you'd like to request camera control from and select Request Camera Control.
   Note: If the user does not have a camera with PTZ capabilities, you will not be able to request Camera Control
3. The far end will receive a prompt to approve the camera control
4. Once approved, the controls will appear to pan, tilt, and zoom the users camera.

End a Meeting

As a host, you will see the option to end a meeting. Ending a meeting will end the meeting for all participants. All participants will be disconnected once a meeting has been ended. If you'd like to leave a meeting, you'll need to assign another participant as the host before you do so. Once you are no longer the host, you will see the option to leave the meeting rather than end the meeting.

Desktop

Click **End Meeting** to end the meeting for all participants.

Mobile

Tap the screen to bring up the menu. Tap **End** to end the meeting for all participants.

Leave a Meeting

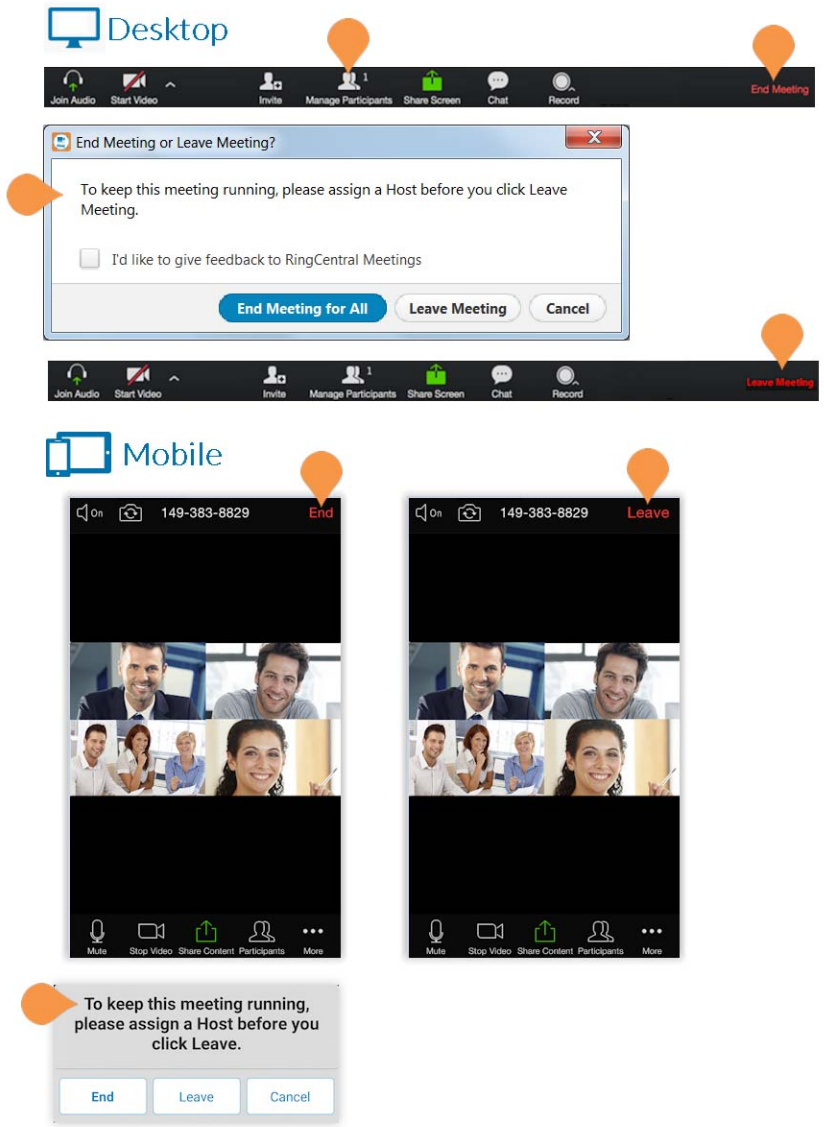
Participants will see the option to leave a meeting.

Desktop

Click **Leave Meeting** in the right corner of the bottom menu bar.

Mobile

Tap the screen to bring up the menu.Tap **Leave** to leave the meeting.



RingCentral Plugin for Microsoft Outlook

RingCentral Meetings directly integrates into Outlook to allow you to schedule or start an online meeting. When you schedule an online meeting within Outlook, the meeting is automatically synced with the RingCentral Meetings app. You can instantly launch an online meeting from Outlook.

Schedule an Online Meeting from Outlook

You can schedule a RingCentral Meeting from Outlook. Prerequisites:

- Launch Outlook (version 2013 or later) with Meetings plugin.
- Launch RingCentral Meetings version 3.7 or later.

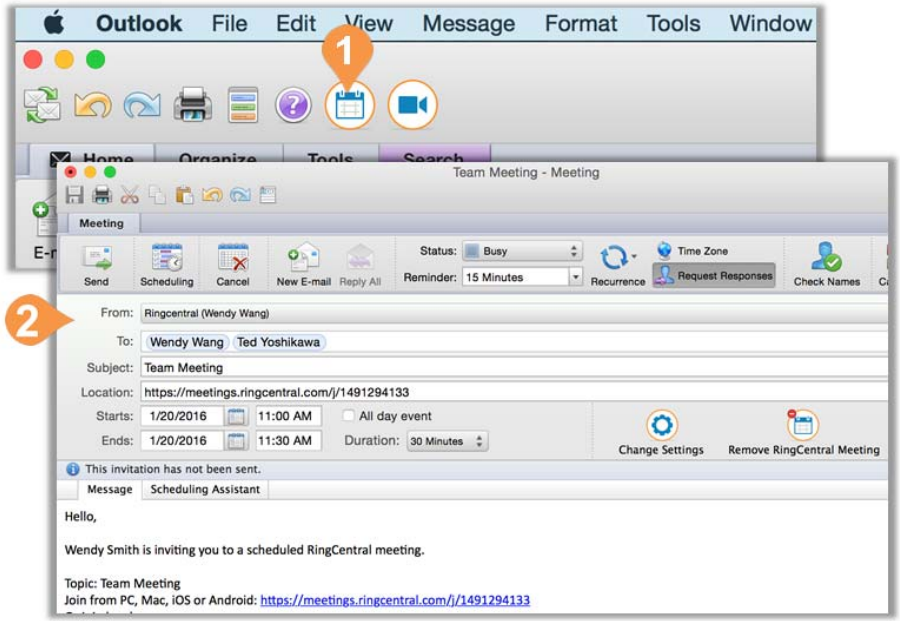
To schedule a meeting from the Outlook main window:

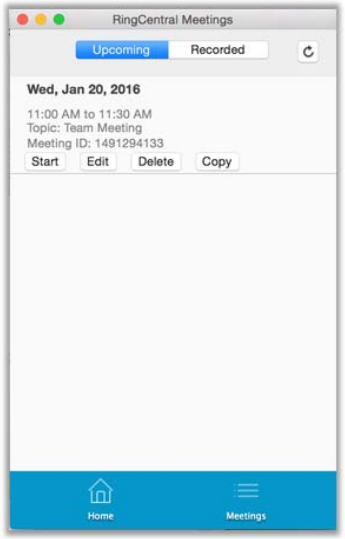
1. Select the icon for **Schedule a Meeting** in the Outlook main window.
2. In the RingCentral Meetings client, click **Schedule**.
3. Select the RingCentral Meetings details, and click **Schedule**.
4. The Outlook meeting populates with the Meetings information. Note that the format of the email invitation will be text (default) or HTML (if enabled for your account). For information on customizing your invitation to add content at the end of the email template, see the *RingCentral Admin Guide*.
5. Send the meeting invitation from Outlook.
6. The meeting is reflected in both Outlook and RingCentral Meetings.

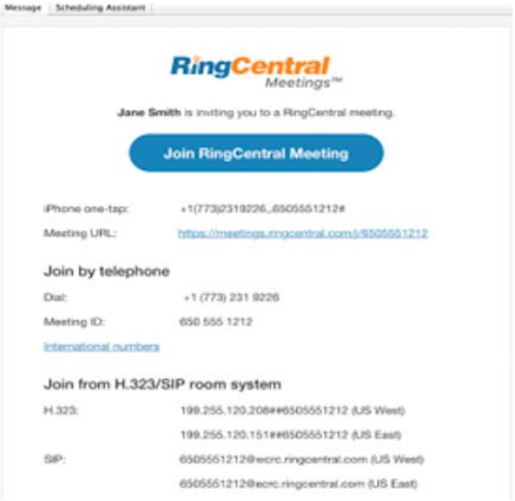
To schedule a meeting from a scheduled appointment:

1. In a scheduled appointment, select **Schedule RingCentral Meeting**.
2. In the RingCentral Meetings client, click **Schedule**.
3. Select the RingCentral Meetings details, and click **Schedule**.
4. The Outlook meeting populates with the Meetings information.
5. Send the meeting invitation from Outlook.
6. The meeting is reflected in both Outlook and RingCentral Meetings.

NOTE: When a RingCentral meeting is canceled from the Outlook calendar, it is automatically removed from the RingCentral Meetings app. However, if the meeting is deleted from RingCentral Meetings, the change will not impact the Outlook calendar.







Start a RingCentral Meeting from Outlook

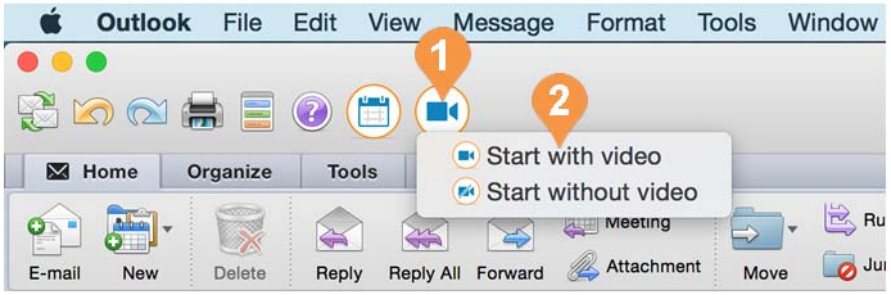
You can instantly launch a RingCentral Meeting from Outlook:

Prerequisites:

- Launch Outlook (version 2013 or later) with Meetings plugin.
- Launch RingCentral Meetings version 3.7 or later.

To launch a meeting:

1. Select the **Start Instant Meeting** icon in the Outlook main window.
2. Select **Start with video** or **Start without video**.
3. The RingCentral Meetings client launches the meeting.



Mobile Settings

Open the RingCentral Meetings App on your phone. Tap **Settings**. You will see **Meeting**, **About**, and **Sign Out**.

My Profile

Tap **My Profile** to view and set up your Personal Meeting ID (PMI) and Host Key.

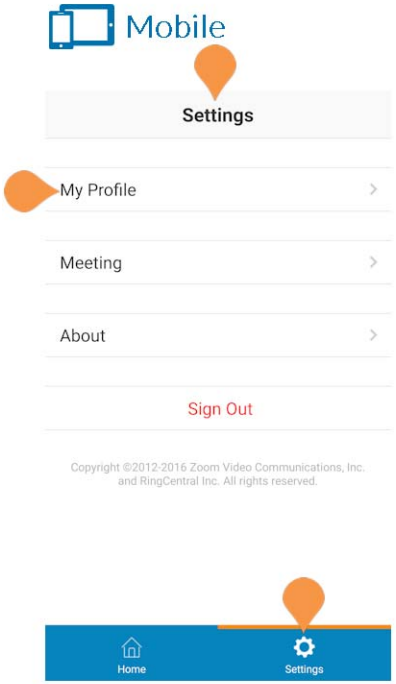
Personal Meeting ID

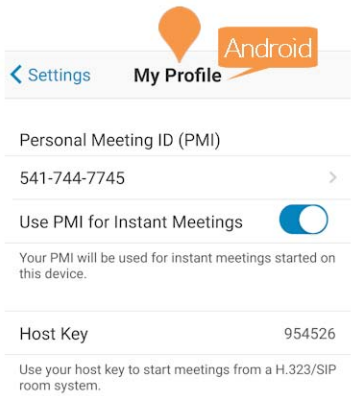
A Personal Meeting ID allows you to set up a meeting ID that is easy for you to remember. Here you can set a custom Personal Meeting ID to use for meetings started on this device.

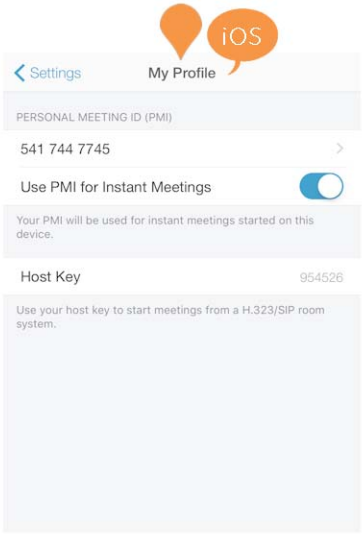
Host Key

You can use the Host Key to claim host control of a meeting from the RingCentral Meetings application or to start a meeting from an H.323/SIP room system, which is available with RingCentral Room Connector.

The Host Key is generated by default as a 6-digit random value. RingCentral Office users can change the Host Key in the application and sync it to the client.





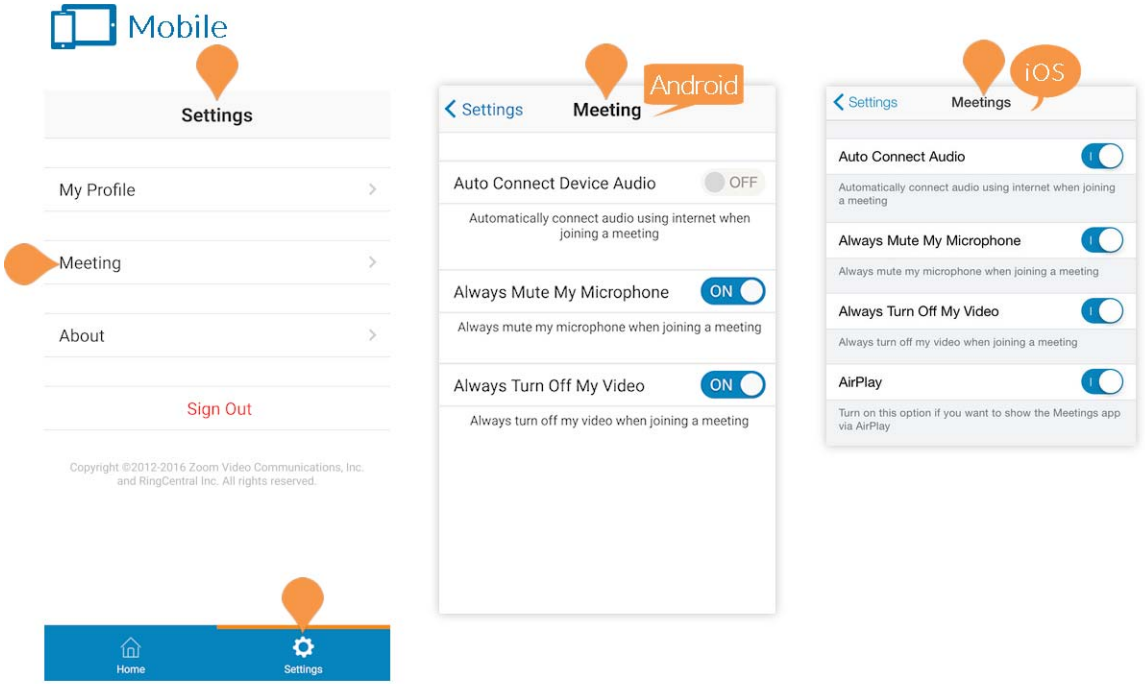


Meetings

Tap **Meeting(s)** to view and choose your **Audio**, **Microphone**, and **Video** settings. Here you will decide whether you'd like to connect your phone's audio, mute your microphone, and turn off video by default every time join a meeting from your phone. You can always manually change these settings after you have joined a meeting.

Tap the switch **ON** or **OFF** for each of the following settings:

- Auto Connect Device Audio
- Always Mute My Microphone
- Always Turn Off My Video
- Air Play (iOS only): Turn on this option if you want to show the Meetings app via Airplay.



About

Tap **About**. You will see the current Version number of your app.

Version
View the current **Version** of your RingCentral Meetings app.

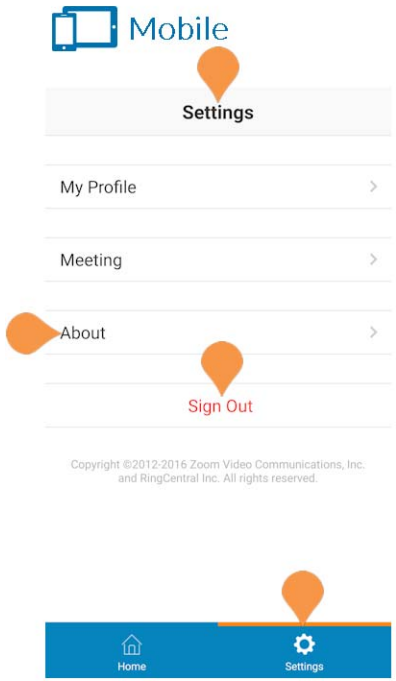
On Android, tap **Version** to check for an update. If your app is up to date, you will see a message letting you know. If not, you will be prompted to update to the latest version.

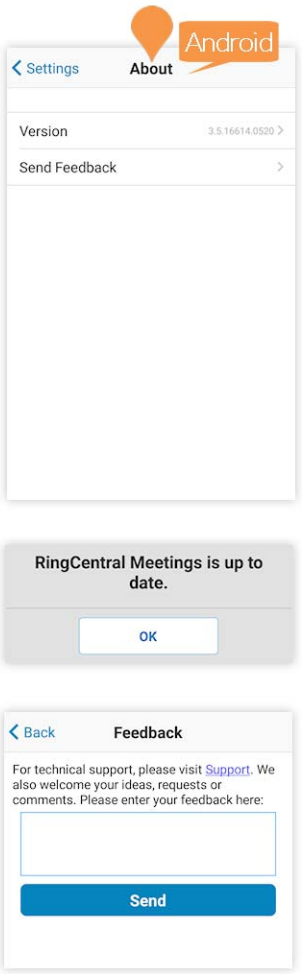
Send Feedback
Use the form to send your feedback about the Meetings app to RingCentral.

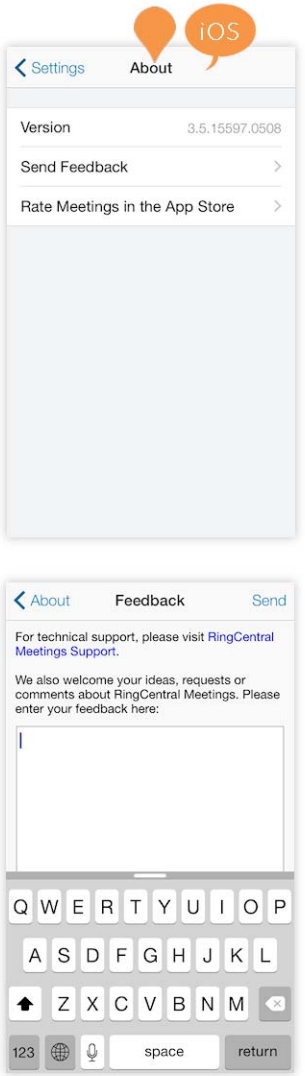
Rate Meetings in the App Store
Visit the App Store to rate your Meetings app.

Sign Out

Tap **Sign Out** to sign out of the application.







Safe Driving Mode

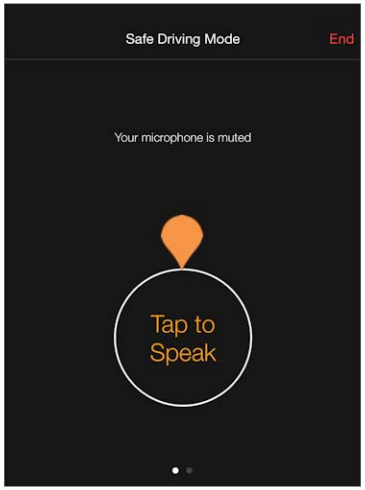
If you are often on conference calls and meetings while driving, use Safe Driving Mode for RingCentral Meetings.

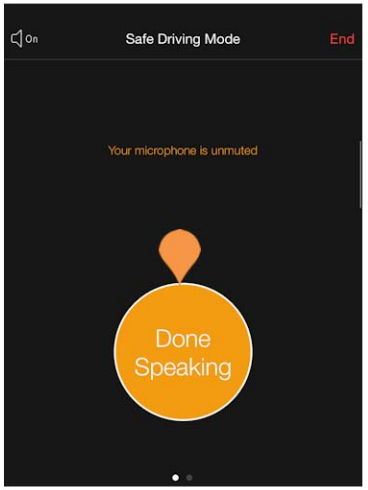
Once you have joined a meeting, swipe right to enable **Safe Driving Mode**. Your video will stop and your microphone will be automatically muted.

Tap the circle in the middle of the screen that says **Tap to Speak** to unmute your phone. The circle will turn orange and read **Done Speaking**.

Click **Done Speaking** when you have finished speaking to mute your phone.

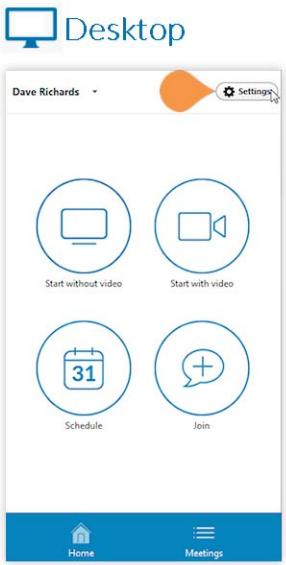
Mobile

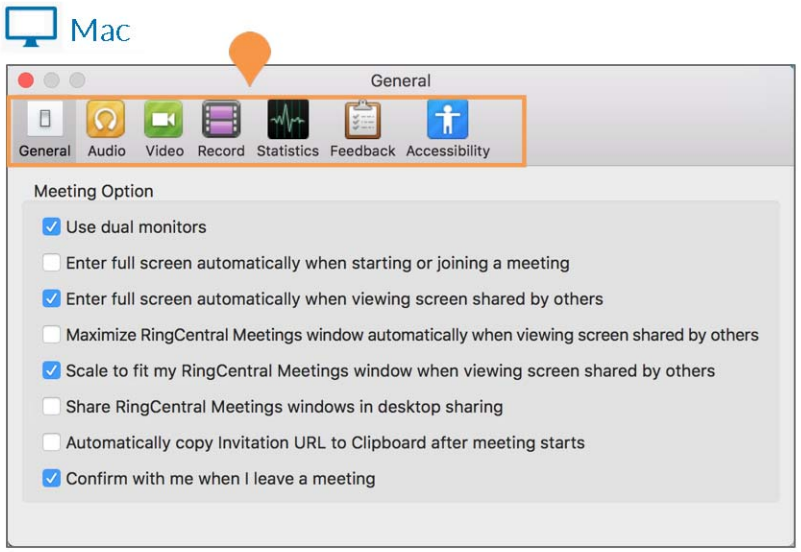


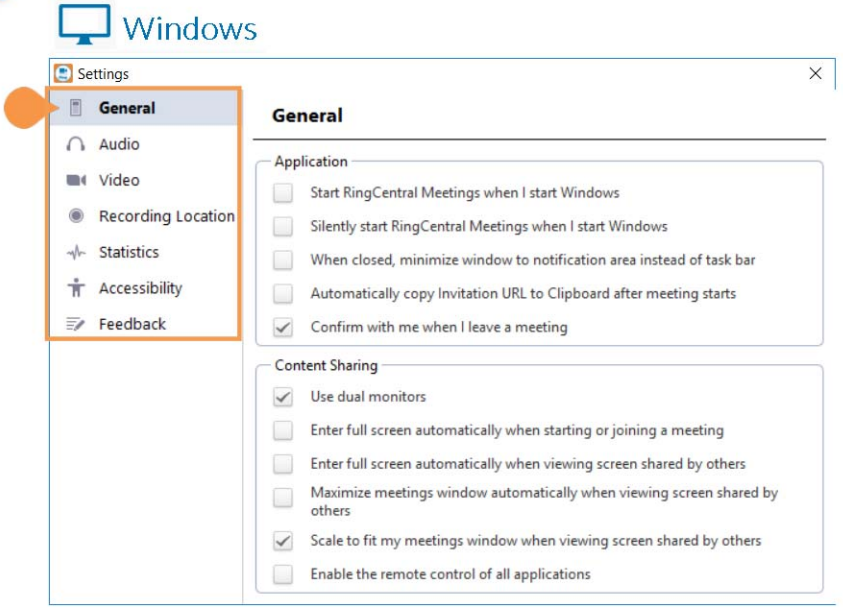


Desktop Settings

Open RingCentral Meetings on your desktop. Click **Settings** in the upper right corner. You will see categories of **Settings** for **General**, **Audio**, **Video**, **Recording Location**, **Statistics**, **Accessibility**, and **Feedback**. If enabled, you may also see an option for **Video Background**. Click one of the categories to see detailed settings.







General

Windows and Mac users will see different options under **General**.

Mac

Check the box next to each option if you'd like to turn the option on.

- Use dual monitor
- Enter full screen automatically when starting or joining a meeting
- Enter full screen automatically when viewing screen shared by others
- Maximize RingCentral Meetings window automatically when viewing screen shared by others
- Scale to fit my RingCentral Meetings windows in desktop sharing
- Share RingCentral Meetings windows in desktop sharing: off by default.

Note: the account admin can enable this feature for accounts or users.

- Automatically copy Invitation URL to Clipboard after meeting starts
- Confirm with me when I leave a meeting

Windows

Under Application, check the boxes next to each item you'd like to set.

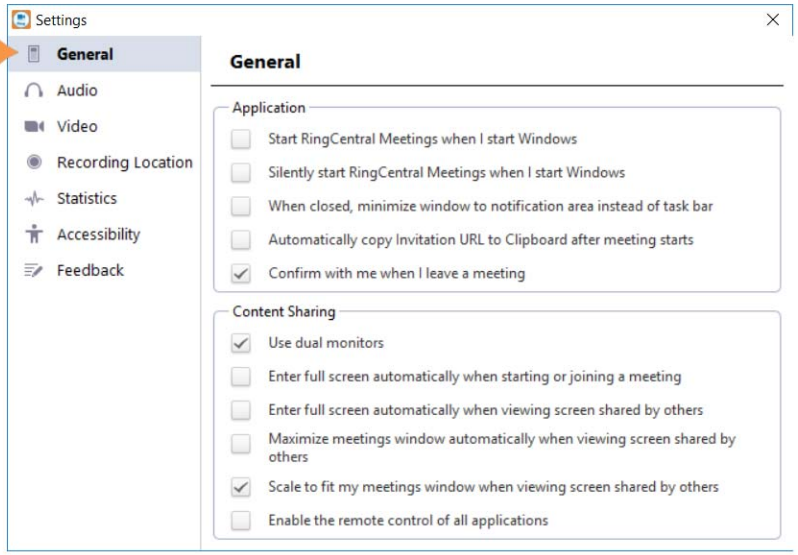
- Start RingCentral Meetings when I start Windows
- Silently start RingCentral Meetings when I start Windows
- When closed, minimize window to notification area instead of task bar
- Automatically copy Invitation URL to Clipboard after meeting starts
- Confirm with me when I leave a meeting

Under Content Sharing, check the boxes next to each item you'd like to set.

- Use dual monitors
- Enter full screen automatically when starting or joining a meeting
- Enter full screen automatically when viewing screen shared by others
- Maximize meetings window automatically when viewing screen shared by others
- Scale to fit my meetings window when viewing screen shared by others
- Enable the remote control of all applications

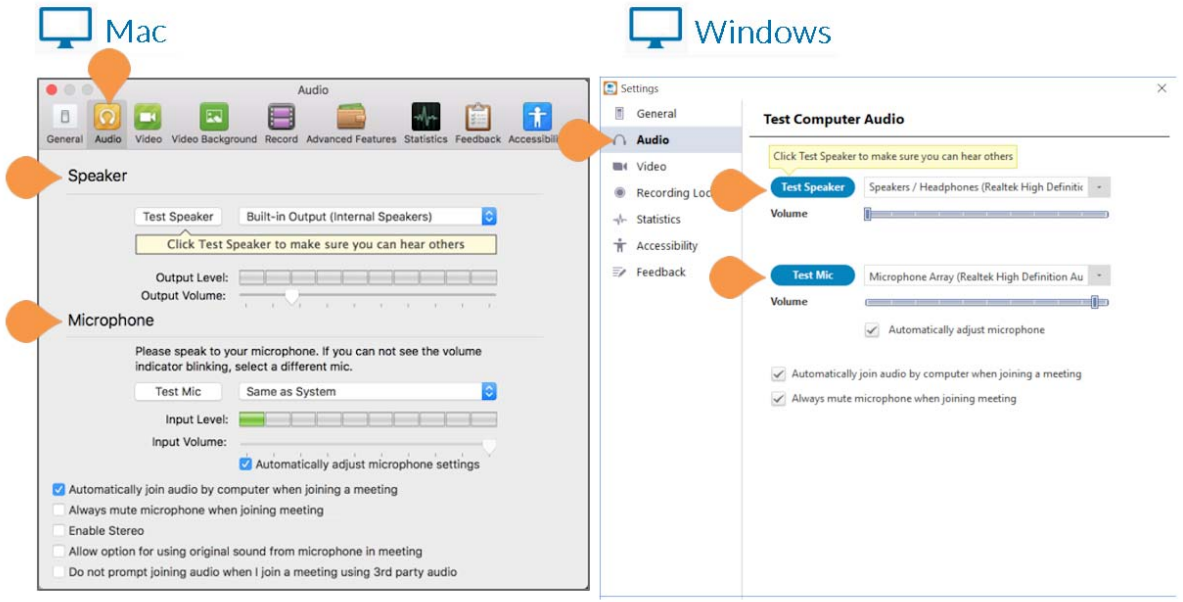
Mac

Windows



Audio

Test your **Speaker** and **Microphone** to ensure good quality for meetings. Use the slider to adjust the volume levels as necessary. If you have additional devices connected to your desktop, use the drop-down menus to choose which speakers and microphone you'd like to use for meetings.



To set the following options, check the boxes:

- Automatically adjust microphone settings
- Automatically join audio by computer when joining a meeting
- Always mute microphone when joining meeting
- Enable Stereo: if you need to hear stereo voice, such as listening to music.
- Allow option for using original sound from microphone in meeting: this feature allows you to preserve the sound from your microphone without using RingCentral echo cancellation and audio-enhancing features. This is ideal if your microphone or sound equipment has these features built-in and you do not need the additional enhancement.
- Do not prompt joining audio when I join a meeting using 3rd party audio

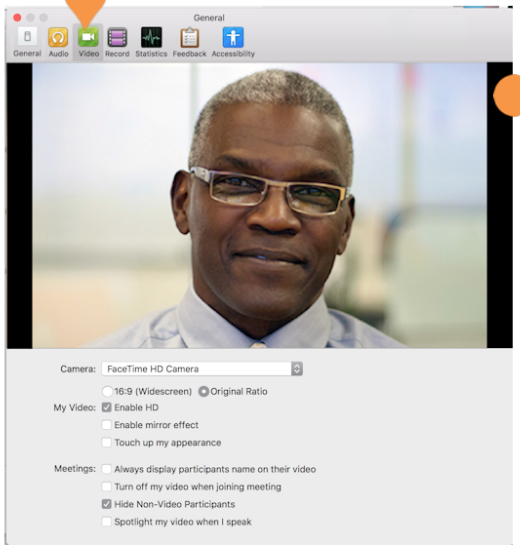
Video

See a preview of what your **Video** looks like to ensure good quality for meetings. Use the drop-down menu select a webcam to use if you have more than one connected to your desktop.

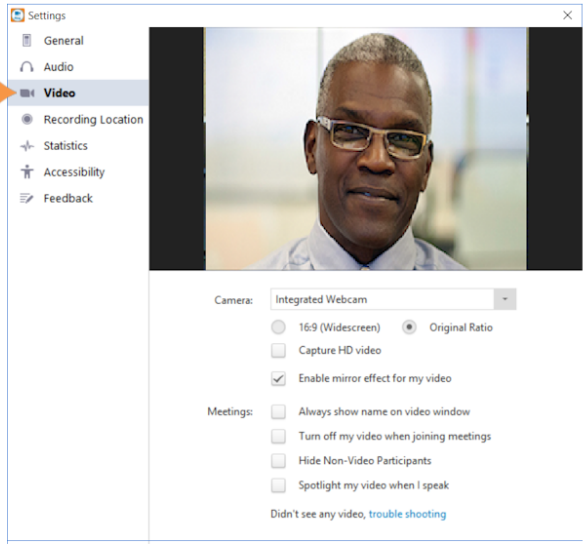
To set the following options, check the boxes:

- Enable mirror effect for my video
- Always show name on video window
- Always turn off video when joining meeting
- Hide Non-Video Participants
- Capture 720p by default
- Spotlight my video when I speak

Mac



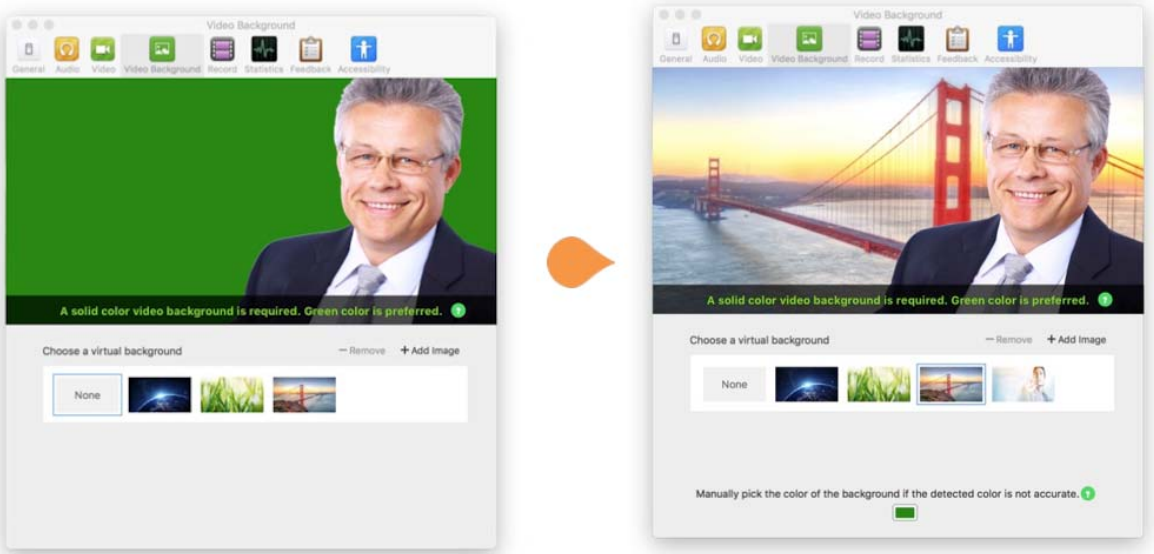
Windows



Video Background

Allows you to add a virtual background with a company's logo or a background image. This option will appear in Settings only if enabled by your administrator.

This feature requires the use of a physical solid color video background (also known as a green screen). The color green is preferred.

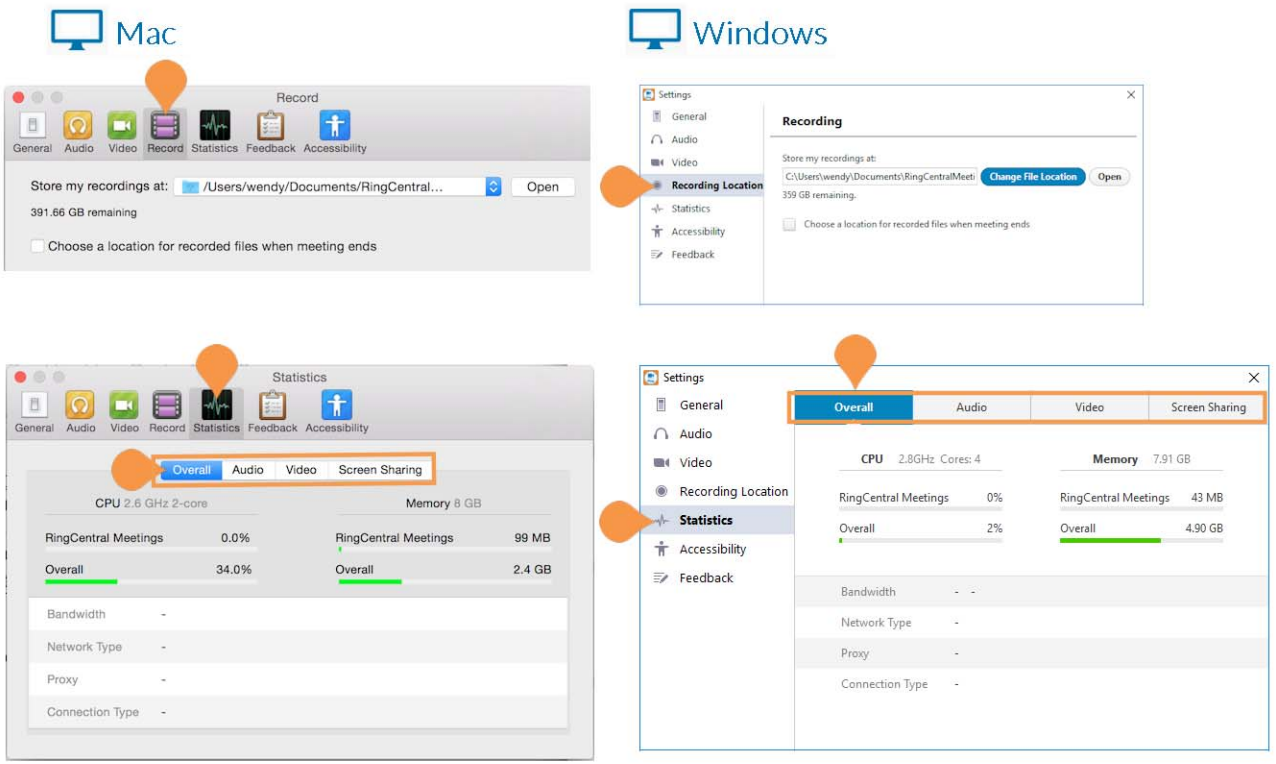


Feedback

RingCentral welcomes your ideas, requests, and comments. Please share them with us using the Feedback option in Settings. Type your message in the text field and click **Send Feedback**.

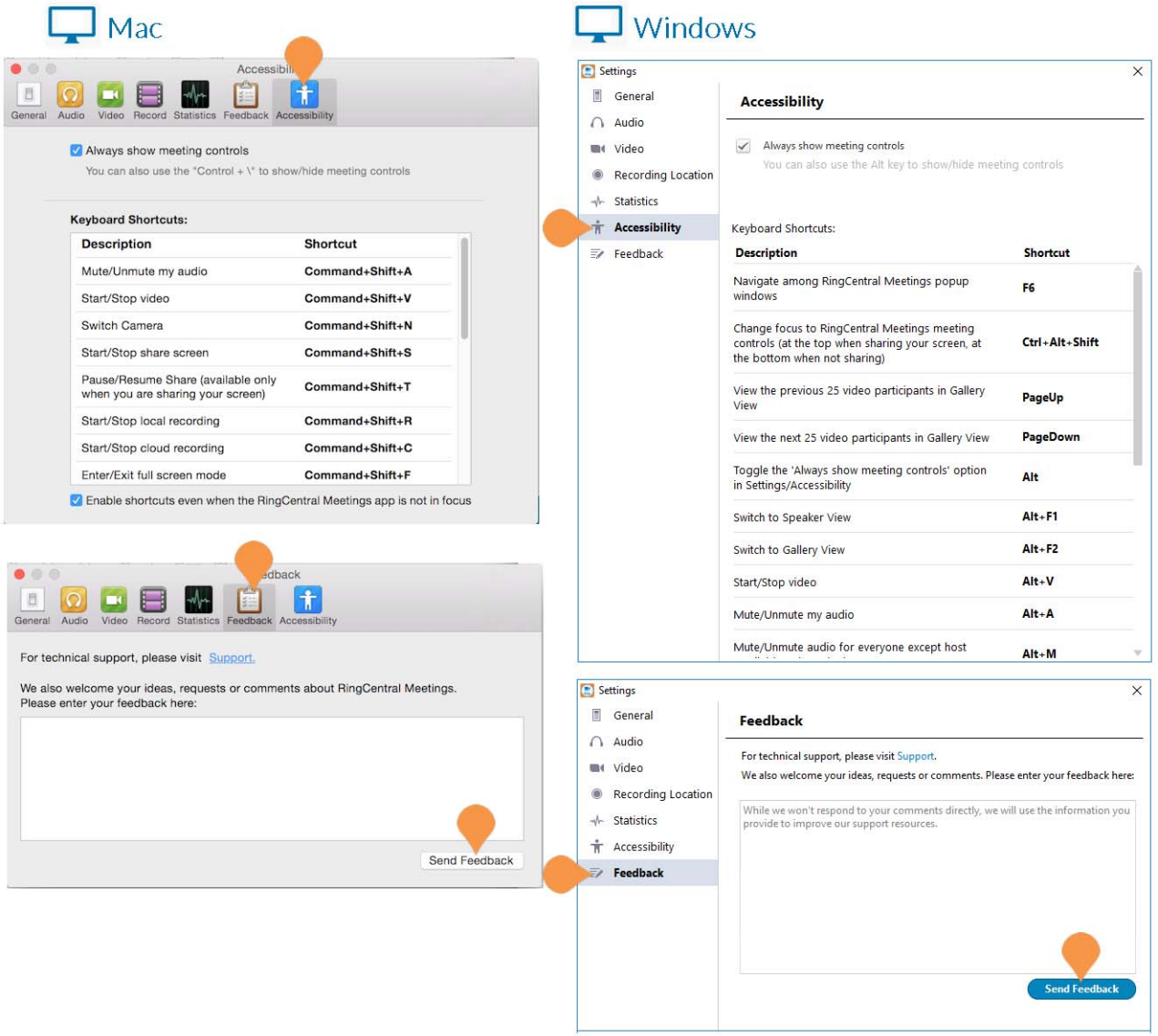
Recording

Choose the location where you'd like to save your recorded meetings. Click **Change File Location** to choose a location. Click **Open** to open the current location and view any existing recorded meetings. Check the box next to **Choose a location for recorded files when meeting ends** if you'd like to choose a location each time you record a meeting.



Statistics

View your **Overall**, **Audio**, **Video**, and **Screen Sharing statistics**. Click the tab for each category at the top of the screen to see more details.



User Options

On the home screen of your desktop app, click on the down arrow next to your name to see more options. You will see the following:

Personal Meeting ID
View or set up your Personal Meeting ID which is an easy to remember ID for your meetings. Select whether to use your Personal Meeting ID for instant meetings started on this device.

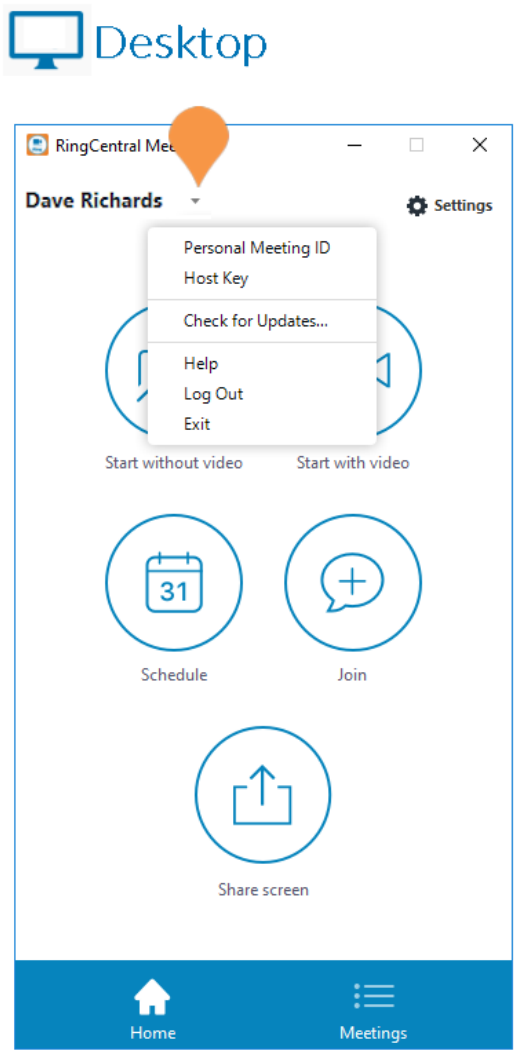
Host Key
View or adjust the value of your host key to start meetings from an H.323/SIP room system.

Check for Updates
View the current version of your RingCentral Meetings app. The pop-up window will let you know if your app is up to date or if a newer version is available to download and install.

Help
Click **Help** to be taken to the RingCentral Customer Support Center to get access to helpful articles.

Log Out
Click **Log Out** to log out of the RingCentral Meetings app.

Exit
Click **Exit** to exit the RingCentral Meetings app.



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