

SWITCHING FROM RINGCENTRAL MEETINGS TO RINGCENTRAL VIDEO

Your account has been enabled to try RingCentral Video, a web-based video and web collaboration service designed for getting things done fast.

UPDATING INDIVIDUAL SETTINGS

If you have access to admin permissions on the account and the ability to update users, you can change your users' meeting service from RingCentral Meetings to RingCentral Video. Once this step is completed, you cannot revert back to RingCentral Meetings.

1. Log in to <https://service.ringcentral.com> as an administrator.
2. Click **Users**.
3. Locate the appropriate user by either scrolling through the user list or using the search option.
4. Click the user's name.
5. Expand the **User Details** menu.
6. Click **Settings & Permissions**.
7. Under the **Video Provider** header, click
8. Edit.
9. Select the appropriate service option.
10. Click **Save**.

The screenshot shows the RingCentral admin interface. At the top, the 'Users' tab is selected. A table lists users with columns for Status, Name, Number, Ext., Roles, and Department. The user 'Bradford Simpson' is highlighted. The 'User Details' sidebar is open, and the 'Settings & Permissions' section is selected. The 'Video Provider' modal is open, showing radio buttons for 'RingCentral Meetings' (selected) and 'RingCentral Video'. The 'Save' button is highlighted.

Status	Name	Number	Ext.	Roles	Department
<input type="checkbox"/>	Bobbi Samson	(907) 313-7564	72006	Stand...	
<input type="checkbox"/>	Brad Simson	(907) 885-3788	72001	Super ...	
<input checked="" type="checkbox"/>	Bradford Simp...	(719) 639-2633	103	Super ...	
<input type="checkbox"/>	Brenda Shi	(907) 313-5398	72009	Stand...	

UPDATING MANY USERS AT ONCE

Administrators on the account can also leverage templates to make bulk edits for users.

1. Log in to <https://service.ringcentral.com> as an administrator.
2. Click **Users**.
3. Click **Templates**.
4. Select **User Settings**.
5. Select the appropriate existing template.
- Note: You can also create a new template.
6. Click **User Details**.
7. Under the **Video Provider** header, click Edit.

Optional: To override existing settings, select the **Override User Settings** option.

Note: This will not prevent any future changes that your users make. It will only override existing settings.

8. Select the appropriate service option.
9. Click **Done**.
10. Apply the template to your users. Refer to this [knowledge base article](#).

The screenshot displays the RingCentral admin console. The top navigation bar includes 'Phone System', 'Users', 'Meetings', 'Analytics', 'Call Log', 'Billing', and 'Tools'. The 'Users' section is active, showing a list of users with columns for 'Status', 'Name', 'Number', 'Ext.', 'Roles', and 'Department'. Two users are listed: '1st.Mate.Foley' and 'Abby.Wambach'. A 'More' dropdown menu is visible next to the search bar, and an 'Ask RingCentral' button is present.

The 'Templates' section is expanded, showing a list of templates with columns for 'Name', 'Created', and 'Last Used'. Two templates are listed: 'Regional Settings' and 'Presence Test'. The 'Regional Settings' template is selected, and its details are shown below, including 'Regional Settings' and 'User Hours'.

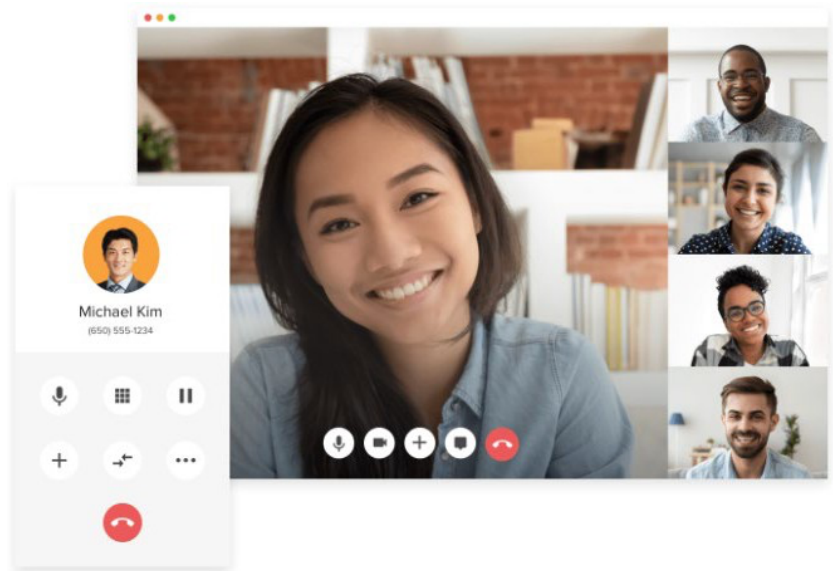
The 'User Details' section is expanded, showing 'Settings & Permissions'. Under the 'Video Provider' header, the 'RingCentral Video' option is selected. The 'Override User Settings' checkbox is checked. The 'Edit' button is highlighted.

A 'Video Provider' dialog box is overlaid on the screen, showing the 'RingCentral Video' option selected. The 'Done' button is highlighted.

FREQUENTLY ASKED QUESTIONS

Question: What happened to my previous cloud recordings, scheduled meetings, and settings?

Answer: When switching between RingCentral Video and RingCentral Meeting as the video provider, only the associated settings, scheduled meetings, and recordings switch to the preferences of that provider.



Question: Do I have to download a new application to access RingCentral Video?

Answer: No, you don't. RingCentral Video integrates seamlessly with the RingCentral app.

Users who are not using the RingCentral app can access and control meetings through the latest versions of Google Chrome and Microsoft Edge.

Question: After switching from RingCentral Meetings to RingCentral Video, how does a user configured with RingCentral Meetings join his coworkers' RingCentral Video meeting?

Answer: Presuming all users on the account are using the unified RingCentral app, the Meetings users will be able to join the Video user's meetings with a single click.

If the Meetings users are not using the RingCentral app, they can join the Video user's meetings using the latest versions of Google Chrome or Microsoft Edge.

Question: After switching from RingCentral Meetings to RingCentral Video, how do users configured with RingCentral Video join their coworkers' RingCentral Meeting meeting?

Answer: All RingCentral Video users on the account should be using the unified RingCentral app and will be able to join the Meetings user's meetings with a single click from the Meet tab.

If in the odd case the users are not using the RingCentral app, they can either download the RingCentral Meetings app or use the browser client for Meetings.

Question: How do users schedule RingCentral Video Meetings from their calendar?

Answer: If they are using Microsoft Outlook, they can install the RingCentral Scheduler add-in which allows users to schedule meetings for either RingCentral Meetings or RingCentral Video. If they are using Gmail, they can use the RingCentral for Google Chrome extension which does the same. As users move from one platform to another, the scheduler will automatically update to support the correct meeting service.