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.**

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.

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.
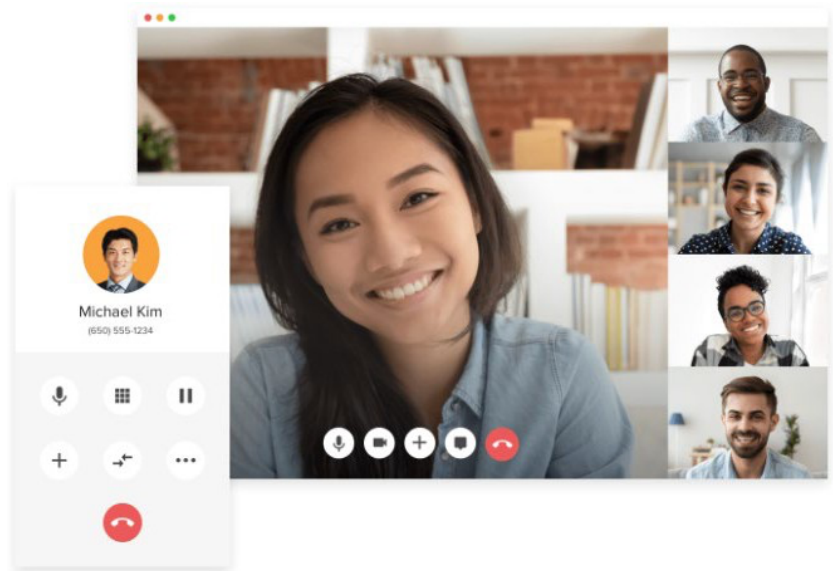
Question: Do I have to download a new application to access RingCentral Video?
Answer: No, you don't. RingCentral Video integrates seamlessly with the RingCentral app.

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 usingthe 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.