

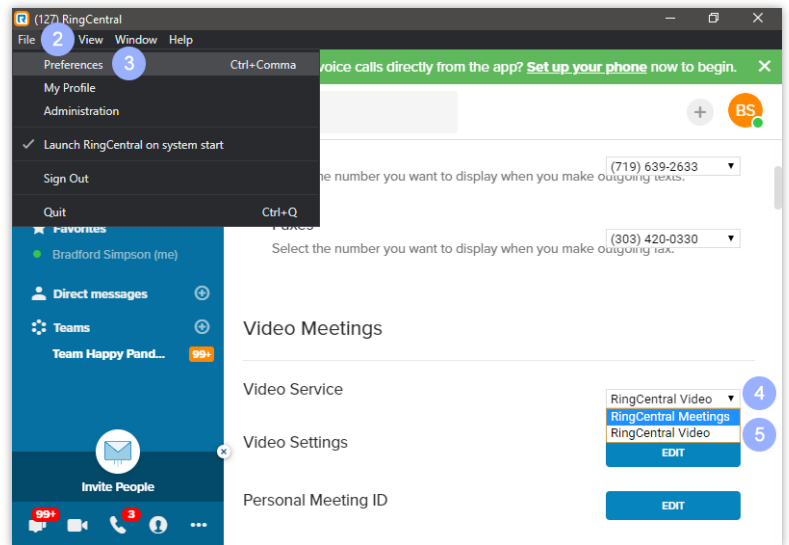
SWITCHING FROM RINGCENTRAL MEETINGS TO RINGCENTRAL VIDEO

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 THROUGH THE RINGCENTRAL APP

You can also set your meetings service settings using the RingCentral app.

1. Log in to the RingCentral app.
2. Click **File**.
3. Click Preferences.
4. Under the **Video Meeting** header, click the **Video Service** drop-down menu.
5. Select the appropriate service option. The change is automatically made.

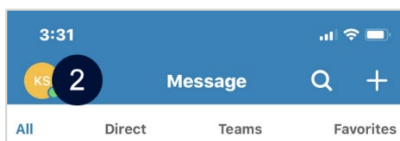


USING MOBILE TO UPDATE INDIVIDUAL SETTINGS THROUGH THE RINGCENTRAL APP

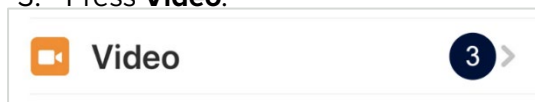
Set this through your phone using the RingCentral app.

IPHONE

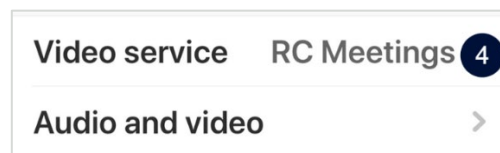
1. Log in to the RingCentral app.
2. Press your profile image.



3. Press **Video**.



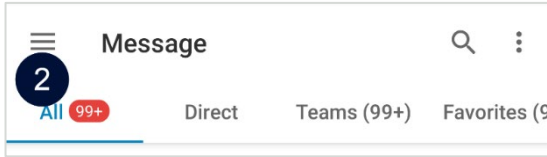
4. Press **Video service**.



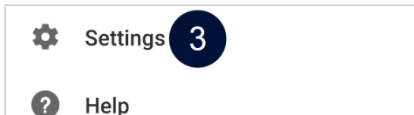
5. Select the appropriate video service.

ANDROID:

1. Log in to the RingCentral app.
2. Press **Options**.



3. Press **Settings**.



4. Press **Video Service**.

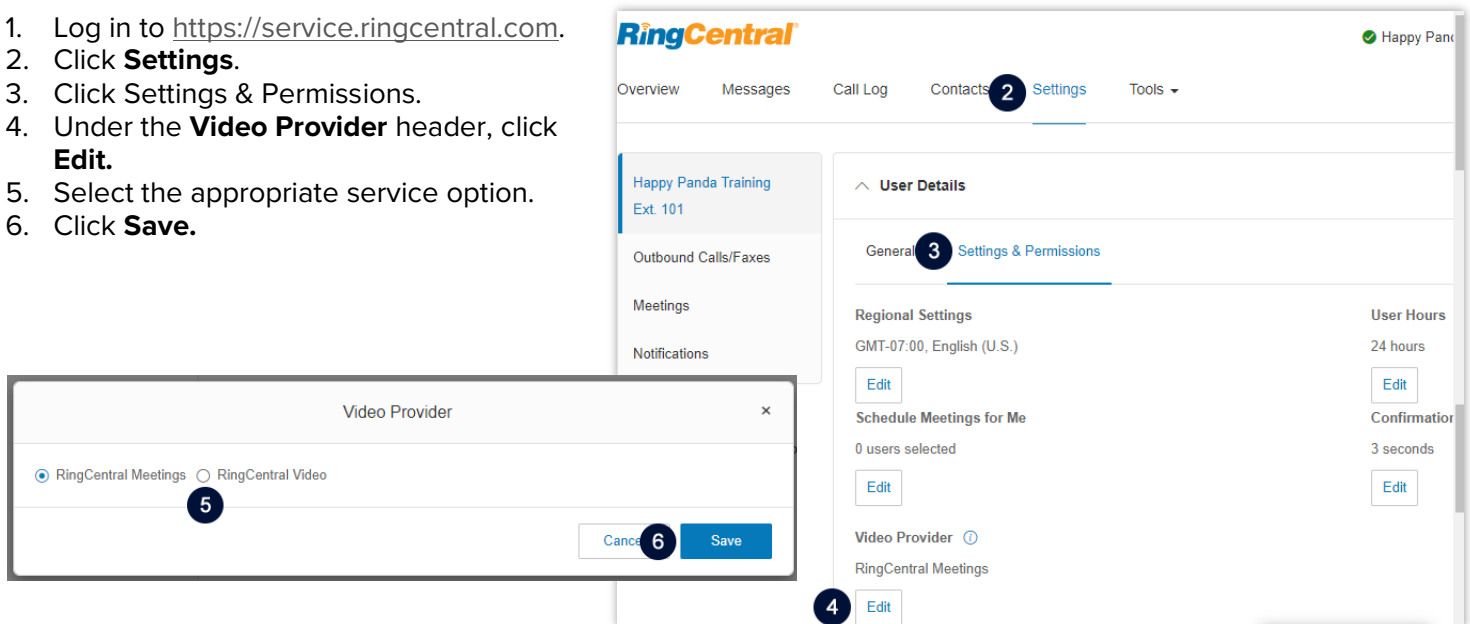


5. Select the video service.

UPDATING INDIVIDUAL SETTINGS

You can update your meetings service settings through the RingCentral Service site.

1. Log in to <https://service.ringcentral.com>.
2. Click **Settings**.
3. Click Settings & Permissions.
4. Under the **Video Provider** header, click **Edit**.
5. Select the appropriate service option.
6. Click **Save**.

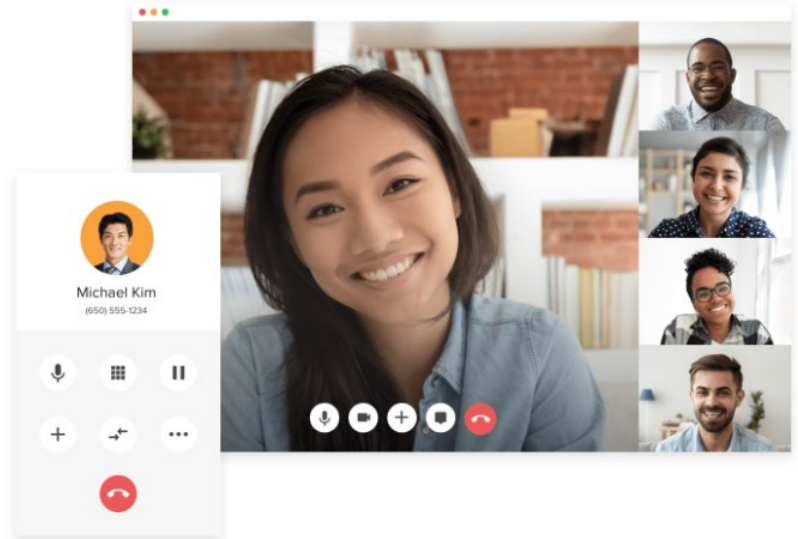


FREQUENTLY ASKED QUESTIONS

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.

Switching back to the previous video service restores access to the existing cloud recordings, schedules, and related settings.



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 RingCentral Meetings users will be able to join the meetings of the Video user with a single click.

If the RingCentral Meetings users are not using the RingCentral app, they can join the meetings of the Video user by 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 RingCentral 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 RingCentral Meetings.