

Ways to Use RingCentral Meetings

An easy-to-use video and web conferencing tool is available to Queens users in RingCentral Meetings. Others join with a link to your RingCentral Meeting, followed by a quick download, or by dialing a number. Participants do not need a RingCentral or Zoom account to join your meeting. If you have had a Zoom license, you can now access similar features through RingCentral Meetings **without** a Zoom license.

Overview of Features

- Video and audio
- Chat pane
- Host and/or participants can share their screen
- Participants can draw and type on a shared screen
- Breakout rooms
- Polling
- Meetings can be recorded
- No need to collect participant IDs
- Join by computer, mobile device, or telephone
- Non-Queens users can join a meeting

Teaching Applications

- Office hours with students in another location (talk through an issue, show how to use an application)
- Small-group collaboration among students in different locations
- Make-up activities for students with university recognized absences (e.g., group work, workshop)
- Real-time class meetings (per the Faculty Handbook, dates and times of any required synchronous meetings in online and hybrid courses must be listed in the Registrar's course schedule when students register; adhere to the listed course modality as defined by percentages of instructional time in the Faculty Handbook)
- Guest speaker from another city or time zone (in a physical classroom via webcam, or in an online classroom)
- Hold a learning activity with a class at another institution
- Acquaint students with how to use Zoom technology as relevant to job settings

Research Applications

- Work out complex sticking points in real time with research collaborators
- Conduct more engaging interviews with video
- Do a SoTL project with colleagues at another institution
- Give a live presentation remotely when you experience travel delays or disruptions
- Hold an online-only conference

Service Applications

- Run fuller committee or department meetings when some members are at remote locations
- Expand a partnership to distant organizations or increase communication with community organizations
- Record real-time meetings or presentations and make them available later for other stakeholders online
- Video interviews

Download, Installation, and Getting Started

Resources for getting started with RingCentral Meetings are posted on [Queens ITS RingCentral resource page](#).

- Download **RingCentral** to your computer and/or mobile device from the [RingCentral Downloads page](#). Download links are available for Windows, Mac, Android, and iOS. Once download is complete, Run the installation file. After installation, you'll see the RingCentral Meetings icon on your dock or system tray.
- [Log in to RingCentral with Single-Sign-on](#).
- → Consult the [RingCentral Meetings Quick Start Guide](#) or the [full RingCentral Meetings User Guide](#) for illustrations and steps for scheduling and joining meetings, as well as advanced features.
- Participants can [Install RingCentral using the Meeting Invitation Link](#) that you will email them and/or place in your MyCourses course site.

Quick Links to Start, Join, Host, or Record a Meeting

[ITS Guide to Scheduling an Online Meeting](#)

[ITS Guide to Hosting an Online Meeting](#)

[Start a Meeting from RingCentral Meetings Desktop](#)

[Join a Meeting from RingCentral Meetings Desktop](#)

[Start and Join a Meeting on the Meetings Mobile App](#)

[Host Controls on RingCentral Meetings Desktop](#)

[Finding Your Meeting ID](#)

[Record a meeting](#)

Using Interactive Features

There are many options for interacting with students, colleagues, or other meeting participants. This table helps you identify, and access online help for, features appropriate for your situation:

Interaction	General Uses	Specific Examples	Relevant Help
Prompt participants to discuss	Good for sharing of complex ideas and examples by a few participants	Ask participants: <ul style="list-style-type: none"> • To give an example • To explain a concept • To share a problem • What would you do? • What would you advise? 	Participants may need to unmute themselves or start their video; review settings on your meeting for how participants join with/without video
Prompt participants to type into the chat box	Quick, recurring interaction with more participants Simpler ideas	<ul style="list-style-type: none"> • Conversational exchange before moving into core content • Quasi-polling in a small group • Warm-up to discussion • Select comments from chat to expand via discussion 	If you want to track participation, enable auto-saving of chat (see Basic Settings below)
Prompt participants to annotate your shared screen	Time-efficient way for all participants to engage Anonymity can foster participation on sensitive topics	<ul style="list-style-type: none"> • In a list, mark choice(s) with + ✓ 1 • Type on blank area of screen/slide • Warm-up to discussion • Quasi-polling in a small group • Let participants choose next step 	Share your screen Add notes or annotations
Polling	Pose pre-planned questions to poll on opinions, preferences, experiences, check understanding	<ul style="list-style-type: none"> • Questions with 2-10 options, like • Yes/No, True/False • Multiple choice • Checkbox 	Polling
Share hyperlinked resources through chat	Give quick access to course files or audiovisual resources Gives participants control over how and how long they use the resources (vs. sharing your screen)	<ul style="list-style-type: none"> • Link to a YouTube video • Link to a case study document • Link to an external survey (MS/Google form) • Link to a collaboratively edited document (e.g., sign-up for groups) • A help resource • A dataset to work on 	
Place participants in breakout rooms	Support higher-order thinking skills (application, analysis, evaluation) Foster collaboration	Explore multiple concepts or aspects of a situation by assigning each group a different one to focus on, followed by group presentations to the whole	First enable break-out rooms Then manage break-out rooms
Participant shares screen	Decentralize source of knowledge and learning	Individual or group presentations	Host Controls for Screen Sharing

Useful Keyboard Shortcuts—RingCentral Meetings for Desktop

Windows Shortcut	Action	Mac Shortcut
Alt + A	Audio—mute/unmute	Command(⌘) + Shift + A
Alt + V	Video—Start/Stop	Command(⌘) + Shift + V
Alt + S	Share—Start/Stop	Command(⌘) + Shift + S
Alt + H	Chat—Open/Close	Command(⌘) + Shift + H
Alt + U	(Users) Participants panel—Open/Close	Command(⌘) + Shift + U
Alt + R	Recording—Start/Stop	Command(⌘) + Shift + R
Alt + Q	(Quit) End meeting for all	Command(⌘) + Shift + Q
Alt + F	Full screen—Enter/exit	Command(⌘) + Shift + F

Enable Features of Your Meetings through Settings

To use some of the available features, such as breakout rooms, you may need to adjust *meeting* Settings. Go to <https://service.ringcentral.com>. [Log in to RingCentral with Single-Sign-on](#) using your Queens email. Click **Settings**, then click **Meetings**. A partial list of settings that can be toggled on and off is provided below.

Basic Features—Selected Settings

Feature	Explanation
Chat	Allows meeting participants to send a message visible to all participants
Private chat	Allows meeting participants to send a private 1:1 message to another participant
Auto saving chats	Automatically save all in-meeting chats so hosts do not need to manually save the text of the chat after the meeting starts.
Play sound when participants join or leave	Plays sound when participants join or leave
Co-host	Allows host to add co-hosts. Co-hosts have the same in-meeting controls as host.
Polling	Adds 'Polls' to the meeting controls. This allows the host to survey the attendees.
Annotation	Allows participants to use annotation tools to add information to shared screens
Whiteboard	Allows participants to share a whiteboard that includes annotation tools
Remote control	The person who is screen-sharing can allow others to control the shared content
Nonverbal feedback	Participants can provide feedback or opinions by clicking icons in Participants panel

Advanced Features—Selected Settings

Feature	Description
Breakout room	Allows host to split meeting participants into separate, smaller rooms
Closed captioning	Lets host type closed captions or assign a participant/3rd party device to add them.
Screen sharing	Allows host and participants to share their screen or content during meetings
Attention tracking	Lets the host see an indicator in the participant panel if a meeting/webinar attendee does not have RingCentral in focus during screen sharing.
Show a "Join from your browser" link	Allows participants to bypass the RingCentral application download process, and join a meeting directly from their browser. Workaround for participants who are unable to download, install, or run applications. Meeting experience from the browser is limited.

Modify Your Personal Settings through Your Desktop App

You can adjust your *personal* settings through the Desktop RingCentral Meetings App. Open Meetings for Desktop and click **Settings**. You'll see tabs for General, Audio, Video, Recording, etc. This where you can check "Touch up my appearance" and [specify where recorded files are downloaded when a meeting ends](#).