

AT&T Office@Hand Rooms (Android)

Admin Guide

V21.3



CONTENTS

About this guide	3
Introduction	3
Key features	3
Requirements	3
System requirement specifications	3
Network requirement specifications	4
Domains	4
Ports	4
Further Constraints	4
Getting started	4
Prerequisites	4
Enabling Office@Hand Rooms permissions	5
Adding a room in Office@Hand Rooms	5
Setting up Office@Hand Rooms	5
Poly room kit X30	5
Poly room kit X50	6
Pairing the host and controller devices	6
Manually pairing the host and controller	7
Enabling voice commands to start a meeting	7
Configuration and testing on the controller	7
General settings	7
Audio settings	7
Video settings	8
Rooms Analytics	8
Overview	8
Snapshot	8
Map view	9
Table view	9
Rooms	10
Room details	11

About this guide

This guide is designed for IT Administrators of AT&T Office@Hand Rooms. This provides instructions on how to set up and use AT&T Rooms for video meetings.

To use AT&T Rooms for video meetings, acquire the recommended hardware, and set up the network.

Introduction

AT&T Office@Hand offers an easy way to start, join, and control Office@Hand meetings in a conference room from an Android tablet. Use AT&T Rooms to start or join Office@Hand meetings, which are initiated from multiple endpoints.

Key features

- **HD:** High definition video and audio
- **One-touch join:** Join rooms meetings easily and seamlessly
- **Direct share:** Share content from a laptop screen wirelessly
- **Calendar integration:** Join meetings scheduled on a preferred calendar
- **Collaborative capabilities:** Invite participants to join rooms meetings using the controller

Requirements

System requirement specifications

- An AT&T Office@Hand account with admin access and Rooms license(s)
- Microsoft O365 or Google account for Rooms Calendar access
- Host:
 - Mac: Upgrade to Mac Mojave, if OS version is lower
 - Windows: Upgrade to Windows 10, if OS version is lower
- Controller:
 - Android: Upgrade to Android 6 or above
- Rooms kit for each room. Office@Hand recommends the following Room appliance kits:
 - Huddle or Small (≤6 people)
 - 1 monitor - 55" to 65" HD TV, minimum resolution of 1080p (Full HD)
 - [Logitech Rally Bar Mini](#) and [Tap](#)
 - [Poly X30](#) and [TC8](#)
 - [Yealink A20](#)
 - Medium (≤12 people)
 - 2 monitors - 55" to 65" HD TV, minimum resolution of 1080p (Full HD)
 - [Logitech Rally bar](#) and [Tap](#)
 - [Poly X50](#) and [TC8](#)
 - [Yealink A30](#)

- Large (>12 people)
 - 2 monitors - 55" to 65" HD TV, minimum resolution of 1080p (Full HD)
 - [Logitech Rally Plus](#), [Roommate](#), and [Tap](#)
 - [Poly X50](#) with [G7500](#)
 - or [TC8](#)

Network requirement specifications

Set up the Rooms host and controller app on the same local area network. The host device and the controller device should be on the same subnet. If using a VLAN, make sure they're part of the same subnet. Also, set the domain and ports to the following requirements:

Domains

Whitelist the following domain in the firewall:

- meetings.officeathand.att.com/

Ports

Office@Hand Video Meeting requires the following open ports:

- Media - Secured (SRTP/UDP) (default): 10000-19999
- Media - Secured (SRTP/TCP) (if UDP is not available): 443
- Signaling - Secured (WSS/HTTPS/TLS/TCP): 443
- WSS/HTTPS/TLS/TCP: 443
- Controller (Mobile phone) - Local network - Host device: (TCP): 9520-9530

Further Constraints

- The local network must be on IPv4 (IPv6 is not supported)
- The rooms host and controller devices must be on the same subnet and VLAN
- The host device must be configured with a single network card (not multiple cards)

For the host and controller Rooms apps to be compatible, the host and controller apps need to be within two versions of each other. If the Rooms app versions become incompatible, the controller will force an update to get the latest Office@Hand Rooms app version.

Getting started

Prerequisites

To set up Office@Hand Rooms, ensure the following prerequisites are met:

- Update the kits according to the software requirements specified in the Requirements section.
- Set up a network to accommodate Office@Hand Rooms.

When the network is set up using the recommended kits, proceed to enable Rooms permissions, integrate preferred calendars, and create meeting rooms.

Enabling Office@Hand Rooms permissions

To create an Office@Hand Rooms account, administrators must open one or both of the following permissions:

- Rooms Admin Settings: Access Rooms management on the [Office@Hand online account](#)
- Rooms App Access

Existing customers can directly purchase room licenses from their online accounts.

Ensure that Office@Hand app messaging permission is enabled in your Office@Hand account to support inviting meeting participants.

Note: When users are invited from Office@Hand Rooms, they may get a video call on their Office@Hand Phone Mobile app and a message on the desktop app. For users who have phone and video only enabled, participants won't get an invite on the desktop app.

Adding a room in Office@Hand Rooms

Now that you have completed the calendar resource configuration steps, you are ready to create a room in your online account. Your room is where you will be able to start, join, and invite users to your meetings.

1. Log in as an admin to your Office@Hand online account.
2. Go to **Meetings > Office@Hand Rooms**.
3. Go to **Rooms List**. This section will display all of your rooms. If you have not created one yet, no room will be listed. You will also see your Available Rooms Licenses for your account. You can use the license to create a room. You can only use one license per room.
4. Click **Add Room**.
5. Complete the following fields:
 - a. **Room Name:** Enter your preferred room name.
 - b. **Passcode (optional):** Use this passcode to lock the administrator settings in this Room's host and controller applications.
 - c. **Calendar (optional):** If you want to add a calendar to the room, select a calendar that you integrated and click **Add**.

The created room will now be displayed under the rooms list.

Setting up Office@Hand Rooms

Once you have completed the necessary network and system configuration, you will need to complete the setup for your room kit hardware. Follow the instructions below for your specific hardware.

Poly room kit X30

1. Power up the device.

2. Select **Update firmware** when prompted.
3. Follow onscreen instructions:
 - Go to IP Address to see Poly device admin UI and log in.
 - Select timezone and auto-update window, Select provider as AT&T Office@Hand.

The Office@Hand Rooms app will automatically launch.

Poly room kit X50

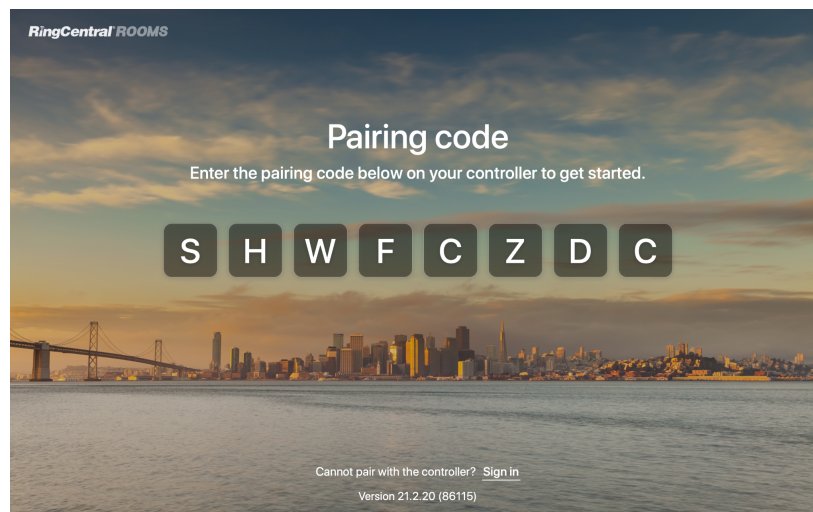
When you power up the device, the Office@Hand Rooms app will automatically launch. Follow the steps below to set up the Office@Hand Rooms controller app on Poly TC8 to update the time zone and auto-update settings.

1. Tap **Sign In**.
2. Enter your Office@Hand Rooms credentials.
3. Select the room to log in to. You can also search for a room.
4. Enter the pairing code on the screen. You will be directed to the home screen once you are logged in.

Pairing the host and controller devices

After installing the Office@Hand Rooms app on the host and controller devices, you can pair these devices. This process is a seamless way to connect the controller to the host device and eliminates extra peripherals, such as a mouse and a keyboard for the host device.

Take note of the pairing code and room name that will be displayed on the host device. You must connect to the same room for pairing to be successful.



1. On the controller, enter the pairing code displayed on the host device screen.
2. Log in to the controller app.

Note: Admins, who have access to the Admin Portal, can log in to the app by default. You can also log in using the Rooms' credentials created by the admin and granted access permission.

3. Select the same room in which you want to sign in.

Manually pairing the host and controller

1. On the host device, click **Sign in**.
2. Sign in to the host device using the Rooms' credentials created by the admin and granted access permission.
3. Select a room that you created in your Office@Hand online account.
4. Wait for a couple of minutes for the host device splash screen to be displayed. Since the controller is not yet signed in, it will prompt that the controller is not signed in.
5. When successfully signed to the host device, sign in to the controller using the same Rooms' credentials created by the admin and granted access permission.
6. Select the same room you assigned on the host device.

The pairing process may take a few moments to complete. When finished, the host device screen will display the room name and the upcoming meeting for the day.

Configuration and testing on the controller

When you have installed the Rooms app on the host and controller devices and paired them with each other, you can go ahead and test your rooms system. Go to the controller and follow the steps for each setting below:

General settings

1. Tap **Settings > General**.
2. Toggle the **Meeting feedback** button on.
3. While still in the **General** section, click **Update to Version** to update the controller app to the latest version. This will upgrade both the Host and the iPad controller to the latest version.

Audio settings

Enable **Software audio processing** for optimized audio.

1. Tap **Settings > Audio**.
2. Toggle the **Software audio processing** button on.

To avoid echo and achieve the best audio, you can adjust your settings.

- **Disable** it if the speaker(s) and mic have hardware audio processing.
- **Enable** it if the speaker(s) and mic do not have hardware audio processing.

You can change the audio input and output devices when the room is idle or during a meeting. During a meeting, you can even switch to an additional microphone or speaker device if available. If they are accidentally disconnected, Rooms will automatically switch to the next available system default device.

Additionally, you can adjust the volume for the microphone and speaker. Run some basic audio tests after setting the device and volume. Click **Play test sound** on the controller and check the following conditions

- **Microphone:** You will know this works properly if the level bar reaches the maximum volume setting.
- **Speaker:** You will know this works properly if the test sound plays properly in the speaker device.

Video settings

You can change the camera device when the room is idle or even during a meeting. Go to **Settings > Video**, and switch to an additional camera if available. If accidentally disconnected, Rooms will automatically switch to the next available camera.

Note: The specified device will become the preferred device.

Rooms Analytics

Rooms Analytics provides a single pane view into the quality of meetings and devices held in each room. This feature enables admins to verify and understand the room meeting and equipment status, without the need for user reports. Admins can also have access to real-time insights, historical trends, and Rooms health warnings. Rooms Analytics is accessible to admins or users with admin permissions from the Office@Hand online account, and then clicking on **Reports > Analytics**.

Upon logging in to Rooms Analytics, the primary tabs will be seen on the top header bar. These tabs are **Overview**, **Rooms Devices**, and **Unprovisioned Devices**. Each tab will show the data, reports, and the status that you need, whether it is for rooms or devices.

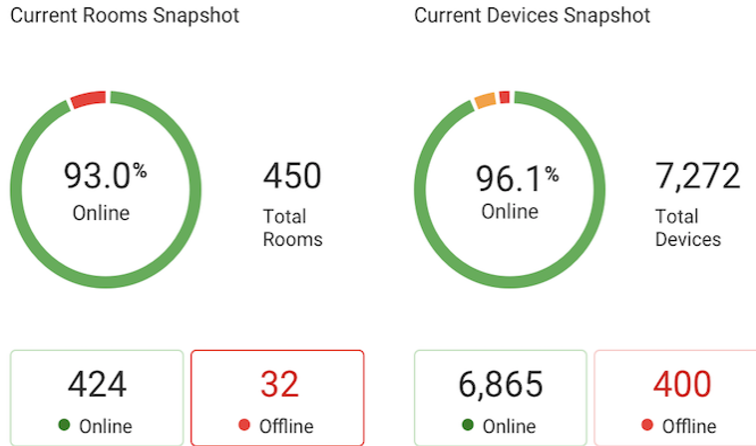
Note: RingCentral Rooms Analytics is available for Premium and Enterprise accounts.

Overview

This tab provides an overview of the added rooms and devices in your online account. Under this tab, you will find sections containing a summary of rooms and device status, a list of newly added rooms, and a list of unassigned devices. You will also find snapshots of rooms and devices by location, and views of locations with rooms and devices that have problems.

Snapshot

This tab lists a summary of rooms and device status collected and broken down by geo-locations. You can quickly navigate to the details or problem areas by clicking on online or offline numbers.



Map view

This section shows the consolidated view of all locations. You can view granular details with the map view by performing any of the following actions:

- Hover on the numbers to view the number of total rooms and devices or view offline rooms and devices.
- Click on the offline numbers to see the details of the offline rooms.
- Zoom in to a particular area or location by clicking on the numbers. This will help you identify issues specific to that location.

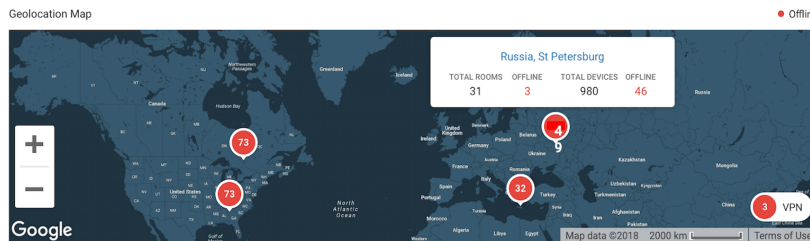


Table view

This tab lists all locations with problematic rooms and devices with details for each location. You can click on the offline numbers to examine the details and problem areas.

Locations with Problematic Room and Devices Total 723 Locations Show: 10 < Prev 1 2 3 ... 7 Next >

Geo Location	Geo Location IP	Total Rooms	# Offline Rooms	% Offline Rooms	Total Devices	# Offline Devices	% Offline Devices	Offline Devices in Last 72 Hours
Paddington		1,241	414	32%	1,241	414	32%	519
Belmont		1,768	98	32%	1,768	98	32%	14
Oshawa		332	25	61%	332	25	61%	143
Aubrey		176	98	74%	176	98	74%	332
Greenville		1,241	414	32%	1,241	414	32%	519
Charlotte		1,768	98	22%	1,768	98	22%	14
Xiamen		332	25	25%	332	25	25%	143
Plainfield		176	98	61%	176	98	61%	332
Oklahoma City		332	25	61%	332	25	61%	143
Portsmouth		176	98	22%	176	98	22%	332

Rooms

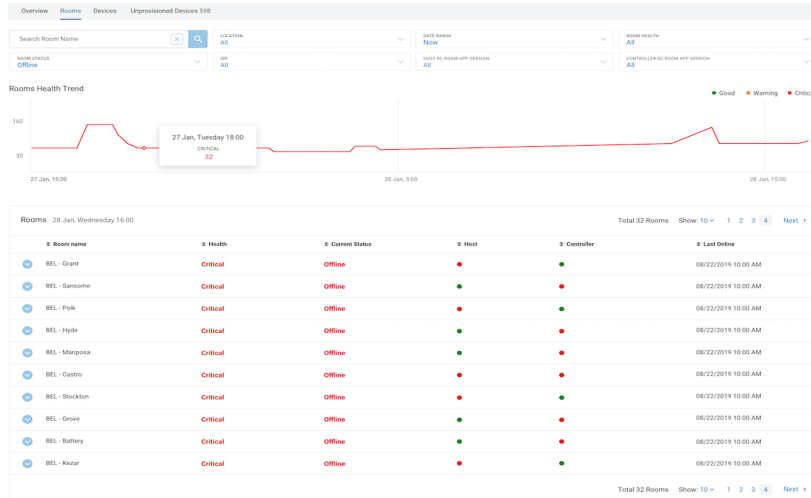
This tab lists all the rooms with their corresponding status in real-time. You can view details per room under this tab with the help of the filter section, the Rooms Health Trend section, and the Rooms list section.

The filters section allows you to click on the dropdown menus to filter the data that you need. You can filter by name, location, date range, room health, room status, ISP, the Host's app version, and the controller app version.

The 'Rooms Health Trend' section is a line graph that shows an overview of rooms with various health conditions over time. This will help you understand trends and patterns.

The Rooms list section is a tabulated list with all the rooms in your account that are sorted by health, with critical rooms at the top of the table. By default, the status of the previous hour is shown, which you can then select another timeframe.

- Room Health: This column may show the following status:
 - Good: Indicates no problem.
 - Critical: This shows either the host or controller is offline.
 - Warning: Indicates outdated app versions on the host and/or controller (status will be available in future releases).
- Room Status: May show the room In Meeting, Online, and Offline (either Host or Controller is offline).
- Host device: May show Online or Offline.
- Controller: May show Online or Offline.



Room details

To get granular details of a specific room, click on that room, and you will have the view of the following details:

- **Host device:** Shows the host details such as device, make and model; public IP address, device OS and firmware version; OS name and version; RC app version, and status.
- **Controller:** Shows the controller details such as device, make and model, public IP address, device OS, and firmware.
- **# of Meetings:** Indicates the number of meetings the room has been used in the past seven days. You can click on the number of a particular day to view further details. Upon clicking, you will be redirected to the meetings page, which will show a list of meetings when the room has been added as an attendee in a meeting for that day.
- **Timeline Offline:** Provides the view of when the room was offline in the past seven days.

