



Room Display App

Device Setup Guide · Android

How to install, lock down and run the Clearrooms Room Display App on an Android tablet.

What this guide covers

- Preparing the device and connecting it to Wi-Fi
- Installing and signing in to the Clearrooms Room Display App
- Preventing the screen from sleeping so the display is always on
- Locking the device into the app so users cannot exit it
- Day-to-day operation, troubleshooting and Clearrooms support

01 Before you begin

This guide assumes you have a dedicated Android tablet (or large Android phone) that will be mounted outside a meeting room and used solely as a Clearrooms room display.

You will need:

- An Android device running **Android 9 (Pie) or later**. Android 12+ is recommended.
- Access to the Google Play Store (a Google account is required).
- A reliable Wi-Fi network with internet access.
- Your Clearrooms Room Display App login (username and password) for this device, supplied by your Clearrooms administrator.
- A permanent power supply — the device should remain plugged in during normal operation.

Menu names vary

Android menus differ between manufacturers (Samsung, Google Pixel, Lenovo, Amazon Fire, etc.). Where the steps below say something like “**Settings → Security**”, the equivalent on your device may be under **Privacy, Lock screen** or **Biometrics and security**. Search the Settings app for *pinning* if you cannot find it.

02 Install the Clearrooms app

1 Power on the device and complete the setup wizard.

Connect to your Wi-Fi network and sign in with a Google account. Skip any optional steps that are not required for a wall-mounted display.

2 Open the Play Store.

Tap the multi-coloured triangle icon on the Home screen.

3 Search for Clearrooms.

The publisher is **Clearrooms Ltd**.

4 Install and open the app.

Tap **Install**, wait for the download to complete, then tap **Open**.

5 Sign in to the app.

Enter the Clearrooms username and password supplied by your administrator, then choose the meeting room this device should display. Logins are created and managed in the Clearrooms web dashboard.

03 Keep the screen always on

Android tablets turn off the screen after a short period by default. Combine the two settings below so the screen stays on whenever the device is plugged in.

Step A - maximise screen timeout

1 Open Settings → Display.

On Samsung devices this is **Settings → Display → Screen timeout**. On Pixel it is **Settings → Display → Screen timeout**.

2 Choose the longest available timeout (usually 30 minutes).

This alone is not enough — continue with Step B.

Step B - keep screen on while charging

1 Enable Developer options.

Open **Settings → About tablet** (or **About phone**), then tap **Software information**. On the Software information screen, tap the **Build number** entry seven times in quick succession. You will see a “You are now a developer” message. *(On Pixel and some other devices, **Build number** appears directly under About tablet without the Software information step.)*

2 Open Settings → System → Developer options.

On Samsung devices Developer options appears at the bottom of the main Settings list.

3 Turn on Stay awake (sometimes called “Stay awake while charging”).

The screen will now stay on permanently whenever the device is plugged in to power — exactly what we want for a room display.

Important

Stay awake only keeps the screen on while the device is **plugged in**. The room display should always remain on its charger. If the device runs on battery only it will sleep after the timeout set in Step A.

04 Lock the device into the Clearrooms app

Android has a built-in feature called **App pinning** (also called **Screen pinning**) that locks the device to a single app. When an app is pinned, the device will refuse to leave it until a PIN, pattern or fingerprint is supplied.

Step A - enable App pinning

1 Open Settings → Security (or Security & privacy on newer Android versions).

On Samsung devices: **Settings → Biometrics and security → Other security settings**. On Pixel: **Settings → Security & privacy → More security & privacy**.

2 Find App pinning (or Pin windows / Screen pinning).

If you cannot find it, search Settings for *pinning*.

3 Turn it ON.

4 Turn ON Ask for PIN/pattern/password before unpinning.

This is essential — without it, any user could unpin the app with a single gesture.

5 Set a device PIN, pattern or password if you have not already.

Only share this with IT/facilities staff. Users of the room display do not need it.

Step B - pin the Clearrooms app

1 Open the Clearrooms app.

Make sure you are signed in and the app is showing the room status.

2 Open the Recent apps (Overview) screen.

Either swipe up and pause from the bottom of the screen (gesture navigation), or tap the square **Recents** button (3-button navigation).

3 Tap the Clearrooms app icon at the top of its card.

A small menu appears.

4 Tap Pin (or the pin icon).

Confirm with **Got it** if Android explains how pinning works. The Clearrooms app is now locked on-screen.

How to unpin

On gesture-navigation devices, swipe up from the bottom and hold. On 3-button navigation, press and hold the **Back** and **Recents** buttons together. You will then be asked for the PIN / pattern / fingerprint set in Step A.

05 Manufacturer-specific kiosk modes

App pinning is universal and works on every modern Android device. Some manufacturers also offer richer kiosk modes which you may prefer for larger fleets:

Samsung	Samsung Knox Configure (free tier available) or the built-in Kiosk mode under Secure Folder / Knox. Push the Clearrooms app as the only allowed app.
Google Pixel / stock Android	Use an MDM (e.g. Google Workspace, Microsoft Intune) with Dedicated device (COSU) enrollment to lock to Clearrooms.
Amazon Fire HD	Built-in Kid Profile can lock the tablet to one app. For larger fleets use Fire OS Kiosk Mode via AWS or Scalefusion.
Lenovo / generic	Use a third-party kiosk launcher (e.g. Fully Kiosk Browser, SureLock) configured to launch Clearrooms automatically.

We can help

Contact support@clearrooms.com if you would like guidance on an MDM-based rollout — we can advise on which kiosk approach works best for your hardware.

06 Day-to-day operation

1 Leave the device plugged in.

The display should always be on its charger. **Stay awake** and the Clearrooms app will keep it running indefinitely.

2 After a power cut.

When power returns, unlock the device with the PIN, re-open Clearrooms, and re-pin it as in Section 4 Step B. (An MDM-managed kiosk mode skips this step automatically.)

3 After an Android update.

Major Android updates can end the pinned session. Repeat Section 4 Step B to re-pin Clearrooms.

4 Updating the Clearrooms app.

Unpin the app, update from the Play Store, then re-pin it.

07 Troubleshooting

The screen turned off on its own.

The device is probably running on battery. Check it is plugged in (Section 3 Step B) — **Stay awake** only works while charging. Also confirm **Screen timeout** is set to its longest value (Section 3 Step A).

I can't find App pinning in Settings.

Menu names vary between manufacturers. Use the search bar at the top of the Settings app and search for *pinning*. On Samsung devices look under **Biometrics and security** → **Other security settings**.

Pinning lets users unpin without asking for the PIN.

You forgot to enable **Ask for PIN before unpinning**. Go back to Section 4 Step A and turn it on.

The Clearrooms app crashed or won't load bookings.

Check Wi-Fi connectivity. Unpin, force-stop Clearrooms from **Settings** → **Apps** → **Clearrooms**, then re-open and re-pin. If the problem persists, contact Clearrooms support.

The display is too dim or too bright.

Open **Settings** → **Display**, turn off **Adaptive brightness**, and set the brightness slider manually. This stops the device dimming itself in low light.

08 Support

If you get stuck, the Clearrooms team is happy to help.

Email support@clearrooms.com

Web clearrooms.com

Knowledge base clearrooms.com/help