



POWERED BY  **videxio**

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***AVI-SPL Powered by Videxio***

***VMR Administrator Guide  
Version 1.0***

***May 12, 2018***

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# 1 INTRODUCTION

AVI-SPL offers customers Virtual Meeting Room (VMR) services using the *AVI-SPL powered by Videxio* VMR solution. This solution is hereafter referred to as *VMR Services* in this document.

## 1.1 INTENDED AUDIENCE

This document is intended for external customers and internal users of AVI-SPL VMR Services.

## 1.2 REFERENCES

References	
Topic	Description
<a href="#">AVI-SPL Powered by Videxio – VMR User Guide</a>	<p>This guide provides an overview and detailed information regarding the <i>AVI-SPL Powered by Videxio</i> product from a user point of user.</p> <p>This guide also describes how to download and use the <b>My Meeting Video</b> client application and Add-ins (plug-ins).</p> <p><a href="https://www.avispl.com/services/vmr">https://www.avispl.com/services/vmr</a></p>

## 1.3 SYSTEM REQUIREMENTS

The VMR portal can be accessed from any device with any operating system that supports one of the following web browsers:

- ◆ Google Chrome
- ◆ Firefox
- ◆ Microsoft Edge
- ◆ Safari, requires plug-in
- ◆ Internet Explorer, requires plug-in.

PLUG-IN NOTE:

Safari and Internet Explorer browsers require a plug-in download to use the AVI-SPL VMR Service. The plug-in installs automatically on the device from which you are utilizing.

[Having trouble with Safari add-in?](#)

- ◆ Opera

## 1.4 TERMINOLOGY

Glossary of Terms	
Term or Acronym	Description
<b>CSV File (.csv)</b>	<p>CSV refers to a comma separated values file which allows data to be saved in a text table structured format. Each table row contains fields delimited by either a comma or a semi-colon and have a <b>.csv</b> file extension.</p> <p>The csv files are used <b>for bulk load or removal of users</b> by your <i>Company VMR Administrator</i>.</p>
<b>Endpoint</b>	<p>A communication endpoint is a type of communication network node. It is an interface exposed by a communicating party or by a communication channel. An example of the latter type of a communication endpoint is a publish-subscribe topic or a group in group communication systems.</p>
<b>Personal VMR</b>	<p>A personal <a href="#">VMR</a> has an eight-digit number assigned to identify your individual VMR. You can decide the name is associated with your personal VMR number.</p> <p>Name your room whatever you like. This name you chose is presented to participants (guests) upon log in to your room. Choose a name that's clear, for example, "Bruce Wayne's Meeting Room", "Clark Kent's MeetMe" etc.</p> <p>Also see <a href="#">Team VMR</a>.</p>
<b>Team VMR</b>	<p>A team VMR has an eight-digit number assigned to identify a shared (team) <a href="#">VMR</a>.</p> <p>You can designate Team Meeting rooms, for example, <i>Team EMEA Meeting Room</i>, <i>The Avengers Meeting Room</i>, etc. Team VMRs are useful for long term projects, teams, or collaborators who meet regularly. These rooms are managed by the authorized <i>Company Administrators</i> for your service.</p> <p>Also see <a href="#">Personal VMR</a>.</p>
<b>Video Address</b>	<p>A <b>personal video address</b> should relate to a name or individual's company email. <b>Team rooms</b> are usually named after a physical room, a team name, etc. See the <i>Video Address</i> section in the <a href="#">User Guide</a>.</p>
<b>VMR</b>	<p>Virtual Meeting Room. A VMR is a self-service cloud-based video conferencing meeting room service. The VMR Service is accessible for <i>ad hoc</i> or <i>scheduled meetings</i>.</p>
<b>VMR Host</b>	<p>The VMR host is a person assigned to a <a href="#">personal</a> or <a href="#">team VMR</a>. A VMR Host can deploy the VMR service locally on up to six (6) devices per <a href="#">VMR</a>.</p>

## 1.5 URI REQUIREMENTS WHEN REGISTERING VMR SERVICE

When creating a new user-, video endpoint or team VMR address, there are certain restrictions to the format, (i.e., the string before the *@domain*).

**The URI prefix can only consist of the following:**

1. English lower-case letters (a-z)

Note: Upper case letters are automatically converted to lower case.

2. Numbers (0-9)
3. Special characters - . \_ (dot, dash, underscore)

**Other URI Prefix Requirements:**

4. The string must be at least six characters long
5. The string cannot start with a number, dot, dash or underscore
6. The string cannot contain numbers only

## 1.6 CONTACT AVI-SPL SUPPORT

To contact AVI-SPL for support:

1. Please send an email to [vmr-support@avispl.com](mailto:vmr-support@avispl.com) to submit a ticket.
2. Or, phone +1 800 287 0231, option 1 for support.

## 2 PERFORMING ADMINISTRATOR FUNCTIONS

Company administrators can grant *Administrative* privileges to their users. With these privileges, you can add and remove users from the service, manage [team VMRs](#), monitor the usage of your user community, and assist with basic support requests.

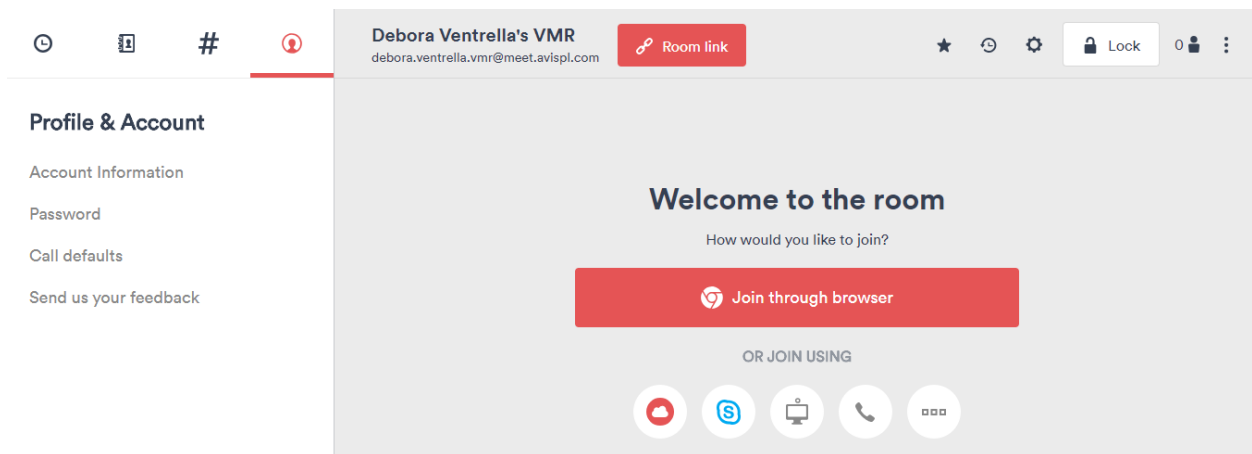
- ◆ Invite new users to the service.
- ◆ Remove inactive users and redeploy the licenses.
- ◆ Monitor the usage and adoption of the service.
- ◆ Provide administrative support.


### 2.1 LAUNCHING ADMIN FUNCTIONS (MANAGE COMPANY)

You receive an email invitation to create an *Administrator* account. To complete registration, you must verify the email address, and set a password.

#### 2.1.1 Navigate from VMR Welcome screen

- 1 Log into your VMR Meeting Room, (e.g., <https://meet.avispl.com/meet/12345678>). The *Welcome screen* displays.



- 2 Click the **Ellipsis**  button on the top right corner of the screen.

- Debora Ventrella  
View profile

---

- My Room

---

- Usage

---

- Manage company

---

- Download apps


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- About

---

- What's new

---

-  Log out

- 3 Select **Manage Company** <sup>Manage company</sup> from the drop-down menu options. You are directed to the Administrator portal [Subscription Tab](#).

**NOTE** Please note if you do not see the *Manage company* option, you have not been set up with *Administrator* rights. Please contact your supplier or another Company Administrator to grant you access.

## 2.2 MANAGING SUBSCRIPTIONS (USERS, TEAM VMR, ENDPOINTS)



You can use the *Subscriptions* <sup>Subscriptions</sup> tab to manage your company subscriptions; [Users](#), [Team VMRs](#), and [Endpoints](#) (video system subscriptions).

Subscriptions
Usage
Deb
▼

# Subscriptions

Users
Team VMRs
Endpoints




Active

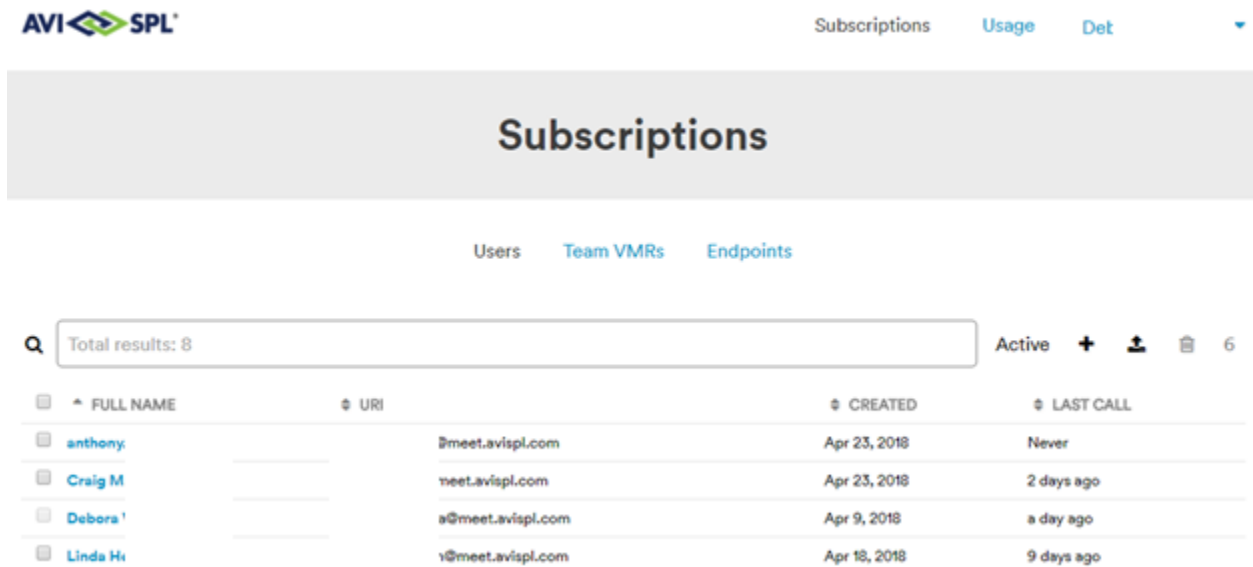
+


6



Subscription Tab Functions	
Function	Description
<b>Users</b>	You can modify user names, video addresses, reset passwords and configure users as administrators. All users with an end-user license have a personal VMR. Removing a user removes their personal VMR.
<b>Team VMR's</b>	All VMR's not associated with a specific user are displayed. These VMRs are the team VMRs. You can modify the names, video addresses, Host PIN. By default, all company administrators can manage the team room.
<b>Endpoints</b>	All video endpoint subscriptions that are not attached to a user are displayed. You can modify the device name and the video address.

### 2.2.1 Managing Users (User Tab)

You can use the tool bar **Active**    **6** to remove, invite individual users, perform bulk user load/removal. You can also view the available number of licenses your company has remaining on the toolbar. In the example, six (6) licenses remain.







#### 2.2.1.1 Inviting and Adding Users to the Service

As the Administrator, you can invite and activate users on the service directly from the Administrator portal. Under the [Subscriptions tab](#), you can either invite or remove individual users.

You can also invite or remove multiple users in a single batch using an imported comma separated value ([csv](#)) file, (with comma or semi-colon delimited fields).

#### To invite an individual user

- 1 Click on the plus sign  on the *Subscriptions* tab toolbar **Active**    **6**. The *Invite new users* screen displays.

## Invite new users

Settings

**Full name**

**Email address**

**Video address**  
 @meet.avispl.com

**Access rights**

- 2 Type in the user information. Select the *Access Rights* either: **User** or **Administration**. Press **Create**.

**NOTE** The number of available licenses for your company decreases by one.

- 3 Proceed to [Registration Email Sent](#).

### 2.2.1.2 Performing a Bulk Invite/Removal of Users

Company Administrators can perform a bulk import of users to invite or remove using a [csv](#) file. The *name*, *email* and *username* are required for each of the users you want to add or delete. Below is an example of the required format for the .csv file.

#### csv File Format

Both *comma* and *semi-colons* are accepted as delimiters in the file. The heading row is optional, but the field ordering is strict as shown in the example below.




#### Example .csv file

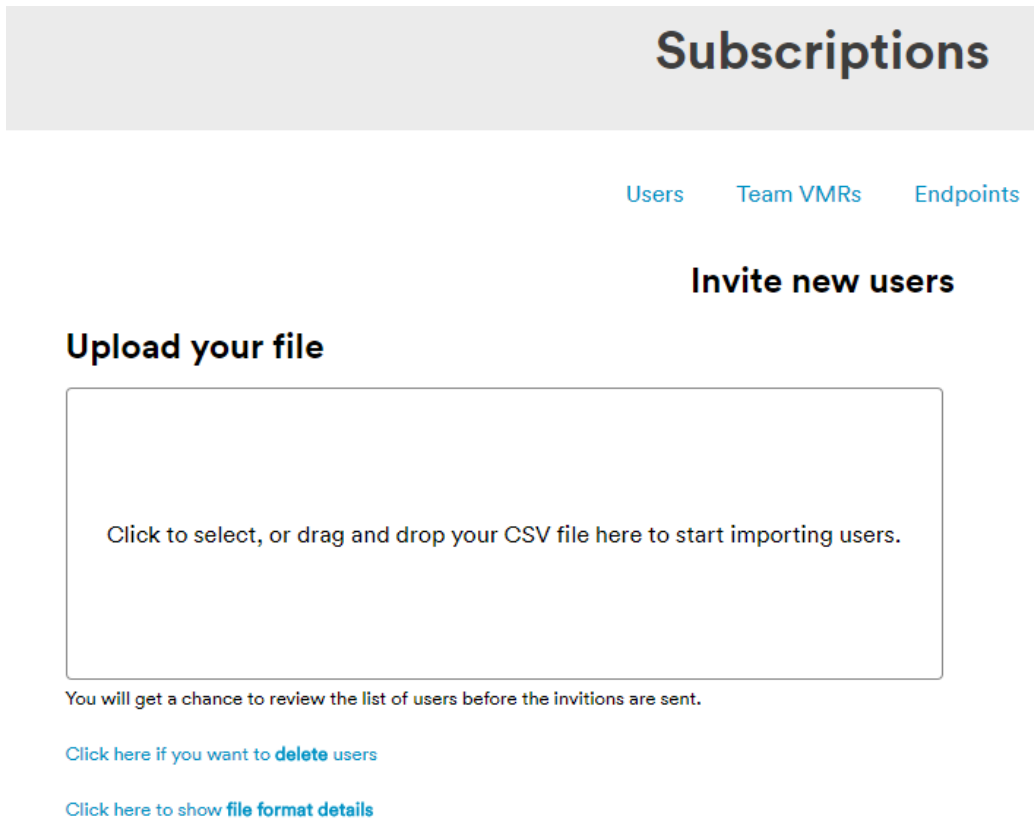
```
name;email;username
John Doe;john.doe@test.com;john@test.com
David Smith;david@test.com;david@test.com
```

You can also view the example .csv file, [Import-Example.csv](#).

**IMPORTANT** Ensure the .csv file usernames are not less than six (6) characters prior to the @ symbol. This restriction does not apply to companies that have purchased domain hosting.

### To invite or remove multiple users (bulk upload) in a single batch file (csv)

- 1 Click on the **upload**  icon on the *Subscriptions* tab toolbar Active +   6. The *Invite new users* screen displays.



- 2 If you want to **remove** a group of users, (instead of invite), select **click here if you want to delete users**, [Click here if you want to delete users](#). The *Delete Users* screen displays.
- 3 Click inside the **Upload your file** box to select a csv file or drag a file into the box.
- 4 The file is displayed **for your review** before any user invites or removals occur, see below.

# Subscriptions

[Users](#) [Team VMRs](#) [Endpoints](#)

## Invite new users

### Does this look correct?

Review the list of users to ensure the details are correct before inviting them.

NAME	EMAIL	USERNAME
John Doe	john.doe@test.com	john@test.com
David Smith	david@test.com	david@test.com

Yes, invite these users

No, try again

[AVI-SPL](#) | [Support](#) | [Privacy policy](#)

- 5 If the file looks correct, confirm user invite or user removal by pressing **Yes**. If the file is incorrect, press **No try again** to cancel the action.

### 2.2.1.3 Registration Email Sent to Users





When you invite a user to the service, the user receives an email with a link to register. The user clicks the email link to register the VMR service simply by creating their own personal password.

Once the user has registered, the system navigates to their VMR Welcome screen from which users access their VMR.

### 2.2.1.4 Removing Users from the Service

When an existing user leaves the company or stops using the service, you can terminate and reuse their subscription directly from the Administrator portal.

#### To remove an individual user

- 1 Navigate to the [Subscriptions tab](#). Click the [User tab](#).
- 2 Identify the user(s) to remove from the service. Check the box beside a name and click on the **trash can**  icon on the *Subscriptions* tab toolbar Active    6 . The user is removed from the VMR service.

**NOTE** The VMR license held by the former user is added to the number of available licenses for your company.

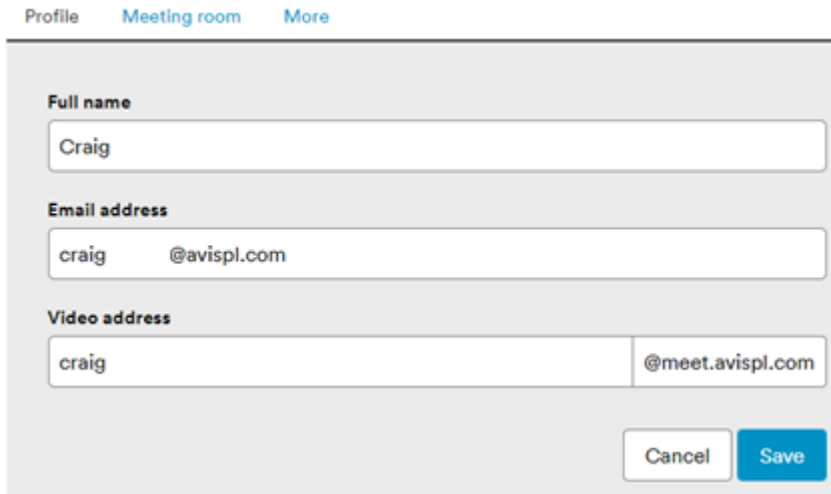
- 3 An email is sent to the user confirming the deactivation of the VMR subscription.

### 2.2.1.5 Editing Users (Profile, Meeting Room, More)

As an Administrator, you can edit a user's [Profile](#), [Meeting Room](#), and [More](#) tabs by clicking on the user name. The *More* tab enables you to *send reset user password* email and change user *access rights*. These tabs display as shown below.

### 2.2.1.5.1 Profile Tab

- 4 Edit the fields as necessary and press **Save**.



Profile Meeting room More

**Full name**  
Craig

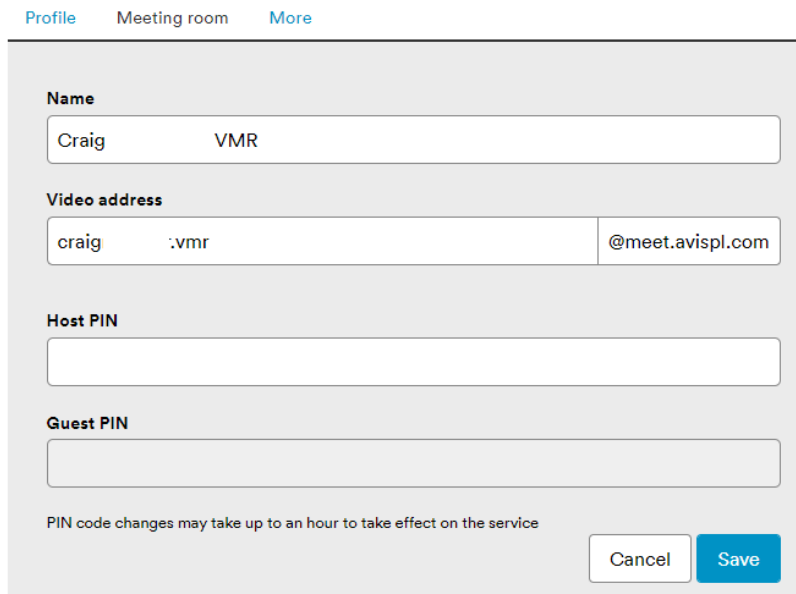
**Email address**  
craig @avispl.com

**Video address**  
craig @meet.avispl.com

Cancel Save

### 2.2.1.5.2 Meeting Room Tab

- 5 Edit the fields as necessary and press **Save**. Users can set their own guest PIN as necessary.



Profile Meeting room More

**Name**  
Craig VMR

**Video address**  
craig :vmr @meet.avispl.com

**Host PIN**

**Guest PIN**

PIN code changes may take up to an hour to take effect on the service

Cancel Save

### 2.2.1.5.3 More Tab (Access Rights and Password Reset Email)

- 6 You can change the **Access Rights** (User, Admin) and press **Save**. -or-
- 7 **Send password reset** email to the user and the user can reset their password.

Profile Meeting room More

---

**Access rights**

Administrator

Send password reset


Cancel Save

## 2.2.2 Managing Team VMRs

As an Administrator, you can **add** or **delete** [team VMRs](#) using the *Team VMRs* tab. You can set the team VMR *Host PIN* using this function. In addition, you can **edit the owners and settings** of a specific team VMR.

### 2.2.2.1 Adding a Team Room

#### To add a team VMR

- 1 Navigate to the [Subscriptions tab](#). Click the **Team VMRs** sub-tab.
- 2 Click on the plus sign **+** on the Team VMR toolbar **+**  **6**. The *Add New Team VMR* screen displays.

Users Team VMRs Endpoints

### Add new Team VMR

Settings

---

**Display name**

AVI-SPL Project Team

**Video address**

aviproj @meet.avispl.com

**Host PIN**

|

**Guest PIN**

Cancel Create



- 3 Type in a *Display Name* (anything you choose), and [video address](#). You can optionally add a *Host PIN*. Valid PIN numbers are none (empty) **-or-** a minimum of four digits and maximum of nine digits.
- 4 Type in the user information. Select the *Access Rights* either: **User** or **Administration**. Press **Create**.

**NOTE** The number of available licenses for your company decreases by one.

- 5 A team VMR email is sent to you confirming the team VMR subscription. The email contains links that are available for the team VMR functions; dial-in information, VMR URL, etc.

### 2.2.2.2 Removing a Team Room

#### To remove a team VMR

- 1 Navigate to the [Subscriptions tab](#). Click the **Team VMRs** sub-tab.
- 2 Identify the team VMR(s) to remove from the service. Check the box beside the team VMR and click on the **trash can**  icon on the *Team VMR* tab toolbar **+**  **6**. The team room confirmation screen displays, confirm removal of the team room.

**NOTE** The license held by the former team room is added to the number of available licenses for your company.

- 3 A team VMR email is sent confirming the team VMR deactivation for your subscription.

### 2.2.2.3 Editing a Team VMR

- 4 To **edit the team VMR owners and settings**, click on the team room name link and view the *Settings* and *Owner* [Settings](#) [Owners](#) tabs.

### 2.2.2.3.1 Settings Tab Options

Users   Team VMRs   Endpoints

#### AVI-SPL Quality Assurance

Settings   Owners

**Name**

**Video address**

<input type="text" value="avisplqa"/>	<input type="text" value="@meet.avispl.com"/>
---------------------------------------	---

**Host PIN**



**Guest PIN**

PIN code changes may take up to an hour to take effect on the service

### 2.2.2.3.2 Owner Tab Options

By default, users with *Administrator capability* are assigned to control team rooms. Administrators can add or remove individual user's or ALL users within the company *conference control* of a team VMR.

#### Permit an individual user conference control to a team VMR

- 1 Press the **plus sign**  icon for add a user to control conferencing in the team room.
- 2 Use the company directory and start typing the individual's name in the search box. Click the **magnifying glass**  icon to find the user.
- 3 **Double-click** the user name link. The user is added to the *team VMR* with conference capabilities.



## AVI-SPL Quality Assurance

[Settings](#) [Owners](#)

Select the users you want to manage this Team VMR.

**Let all my users control this room**

**Add VMR owner**

Q  [Back](#)

NAME	USERNAME
<a href="#">SA</a>	@meet.avispl.com

### Permit/Remove ALL users conference control of a team VMR



- 1 To allow all users conference control to a team room, **check the box**,  **Let all my users control this room**.
- 2 To remove all users conference control of a team room, **uncheck the box**,  **Let all my users control this room**

## AVI-SPL Quality Assurance

[Settings](#) [Owners](#)


Select the users you want to manage this Team VMR.

**Let all my users control this room**

**Current owners**  

	NAME		USERNAME	
<input type="checkbox"/>	Debo	(admin)	deb	a@meet.avispl.com
<input type="checkbox"/>	Craig	(admin)	crai	meet.avispl.com
<input type="checkbox"/>	anthc	(admin)	antf	@meet.avispl.com

### Remove a user from team VMR

- 1 **Remove Owner:** Check the box next to the owner you want to remove and click the trash can  icon.

### 2.2.3 Managing Endpoints (Tab)

All video endpoint subscriptions that are not attached to a user are displayed. You can modify the device name and the video address.

[Users](#)   [Team VMRs](#)   [Endpoints](#)

Q Total results: 3 0

NAME	URI	CREATED	LAST CALL
AVI-SPL1	avi-spl1@meet.avispl.com	Apr 4, 2018	a month ago
AVI-SPL2	avi-spl2@meet.avispl.com	Apr 4, 2018	Never
AVI-SPL3	avi-spl3@meet.avispl.com	Apr 4, 2018	Never

## 2.3 RESETTING USER PASSWORD AND HOST PINS

Users can access their own profile from the user portal (name drop-down menu) for personal VMR and/or team VMRs for which the user has manage capabilities. However, as the Administrator, you may be requested to assist. You can assist users by:

- ◆ **Resetting their passwords**, (two ways: [Recover Account URL](#) -or- see the user's [More Tab](#) option for sending a user reset email.
- ◆ **Setting up the Host PIN codes** for their VMR's.

### To reset password

- 1 In a browser, navigate to this URL: <https://meet.avispl.com/user/recover/initiate>
- 2 The *Recover account* screen displays.

### Recover account

Enter your account username or email address and we will send you a link to reset your password.

Email address

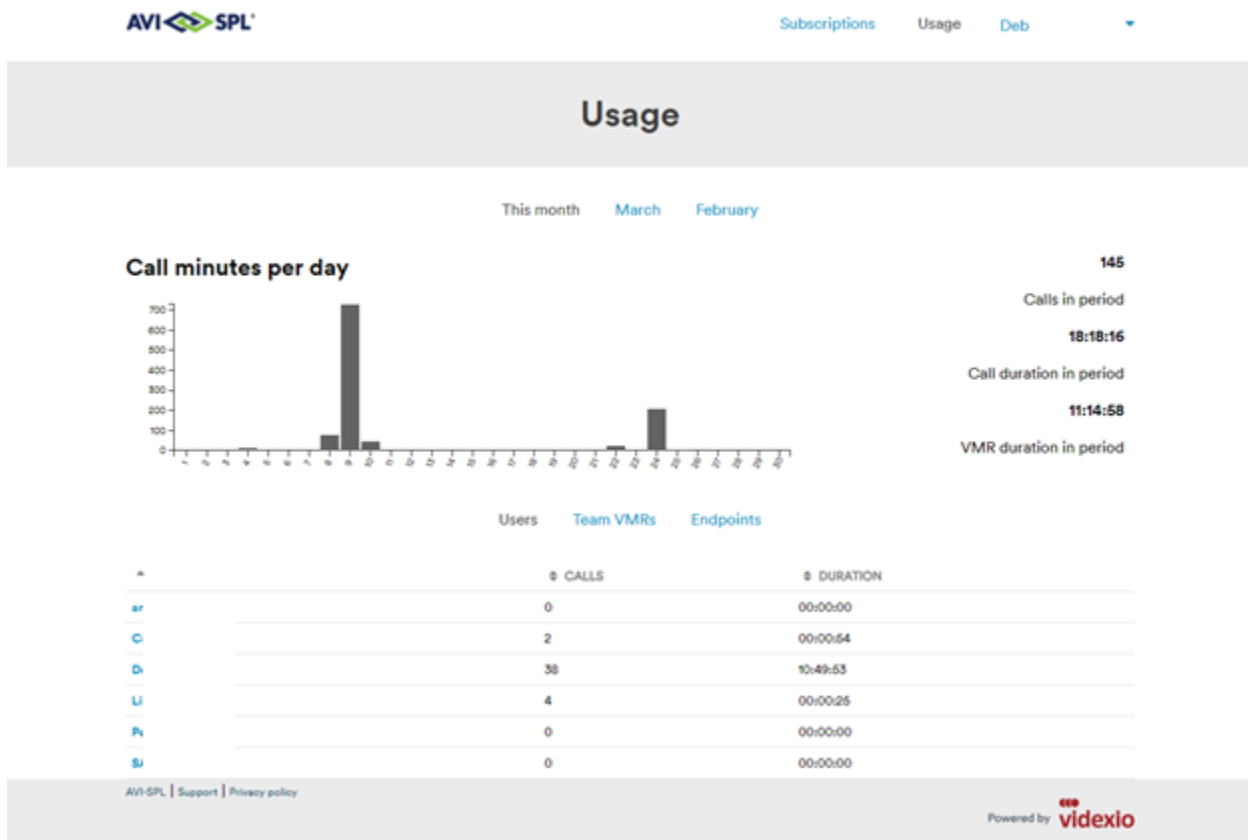
user@example.com

Send email

- 3 Type in the user account name or email address and press **Send email** Send email.
- 4 The user receives an email with a reset-password URL for their subscription.

## 2.4 USAGE (REPORTS)

The *Usage Tab* available from the [Manage Company Option](#), displays a real-time and historic usage overview. Summaries charts and detail reports are provided which show the monthly usage for your company.



- Use the following *navigation tabs* to view usage information as shown above.
  - Usage statistics are available for three months, (e.g., current month, and two months prior [This month](#) [March](#) [February](#) ).
  - You can view the *User*, *Team VMR* and *Endpoints* statistics using the sub-tabs; [Users](#) [Team VMRs](#) [Endpoints](#)

The summary information shown above for your company’s VMR usage is defined as:

Company Summary Usage	
Usage	Description
<b>Call minutes per day (graph)</b>	The total duration of all calls and VMR traffic.
<b>Calls in period</b>	The total number of calls made by software clients and video systems.
<b>Calls duration in period</b>	The total duration of calls made by software clients and video systems.
<b>VMR duration in period</b>	The total duration of all VMR rooms.

- 2 The detailed information below the graph can be sorted in ascending or descending order by clicking the sort arrows next to a column on the report.
- 3 Click the drop-down menu arrow next to your name and select *Return to service* to leave the Admin view.

## 2.5 SIGN OUT AND RETURN TO SERVICE

You can return to your [Welcome VMR screen](#) or sign out from the service.

- 1 Click on your *name drop-down menu* in the top-right corner and select an option.

