Administrator's Guide

(January 2017)

Welcome!

You have been invited to manage the subscriber community who will be using this videoconferencing service within your organization. This guide will provide you reference material to help you successfully:

- **Monitor total usage and adoption of the service**

- **Invite new users to the service**

- **Remove inactive users and reassign the licenses to new users**

- **Provide administrative support**

- **Share tips and tricks with your users to help them maximize their productivity and utilization of the service**

If you have any further questions please don't hesitate to contact us. We would like to take this opportunity to thank you for your contribution in helping make our videoconferencing service a valuable productivity and collaboration tool for your team and your organization. We hope you enjoy using it as much as we enjoyed creating it. Welcome to richer, more personal communication for your business.

Happy collaborating!

Getting Started:

As you have received this guide from us, you should have been granted administrator user permissions for your organization's videoconferencing service. By accessing the administrator portal (my.videxio.com) you will be able to perform important admin tasks such as:

- **monitoring usage**
- **adding or removing users**
- **providing assistance for basic support requests**

This handy guide offers you assistance in carrying out all the tasks required of an account administrator when managing your organization's service. And of course, you're free to reference it whenever you need to.

1. Accessing the Administration Portal:

You can access your account by going to my.videxio.com. Once there, you'll be prompted to enter your user login. This should be your video address on the service and the password you created. Now you're logged in to the service you'll be taken to the **Welcome** page. You can access the **Administration Portal** via the drop-down menu in the top right corner of the page (Figure 1) —
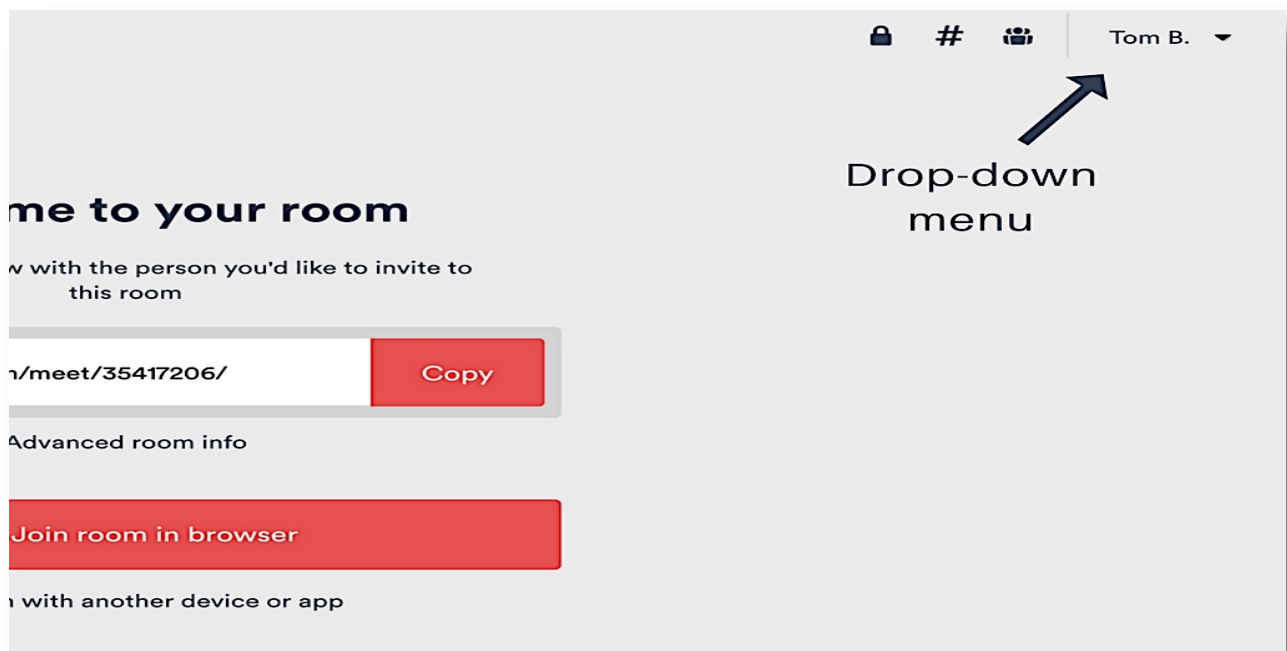

Figure 1

Now, from the drop-down menu, select **Manage company** in order to access admin functions (Figure 1.1) —
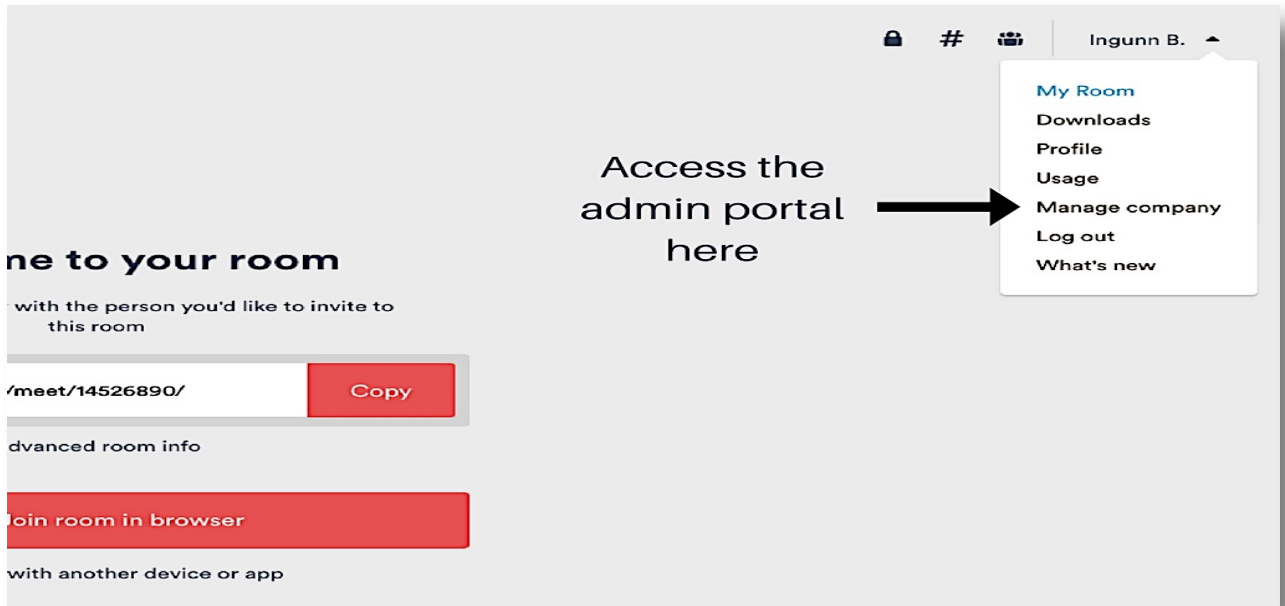

Figure 1.1

2. Monitoring Usage and Adoption:

Users with an Enterprise User License (EUL) agreement have the benefit of combining a 30-participant virtual **Meeting room** (VMR), and the MyMeeting Video app, with regular user permissions under the **My Videxio** user portal (Figure 2). This allows individual users to monitor their own usage and view their recent calls history on the service.
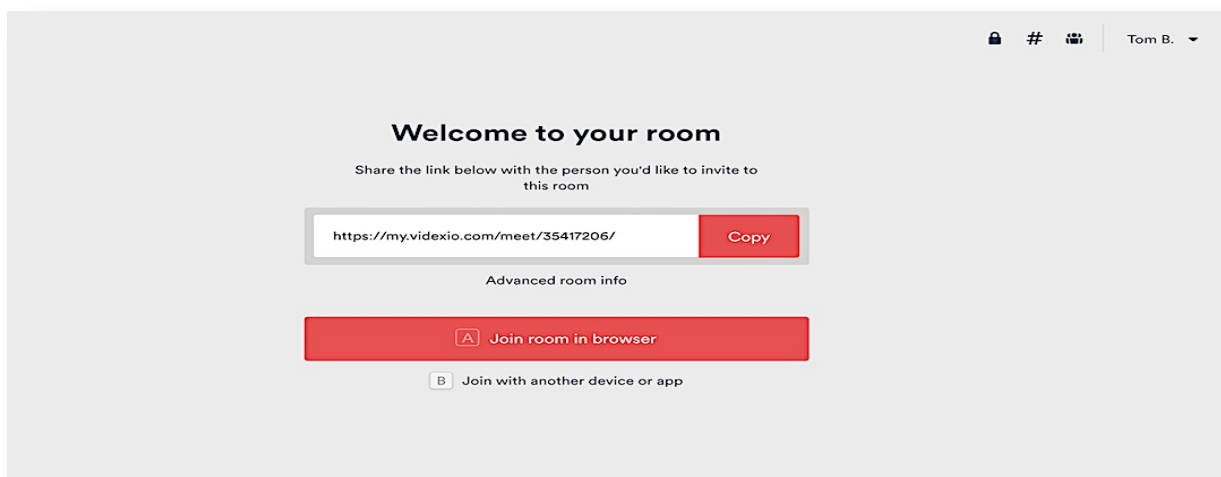

Figure 2

However, as an administrator, selecting **Manage company** opens up the **Administration Portal**. Here, you have the ability to monitor the overall usage of all users on your service network. You can access this report view by clicking on the **Usage** tab (Figure 3).
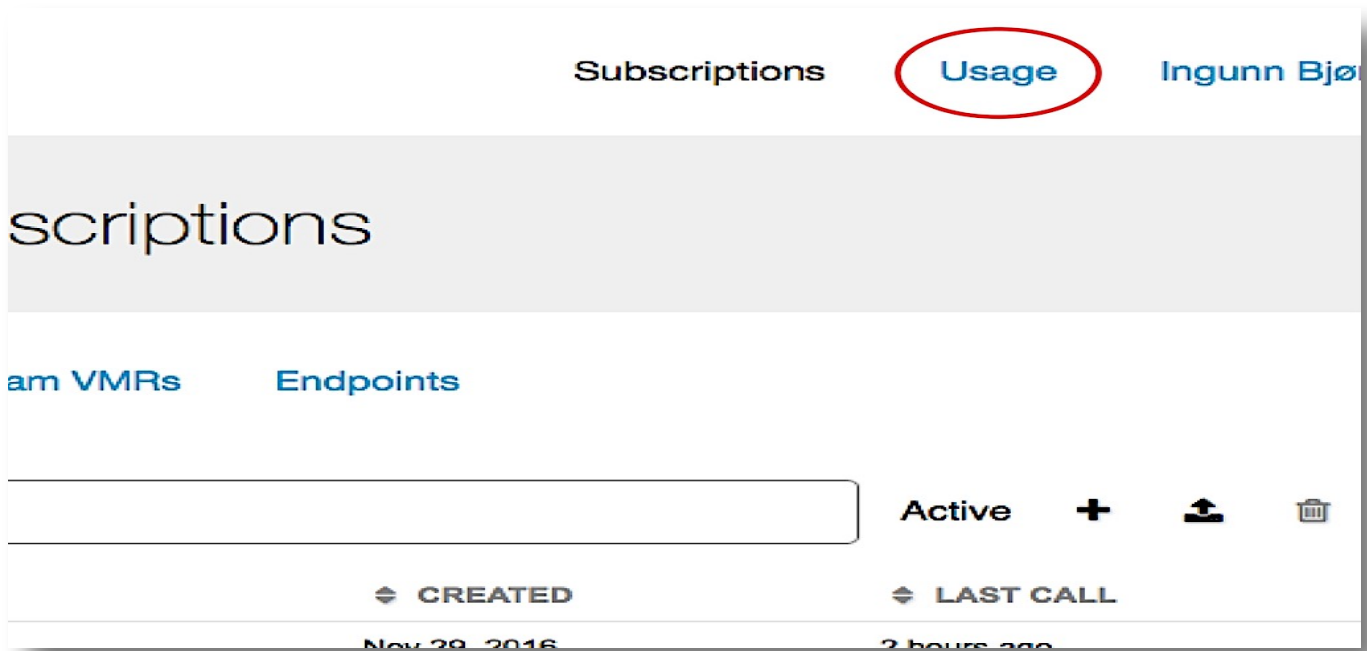

<div align="center">Figure 3</div>

3. Inviting and Adding New Users to the Service:

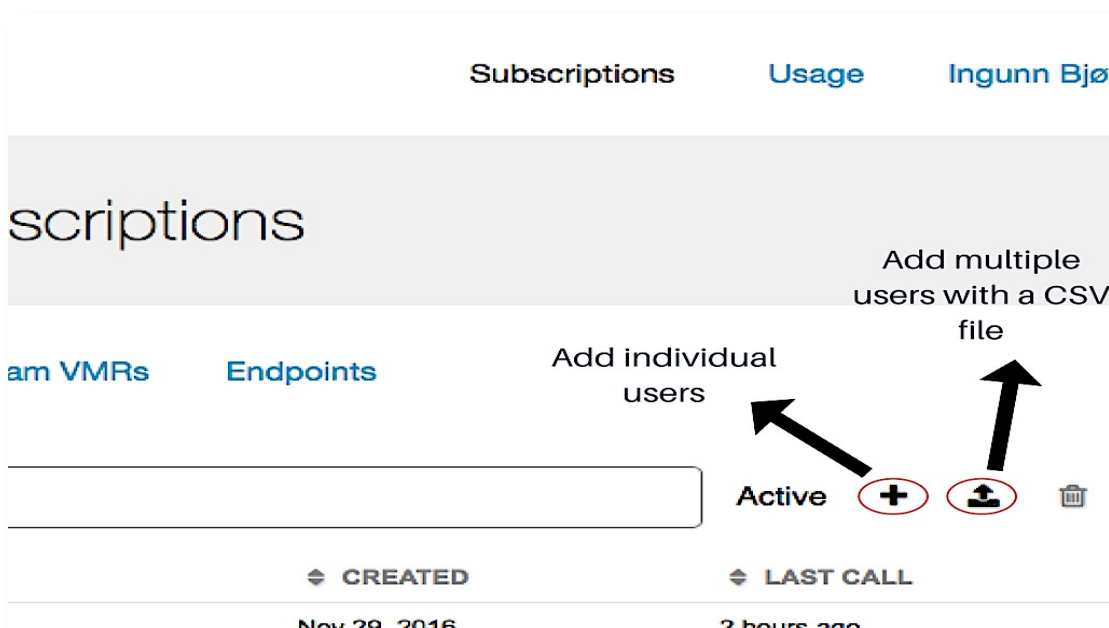As an administrator you can invite and enable new users on the service directly from the Administration dashboard. In the **Users** tab under the **Subscriptions** view, select the ➕ button to invite individual users; or to add multiple users using a CSV file, select the **upload** button (Figure 5).

<div align="center">Figure 4</div>

When you invite a user to the service they will receive an email with a link to register (Figure 5). When they click the link they will register for the service simply by creating their own personal password. Once they have registered they will be taken to the **User Portal** to get started on the service.
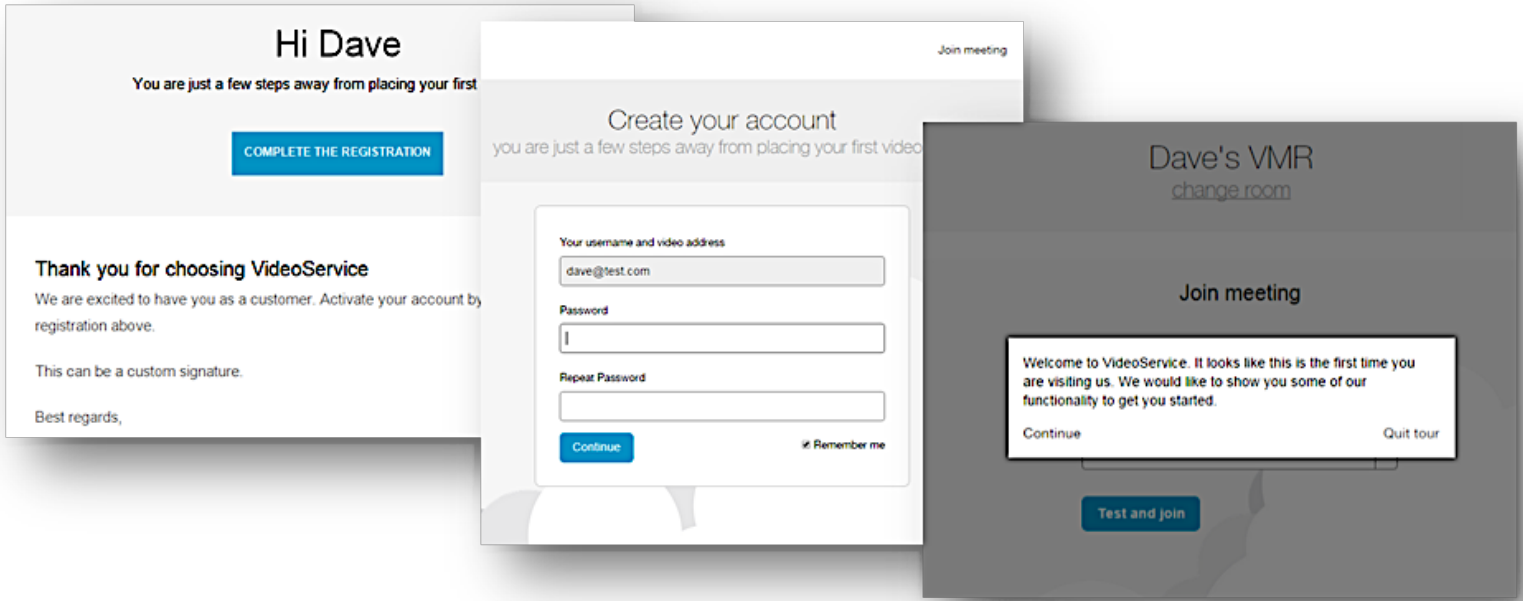

Figure 5

4. Removing Users from the Service:

In the event that an existing user leaves the company or stops using the service and you want to terminate and re-use their subscription you can make this change directly from the **Administration Portal**. Simply go to the **Users** tab under the **Subscriptions** view, identify the user or users that you want to remove, check the box beside their name, then click on the **trash** icon on the right side of the screen (Figure 7).
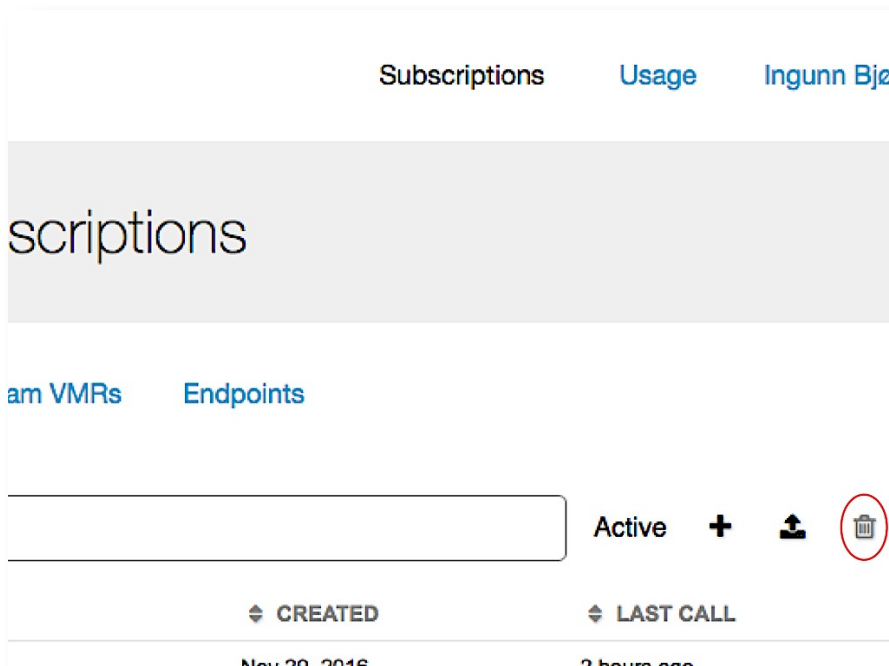
You can remove a large number of users adding a CSV file with the relevant names using the **upload** button then selecting **Click here if you want to delete users**.

Figure 6

5. Support Functions:

From time to time you might receive requests from users for help in performing different actions (for example resetting their password, or setting up a Host PIN code for a VMR). With regular user login permissions, users with a personal VMR can manage these tasks from the **Profile** tab in the drop-down menu below their name (figure 8) —
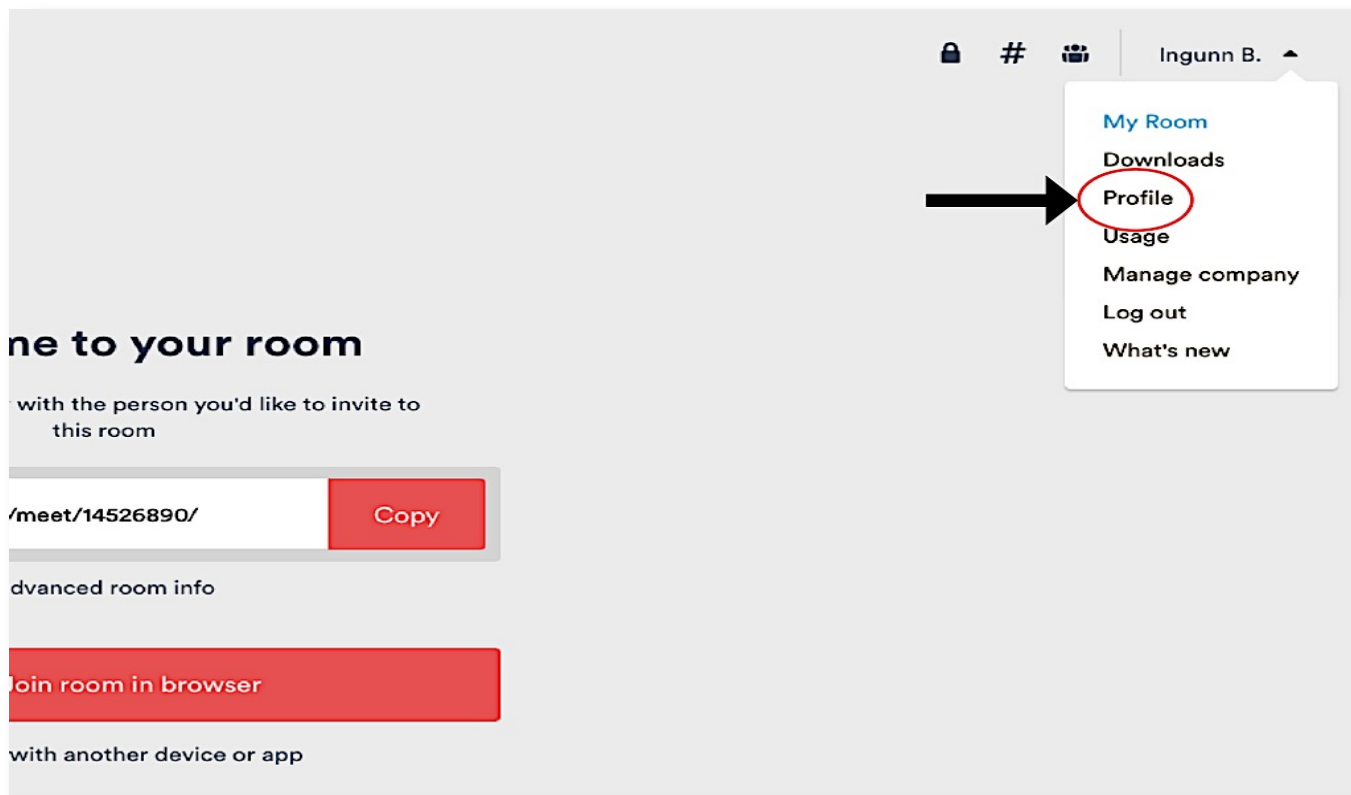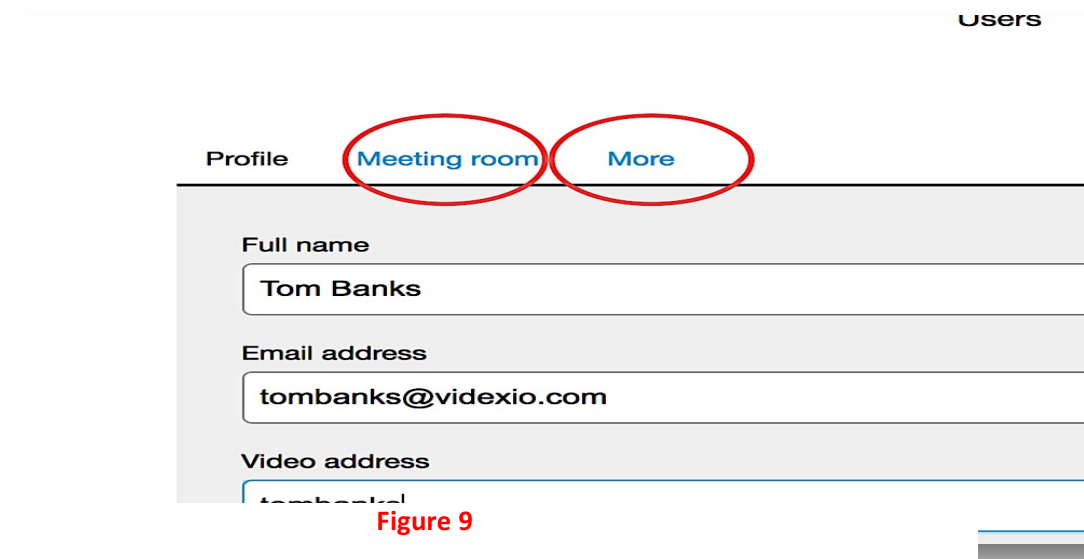

Figure 8

Figure 9

But as an administrator, you can help any user either set, or reset, their **Host PIN**, as well as resetting someone's password if they forget it.

In the **Administration Portal**, select the

individual from the **Users** tab under the **Subscriptions** view. Under the user's profile select the **Meeting room** tab (figure 9) and complete the **Host PIN** field.

To reset someone's password, select the **More** tab under their profile and select **Send password reset** (figure 10)**.** Here, you can also change somebody's user permissions from **user** to **administrator**.

Alternatively, users can use this URL to reset their password themselves:

https://my.videxio.com/user/recover/initiate.

After entering their username or registered email address the user will receive an email containing a link to reset their password.

Users   Team VMRs   Endpoints

Tom Banks

Profile   Meeting room   More

Access rights

User

Send password reset

Cancel   Save
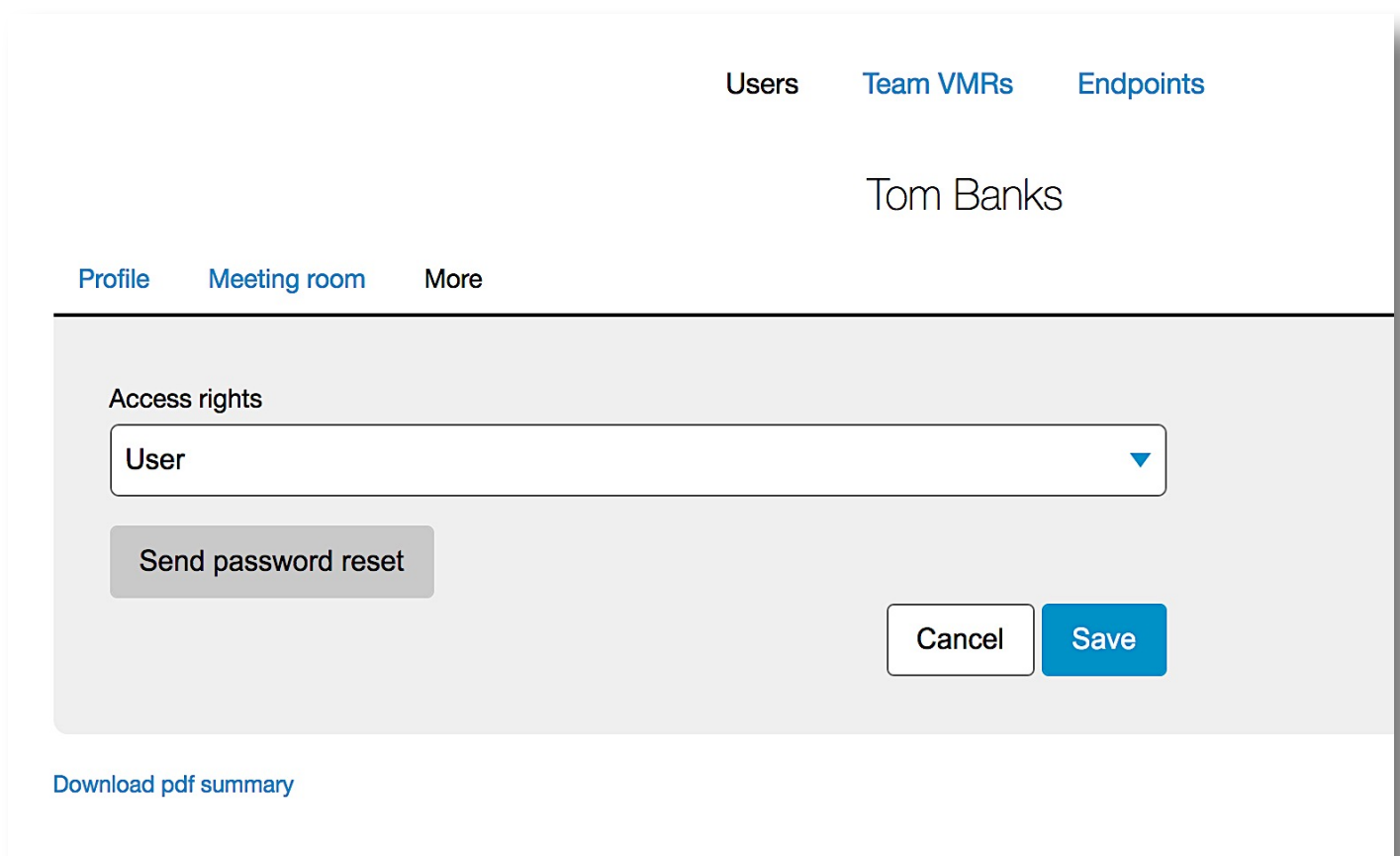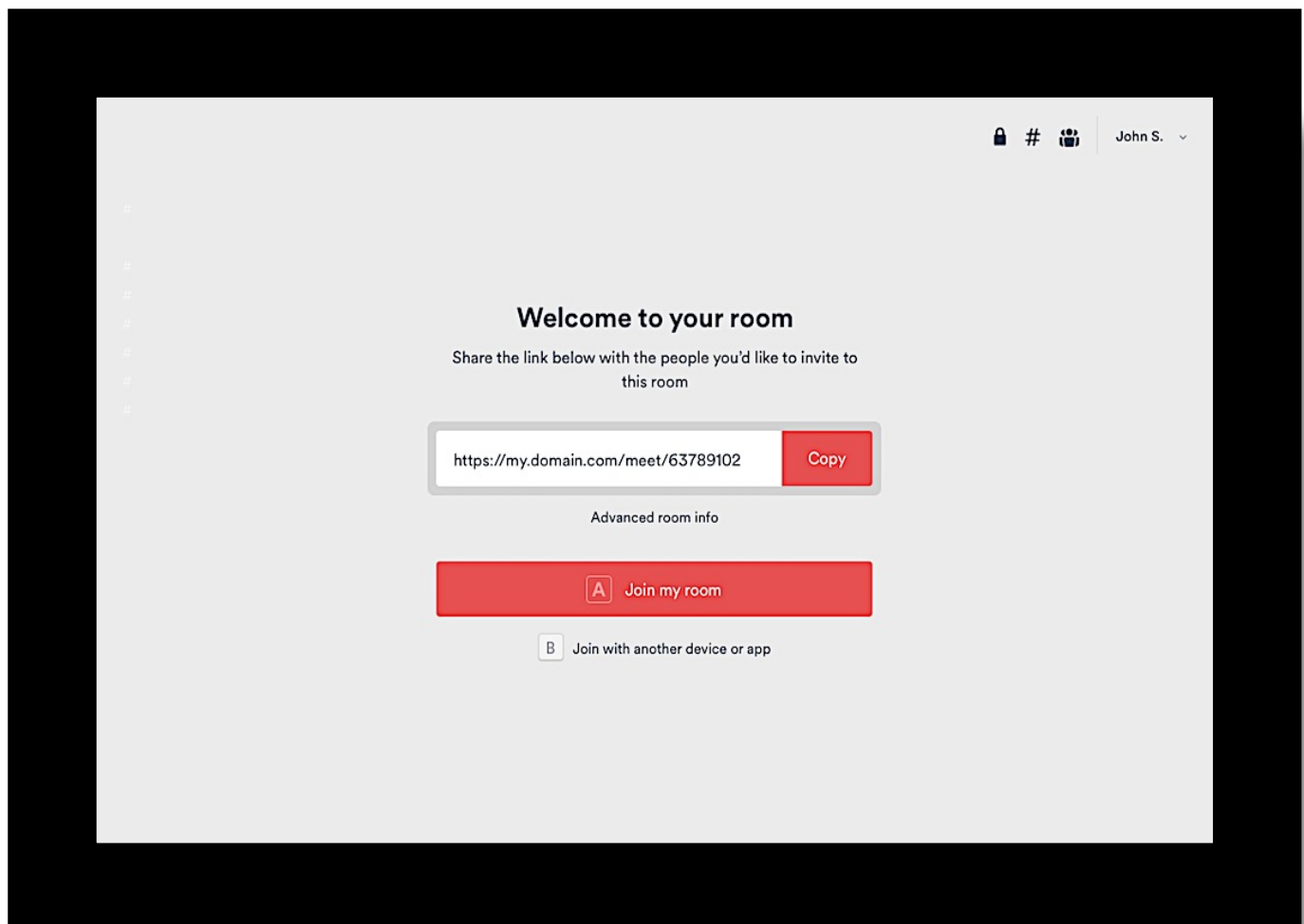
Download pdf summary

Figure 10

Tips and Tricks

Getting the Most out of your Service Subscription
(Version 2.1: Jan 2017)

From the user portal you are able to manage your personal profile (e.g. your password, Host PIN code, 3rd party audio conferencing integration), as well as schedule meetings and invite guests to meet in your virtual **Meeting room** (VMR). Not only that, but from inside your **meeting room** you can add, remove or mute participants, as well as lock your conference for productive and secure video meetings.

The user portal can be accessed by going to https://my.videxio.com/login and logging in with your username (registered email) and password.

Tip #1

 "How I can set up and organize a video meeting directly from my desktop?"

Challenge: *scheduling and managing a videoconference or video call can be inflexible and confusing. There must be a better way!*

Solution: our simple user interface (UI) makes it easy to invite anybody to your **Meeting room** and manage your meetings and guests**.**

- Anybody can join your room in their preferred browser in just a few seconds. Simply select **Copy** on your welcome screen and share the unique URL for your room however you wish, via email or other messaging app (figure 1). This URL is unique to your room but does not change. Once you've shared the link with them, they can continue to join your room in the same way every time, using the same link.
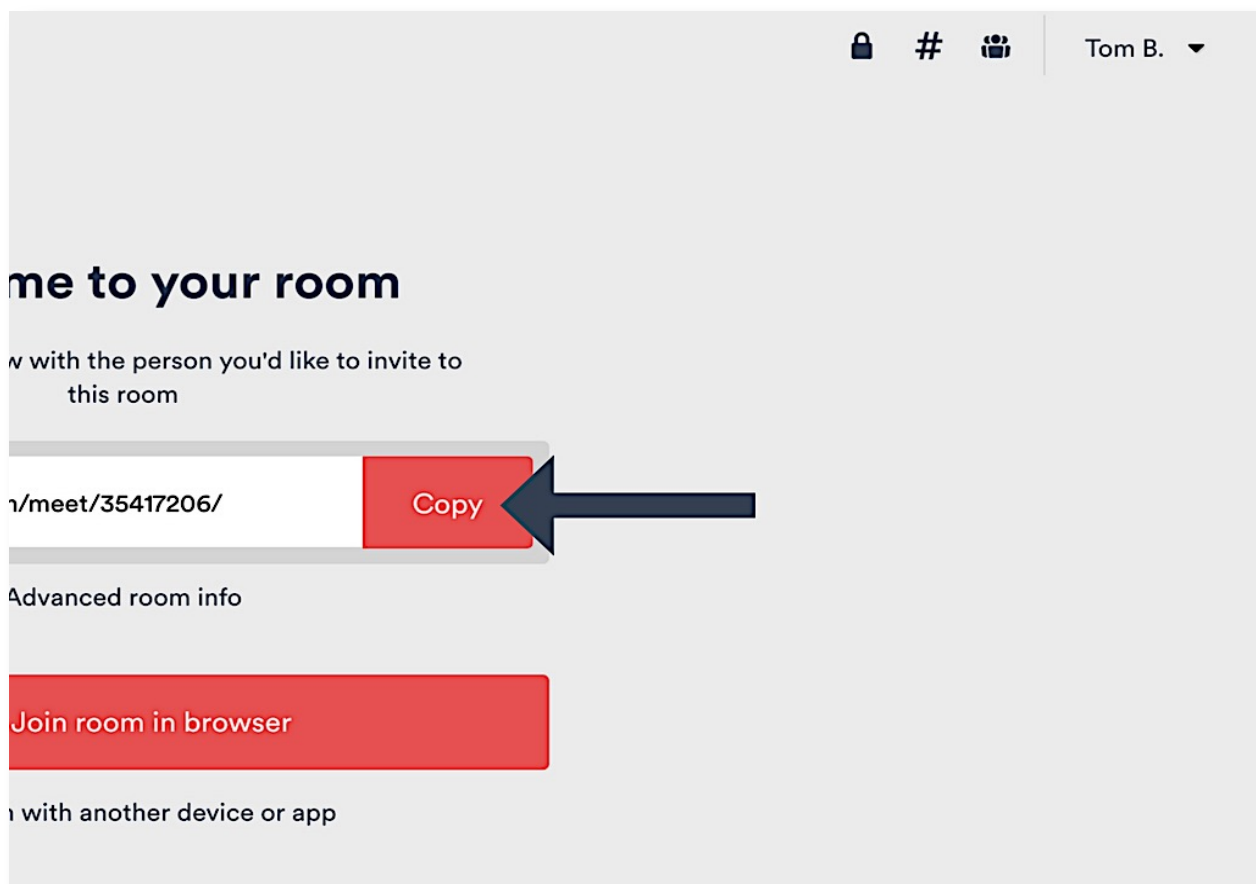

Figure 3

- To invite people to join your **meeting room** in another way click on the **Advanced room info** option (figure 4) —
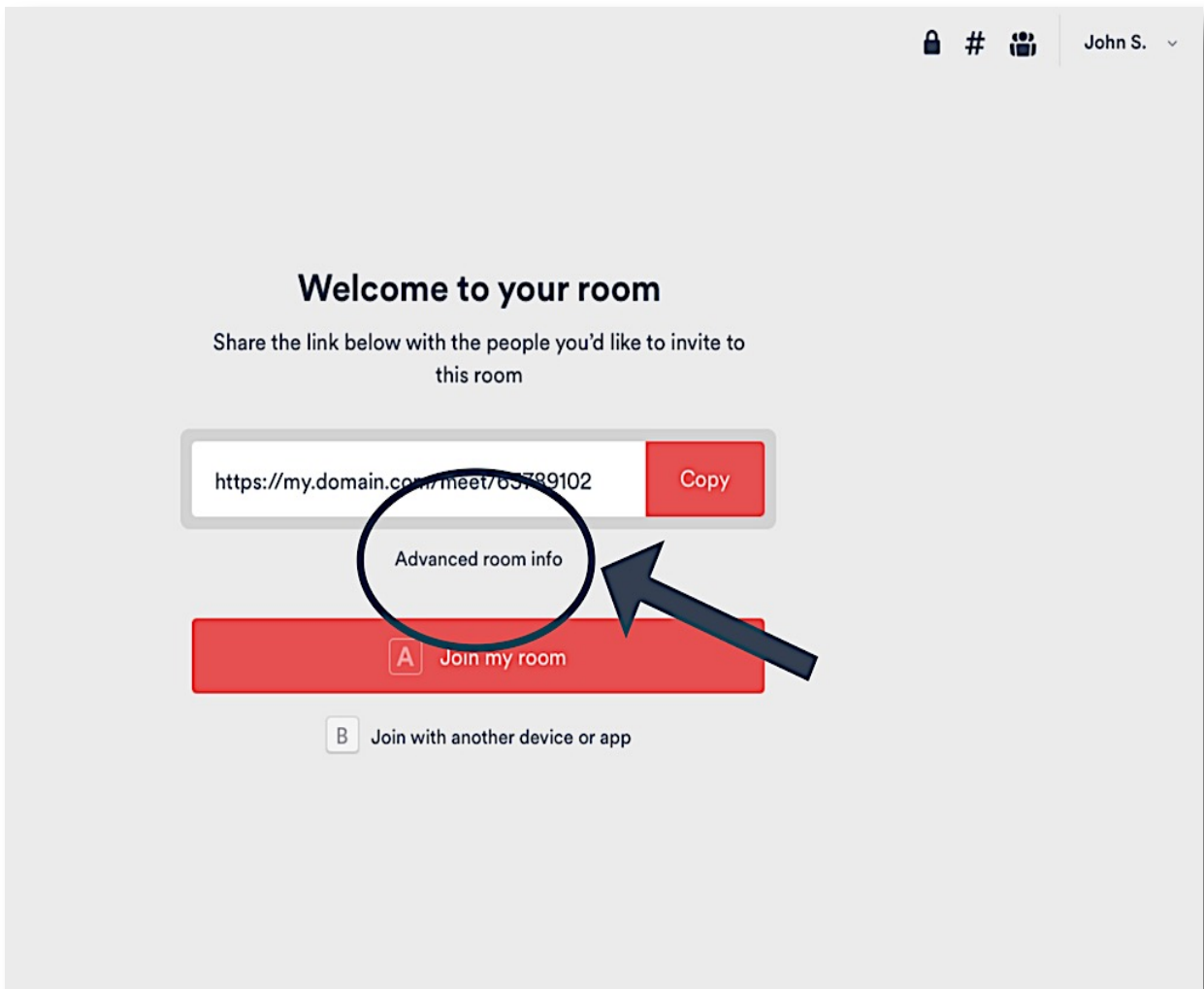

Figure 4

- This will open up a temporary window displaying all the access protocols for all the alternative ways in which people can join your room:

  - **Browser link (supports all browsers)**
  - **Skype for Business**
  - **SIP/H.323 videoconferencing system**
  - **PSTN/telephone dial-in (audio only)**

- This information is super easy to share with the people you want to invite. Just select **copy text** and send it via email or your preferred messaging service (figure 5) —
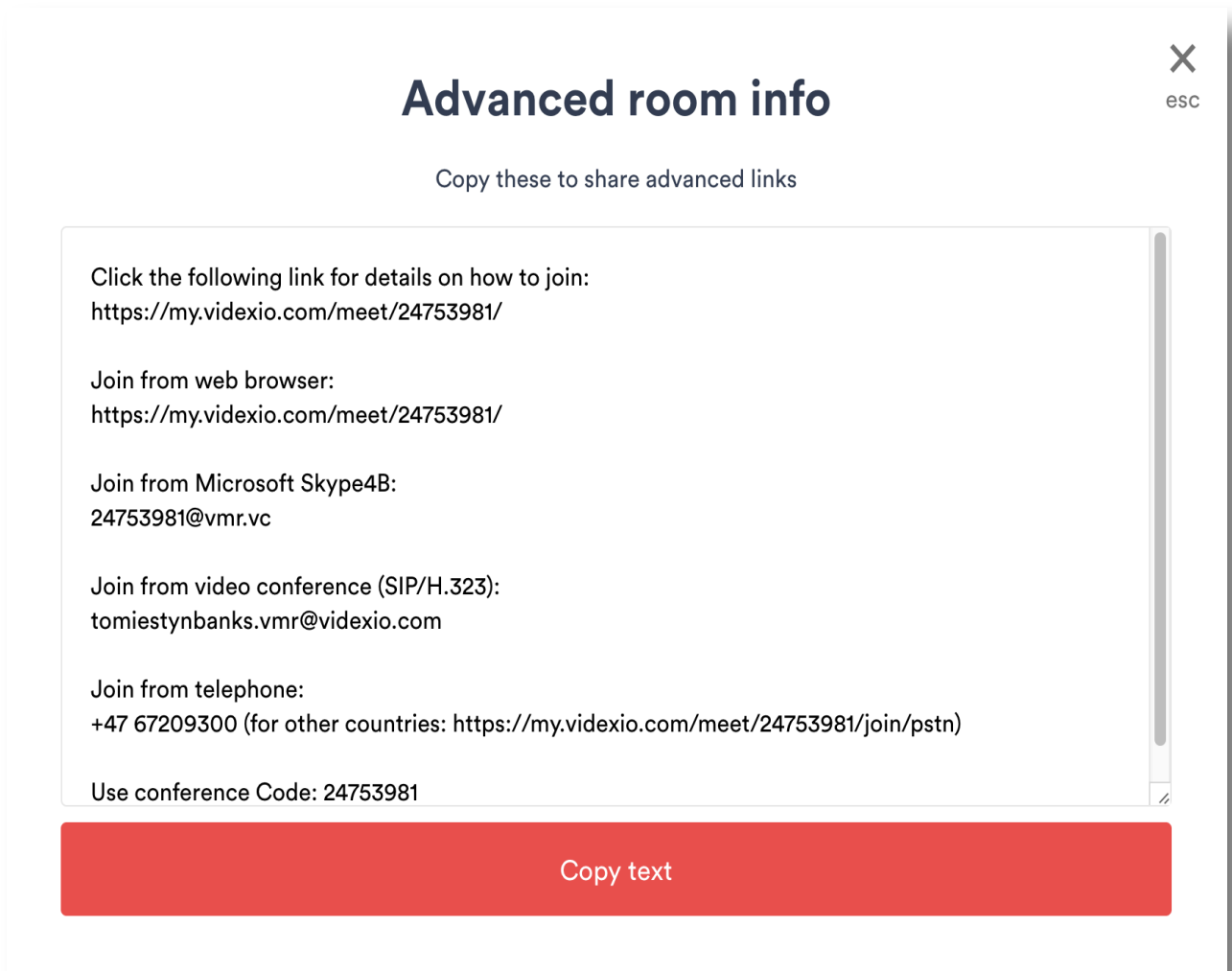

Advanced room info

esc

Copy these to share advanced links

Click the following link for details on how to join:
https://my.videxio.com/meet/24753981/

Join from web browser:
https://my.videxio.com/meet/24753981/

Join from Microsoft Skype4B:
24753981@vmr.vc

Join from video conference (SIP/H.323):
tomiestynbanks.vmr@videxio.com

Join from telephone:
+47 67209300 (for other countries: https://my.videxio.com/meet/24753981/join/pstn)

Use conference Code: 24753981
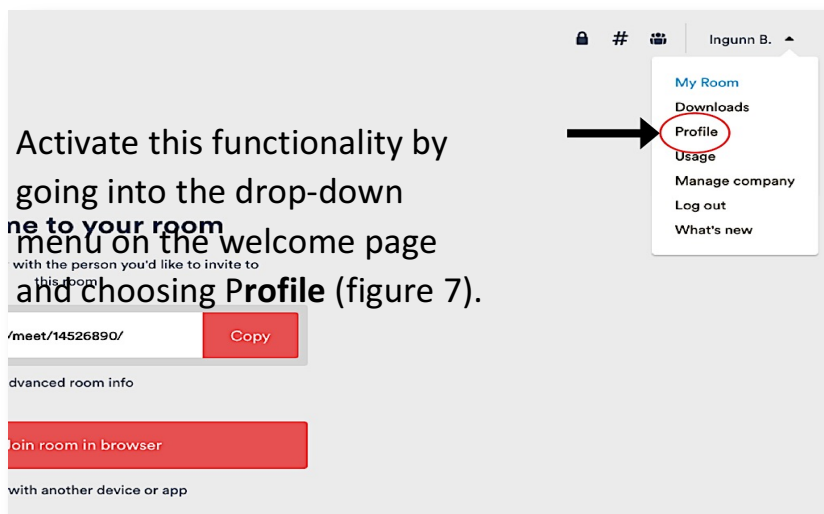
Copy text

Figure 5

Tip #2 "How can I ensure privacy during my video call?"

Challenge: Our VMRs make it simple for people to join your meetings using their preferred video platform and device. But that shouldn't detract from ensuring that you video communications are private.

Solution: Your VMR allows participants to communicate with full confidence that their conversation is safe and secure. Our network architecture provides full data encryption, but as a user you can further enhance the security and privacy of your meeting rooms.

You can create a **Host PIN** number. This will cause your guests to be welcomed into your **waiting room** until you, as the host, access your VMR and enter your PIN.

- Activate this functionality by going into the drop-down menu on the welcome page and choosing P**rofile** (figure 7).

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My Room
Downloads
Profile
Usage
Manage company
Log out
What's new

ne to your room
with the person you'd like to invite to
this room

/meet/14526890/   Copy

dvanced room info

Join room in browser

with another device or app

- Now, under your user profile you're able to set your host PIN under the **My room** tab

You can also create additional privacy by locking your meeting room. You can easily do this at any point, either by selecting the **padlock icon** in your welcome screen (figure 8), or using the same icon when inside your room (figure 8.1).
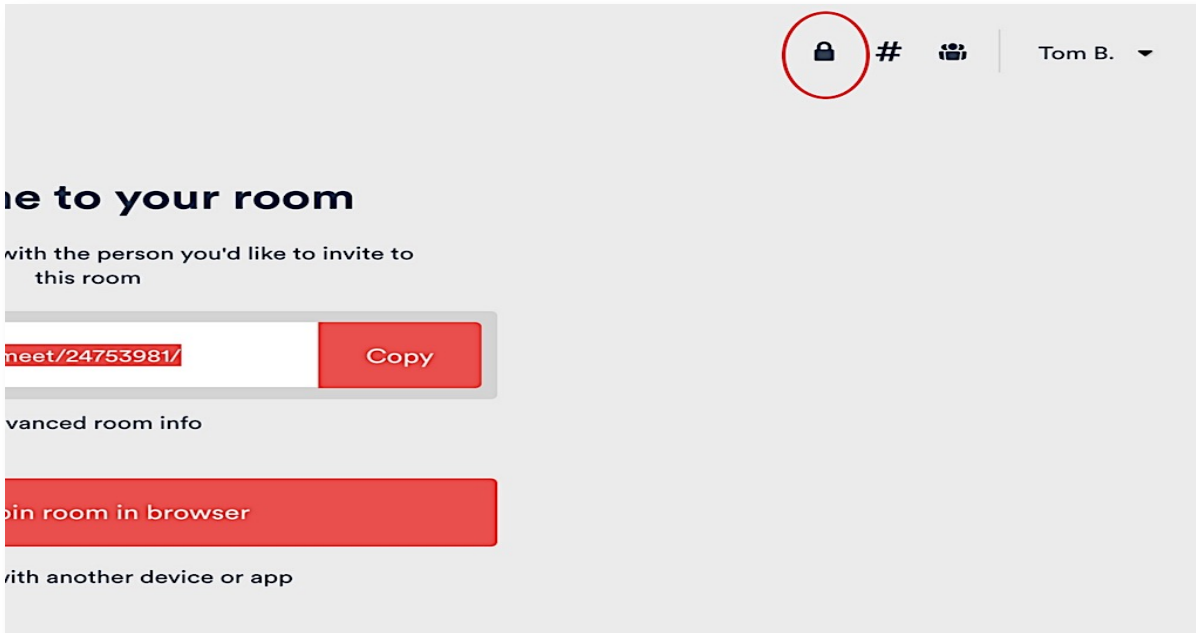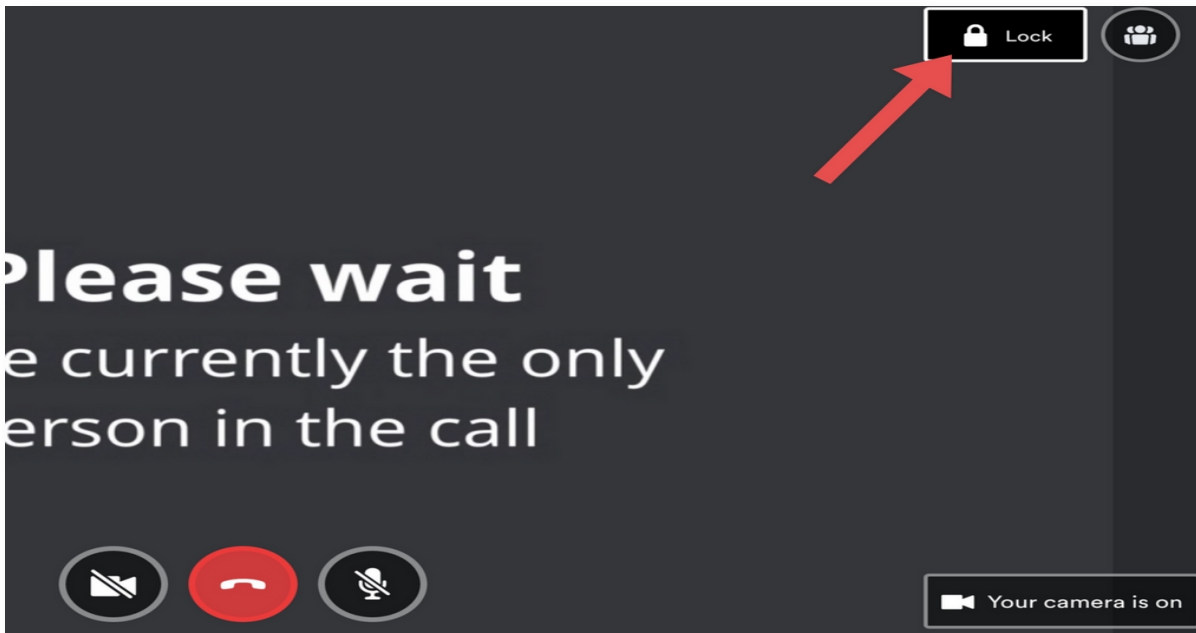
Figure 8

Figure 8.1

Videoconferencing Tip #3 - "I have both a VMR service and an audio conferencing service. Why do I need so many meeting places?"

Situation: I have multiple conferencing options to address both video and audio conferencing. It can be confusing and must add cost to our business. How do I bring these worlds together?

Solution: All companies are different, with their own specific needs and working practices. Some organizations prefer to continue using their third-party audio conferencing provider so we've enabled seamless integrations with leading audio conferencing providers. You can ask your Videxio representative for more information on this feature.

- Your VMR also doubles as an audio conferencing bridge in its own right. This means you can host up to 30 participants in your meeting room on *either video or audio!* Guests are able to dial into the session over audio from over 60 countries round the world using a local, in-country dialing number

- To join by audio guests can select **option B – Join with another device or app** on the **Welcome page** (figure 9) and then choosing **option 3 - Telephone** (figure 9.1)
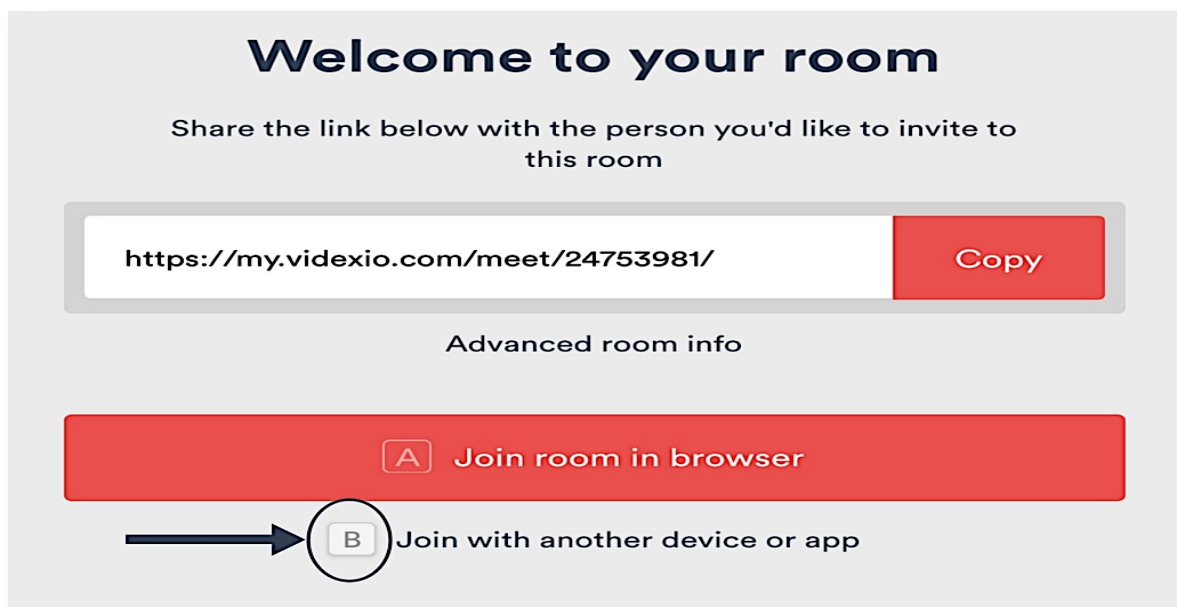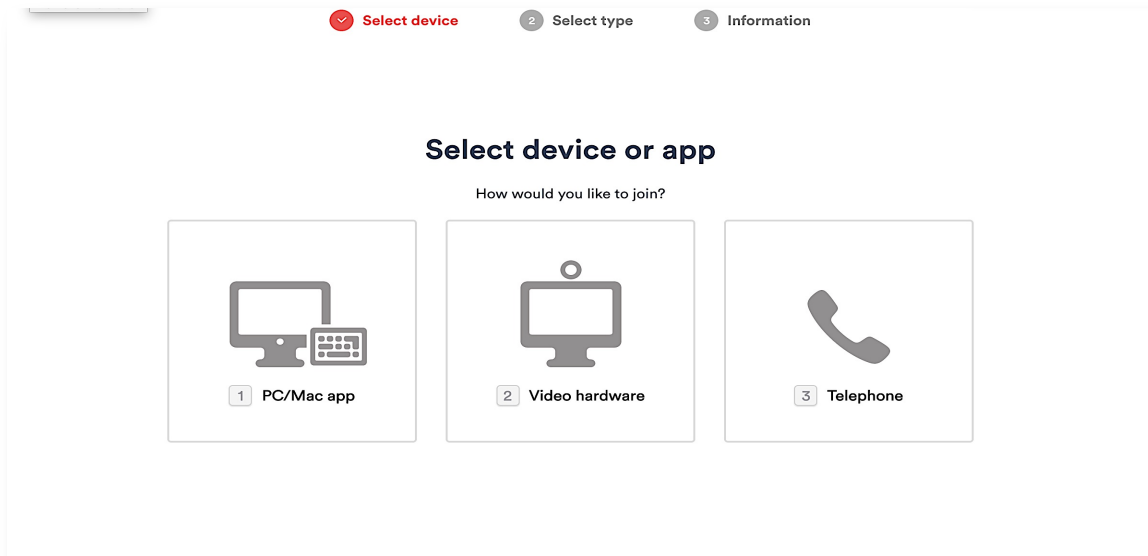

Figure 9

Figure 9.1

- There is also an audio app, **MyMeeting Audio,** available for both iOS and Android devices. It lets you join your VMR through audio whenever you're on the go, with only a single click (see Tip #5 for more details).

"Videoconferencing Tip #4 "How do I schedule a video meeting in my Meeting Room?"

Situation: Scheduling a videoconference or meeting should be just as easy as organizing any other type of meeting

Solution: We have an MS Outlook integration that allows you to easily sync your VMR appointments with your calendar. With a single click you can auto-populate your meeting request with a link to your VMR guest portal.

- The integration is available under the **Downloads page**, which you can select from the drop-down menu on the **Welcome page**
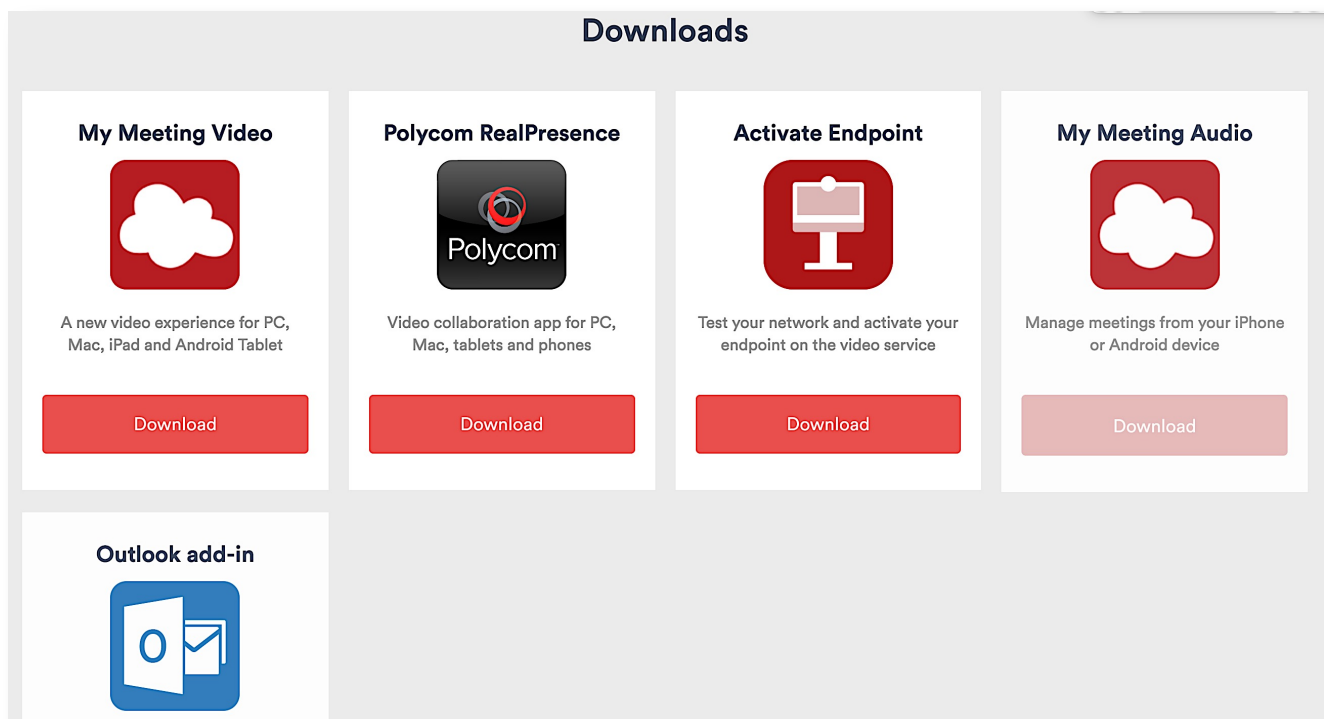

Figure 10

Videoconferencing Tip #5 — "How can I join a video meeting while on the go?"

Situation: You've scheduled a meeting to your VMR but you're on the road or out in the field and can't access video right now.

Solution: Simplify your life by using the My Meeting mobile app to dial into your VMR with a single click straight from your smartphone. The app dials directly into your VMR, including your Host PIN code, to place you into your meeting. From your smart phone, you can also invite guests and schedule meetings to your VMR.

- To download the app, go to the download section on the drop-down menu; alternatively, you can download it from Google Play or the App Store. For more details, see the My Meeting video.

- You can also use the app to:

    o **invite participants to a meeting**

    o **schedule a meeting**

    o **host a meeting**

Videoconferencing Tip #6 - "How can I add people to my meeting who are not currently video users?" "

Situation: I want to have a video meeting but the people I want to meet with don't have access to videoconferencing.

Solution: As a subscriber to the service, your VMR allows almost any camera-enabled device to join a meeting. This is sometimes referred to as interoperability, but what it really means is users have enormous flexibility in how they can join a meeting on our service.

- You can invite participants to join from any standards-based SIP/H.323 videoconferencing system (e.g. Cisco/TANDBERG, Polycom, Lifesize)
- Guests can join using their Skype for Business account
- Invite people to join through their browser using an innovative technology called WebRTC. This means anyone can join our dedicated cloud video network using their browser, via their webcam, smartphone, or tablet device camera. Virtually everyone can be video enabled to join you in your VMR…any time, anywhere:

  - **Our service supports all major browsers**
  - **WebRTC even supports screen sharing for enhanced collaboration workflows**

The meeting experience with Videexio