

Quick Reference Guide for VMR Services V6.0

Getting Started with Your VMR

Welcome to the AVI-SPL VMR Service. This guide will provide you details on how to use the service.

Your VMR Portal

Please follow the activation instructions you received in your email from your company administrator to access your [VMR portal](#).



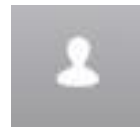
The **My VMR** tab allows you to view and manage your VMR information.

User Modifiable Information

- **My VMR Alias:** An alternative to using the assigned VMR address, you can create a personalized address, otherwise known as an alias. For example, you could select to create “jsmith” (jsmith@uvmr.me) as your VMR alias which can be used instead of the 10 digit VMR number.
- **Host PIN:** This is the PIN used by the Host of a meeting. Depending on account settings, you may be required to have a Host PIN for security purposes. You have the ability to modify and SAVE on a meeting-by-meeting basis. You should keep the Host PIN to your VMR private as it is your security PIN to avoid unauthorized use of your VMR.
- **Guest PIN:** Similar to the Host PIN, but for the participants.

Other Information

- **My VMR Name:** This is the name provided by your VMR Administrator when your account was created.
- **My VMR Address:** This is the address you and your participants dial from their video system to call into your VMR.



The **My Profile** tab provides information about your account. You can add/modify data, as well as change your password.



The **My Reports** tab will provide you the ability to access Conference and Participant reports about your VMR.





The **Support** tab provides you easy access to VMR support via email and telephone, as well as useful documentation.



The **Current Meeting** tab will provide information about your meeting in progress.

- When the Host is in a call, the Host has in-conference controls related to all or individual users
 - Mute
 - Unmute
 - Disconnect
 - Invite
 - Terminate
- **Connect with SIP** allows the user to automatically connect to the VMR with a SIP client

How to Connect?

1. In your video system’s or application’s dial screen menu, enter the full address of your VMR or Virtual Auditorium room ([1234567890@uvmr.me](tel:1234567890) or jsmith@uvmr.me) then press dial or call.
2. When the VMR answers, you may be prompted to enter the PIN number.  Enter the Host PIN if you are the host or enter  the Guest PIN if a participant.
3. If you are a participant and the host has not arrived, you will see a “Waiting for Host” screen until the Host joins the meeting.

Using a Web Browser

1. Go to <https://join.uvmr.me>
2. Enter the conference alias
 - a. This is either the number or additional alias from above
3. Enter your name
 - a. This is the name you want to appear in the participant list
4. Select your desired bandwidth
5. Click “Join”

Note: You must allow your browser access to your video and audio devices for the call to work correctly.

WebRTC supported browsers: Google Chrome, Mozilla Firefox, Opera. Other supported browsers (may require plug-in): Internet Explorer, Apple Safari, Microsoft Edge

Telephone

1. Dial your country telephone number listed in the “My VMR” tab of the VMR portal ex. US: +1 (646) 589-0074

2. When prompted for the extension, enter the VMR number followed by #
3. When the VMR answers it may request a PIN. Enter your PIN

Using IVR

1. In your video system or application’s dial screen menu, you may dial 209.251.7.32
2. When prompted, enter your 10-digit VMR number followed by the # sign (1234567890#)
3. When the VMR answers, you may be prompted to enter the PIN number.

Mobile Application Use

As a VMR Host, you have the ability to manage your in-meeting experience via your iPhone or iPad as well as view content being shared during your VMR call. As a Guest, you have the ability to view who is in the call and view content being shared during the VMR call

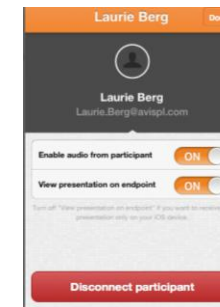
Installing the Mobile App

1. Open the Apple App Store
2. Search “Pexip”
3. Install the free app
4. Once installed, launch the app. No configuration is necessary.



Using the Mobile App.

1. Enter the Conference URI - this is the full VMR address
2. Click “Join”
3. If required, you will be prompted to enter your PIN
4. Click “OK”



Want to Use the Portal on Your Mobile Device?

Connect to your VMR portal on your iPhone or iPad, and utilize all of the same functionality as on your computer.