

Unify ME VMR Services Frequently Asked Questions

1. What does VMR stand for?

Virtual Meeting Room

2. What is a VMR?

A virtual meeting room is a reservation-less personal conference room without walls. Just like you have your own audio conferencing number to dial into, you can have your own VMR to dial into, but your VMR has video, audio and content-presentation capabilities.

3. Why is a cloud VMR service important?

As organizations continue to evolve the video communication services they offer their employees, much of it is shifting from a structured, scheduled, conference room to personalized or mobile devices and applications used ad-hoc. End users now have more liberties with a personal device, and the traditional scheduled resource calls are becoming unusable for ad-hoc meetings. As this happens, our customers struggle with the costs and internal support resources to handle a scheduled as well as ad-hoc environment. The Unify ME VMR service is best positioned to help you address this very important issue they're facing.

As part of our Managed Services offering, the Unify ME VMR service allows companies to provide all users a personal meeting room, available anytime, anywhere, while also allowing room systems and equipment to continue to be monitored and managed by AVI-SPL.

4. Can I only purchase it as part of a Managed Services contract?

No. VMR can be purchased as an addition to an overall Managed Services contract, or as a standalone service. It is not required to have monitoring or management services to purchase a VMR subscription.

5. What are the features/capabilities of VMR?

I. Meeting

- Self-service
- Video and audio-only participation
- Host and Guest PIN protection optional
- In user license model, up to 25 participants per VMR meeting
- In concurrent port model, unlimited personal VMR codes

II. Client Connectivity

- H.323
- SIP
- Microsoft Lync 2010/2013 and Skype for Business 2015
- WebRTC
- Audio (PSTN) dial in only

III. Content Sharing

- H.239 (for H.323)
- BFCP (for SIP)
- RDP (for Microsoft Lync / Skype for Business)
- VP8 (for WebRTC high framerate)
- JPEG (for apps and web).

IV. Host In-Meeting Controls

- Mute/un-mute participants

- Disconnect participants
- Add participants
- Allow content sharing by participants
- Unify ME VMR desktop application
- Mobile app from Pexip for iPhone/iPad

V. *Layout*

- Multiple view options (1+0, 1+7, 1+21), Up to 21 PiPs
- Active presence layout - active speaker full screen
- Auditorium layout option
- Onscreen icons showing audio-only participants

VI. *Unify ME VMR Portal Features – End User*

- Access VMR details, i.e. code, alias, PINs
- Modify alias and PIN
- Initiate an email invite or copy VMR credentials to clipboard
- Schedule a meeting and send calendar .ics file
- Access/modify user profile
- Customize VMR view

VII. *Unify ME VMR Portal Features – Customer Administrator*

- View status of VMRs
- View status of active calls
- Customize PIN requirements for account
- Manage maximum number of participants
- Manage branding themes
- Bulk provisioning of users
- Create VMR codes
- Delete VMR codes
- Manage subscription
- Access account-wide reports

VIII. *Privacy*

- AES-128 encryption support
- Participant Waiting Room
- Optional Host and Guest PIN assignment

6. **What systems can connect?**

AVI-SPL's Unify ME VMR service allows for:

- I. All standards-based H.323 and SIP clients
- II. MS Lync 2010 and 2013 clients and Skype for Business 2015
- III. WebRTC
- IV. Standards-based applications for mobile devices
- V. Inbound-only audio (PSTN) participation

7. How do I connect?

I. From a soft client:

- Open up your soft client (i.e. Cisco Jabber)
- In the “search field”, type the VMR you want to connect to
 - [Example: 1258675329@uvmr.me](#)
- When the search results appear, hover your mouse over the 1258675329@uvmr.me entry
- Click the “Start” button
- You will be prompted to enter the PIN number (if required)
- This will either be the Host or Guest PIN, depending on what type of participant you are
- You will see dots appear for each number you are entering
- Once the full PIN is entered, and accepted, you will see a ✓
 - If you did not enter the PIN correctly, you will see an **x** and will need to type it again
- You are now in the VMR

II. From S4B/Lync client

- Open your Skype for Business or Lync client
- In the “search field,” type the VMR you want to connect to
 - [Example: 1258675329@uvmr.me](#)
- When search results appear, right click or select “video call” of the appropriate search result
- You will be prompted to enter the PIN number (if required)
- This will either be the Host or Guest PIN, depending on what type of participant you are
- Once the full PIN is entered, and accepted, you will see a ✓
 - If you did not enter the PIN correctly, you will see an **x** and will need to type it again
- You are now in the VMR

III. From a room system or personal desktop endpoint:

- Go to your system
- Select the button that allows you to enter a number to dial
- Enter the VMR number you want to connect to
 - [Example: 1258675329@uvmr.me](#)
- Click the “Call” button
- You will be prompted to enter the PIN number (if required)
- This will either be the Host or Guest PIN, depending on what type of participant you are
- You will see dots appear for each number you are entering
- Once the full PIN is entered, and accepted, you will see a ✓
 - If you did not enter the PIN correctly, you will see an **x** and will need to type it again
- You are now in the VMR

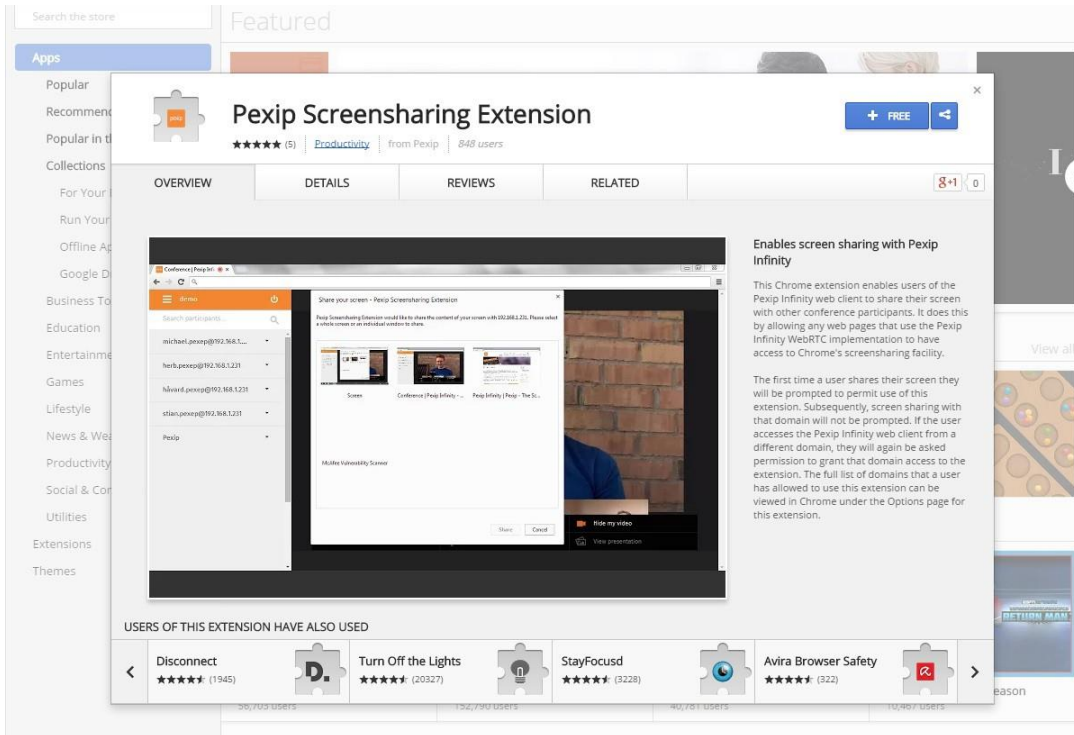
IV. Using IVR

- In your video system or application's dial screen menu, you may dial 209.251.7.32
- When prompted, enter your 10-digit VMR number followed by the # sign (1258675329#)
- When the VMR answers, you will be prompted to enter the PIN number (if required)

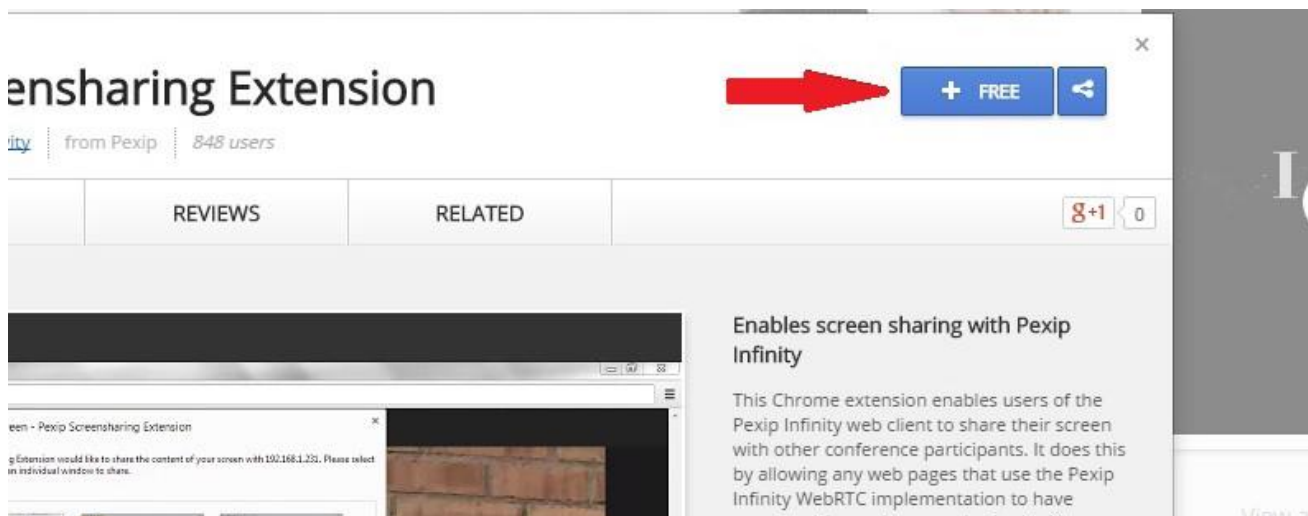
V. From WebRTC

- Go to <https://join.uvmr.me>
- Enter the conference alias
 - 1258675329@uvmr.me
- Enter your name
 - This is the name you want to appear in the participant list
- Bandwidth
 - You have the ability to select
 - a. Low 92kbps
 - b. Medium 86kbps
 - c. High 280kbps
 - d. Maximum 920kbps
- Click "join"
- If prompted, select your role as either the Host or Guest
- Enter the conference PIN (if required)
- This is either the Host or Guest PIN, depending on what type of participant you are
- You are now in the VMR
- After joining a conference via <https://join.uvmr.me>, if you try to show a presentation, you may be prompted by a pop-up with an Error: Screenshare extension not found.
- To install the screenshare extension, visit: <http://www.pexip.com/extension>
- This will provide you with a subsequent link to install the extension:
<https://chrome.google.com/webstore/detail/jmfbbfggikgbdccejjilikgnfdjnpmlfe>

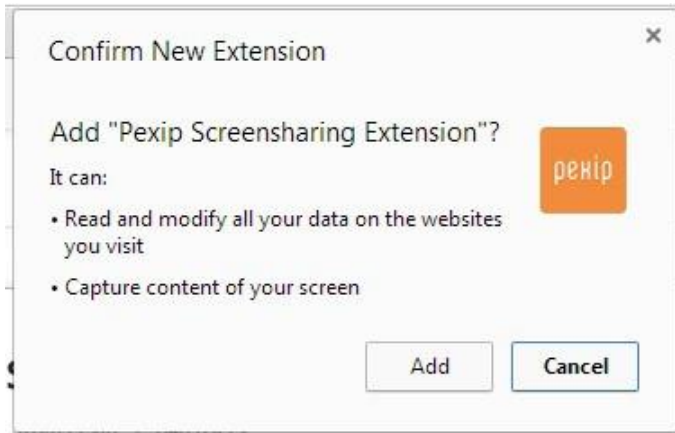
- This page will provide you with the ability to install the extension. The page looks like the image below:



- Click the + FREE button to install the extension. See image below:



- When prompted with the below image, click Add.



- After installing the extension, close the browser and join the call again.
- ALTERNATELY, before joining a conference, visit: <https://chrome.google.com/webstore/detail/jmfbfggikgbdccejjilikgnfdjnpmlfe> to install the extension.
- Please note: Our VMR service only supports sharing content via Chrome. This extension must be installed to present content via Chrome

VI. From telephone:

- US : +1 (646) 589-0074
- Australia : +61 2 9038 0418
- Brazil : +55 (0) (21) 3180-0104
- Canada : +1 (416) 502-0847
- France : +33 (0) 1 76 54 85 46
- Germany : +49 (0) 6920 4575277
- Japan : +81 (0) 3 4589 9452
- Singapore : +65 3157 1998
- Spain : +34 91 217 84 82
- UK : +44 (0) 20 3714 5511
- When prompted for the extension, enter the numerical VMR address without the @uvmr.me (11258675329) followed by the # sign
- You will then be prompted to enter the PIN number (if required)
- This will either be the Host or Guest PIN, depending on what type of participant you are
- You are now in the VMR

8. Can I connect from a Mac?

Yes. You can connect to a VMR with either standards-based video applications, Lync 2010/2013, Skype for Business 2015 or WebRTC using Google Chrome or Mozilla Firefox browsers for the Mac.

9. Do we have a trial program?

Yes. Please contact your AVI-SPL sales representative for details or request one at <http://unifyme->

vmr.com/request-demo-account.html

10. What can the end user do with a VMR?

I. *Connecting as a Host:*

- Create an alias for a personal VMR, e.g. Jenny@uvmr.me instead of 1258675329@uvmr.me
- Change the Guest PIN on a per-meeting basis, or whenever desired. If not required at the account level, the Guest PIN may be removed by the end user
- Via the Unify ME VMR desktop app or Pexip mobile app:
 - Mute/un-mute individual participants
 - Disconnect individual participants
 - Invite IP devices/participants to a meeting
- Allow participants to share presentations or just view
- View Usage reports of personal VMR

II. *Connecting as a Guest:*

- Mute/un-mute self
- Disconnect self
- Share presentation if access allowed by Host

11. What can the Customer Admin do with VMR service?

- View status of VMRs
- View status of active calls
- Customize PIN requirements for account
- Manage maximum number of participants
- Manage branding themes
- Bulk provisioning of users
- Create VMR codes
- Delete VMR codes
- Manage subscription
- Access account-wide reports

Does the VMR service come with support?

Yes. The first line of support is the subscribing organization's VMR Administrator. If there is a need for support beyond what the VMR Administrator can provide, AVI-SPL VMR support is available.

About AVI-SPL

AVI-SPL is a global leader in audio-video communications and collaboration technology, providing comprehensive solutions and services for professional AV installation, telepresence and video conferencing, digital media systems, control rooms and network operations centers, hotel rental services, and event staging and production. Headquartered in Tampa, Fla., AVI-SPL has highly-trained and certified system engineers throughout 34 offices in North America and an international network of solution providers in 30 countries. Please visit www.avispl.com for more information.

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