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1. Virtual Meeting Room (VMR) management

*(Via the jamvee™ portal)*

Jamvee™ Unified Communications service provides access security through the use of host and participant access methods. The UCC portal supports the User Administration functions at several levels including: Partner/Wholesale customer, Enterprise and Individual users.

As an Enterprise Administrator, you can use the portal’s functionalities to:

- Create other Enterprise Admins and Individual users
- Generate new virtual meeting rooms for yourself, other enterprise admins and normal user
- Manage existing users at all levels below your level.

Please refer following segments for details on using each functionality.

2. Portal access

When you access the jamvee™ portal for the first time, you will need to create your password.

- First time users will land on the “Create Password” page *(This link is provided in the email with subject line “Welcome to jamvee™ - Set your password”)*
- Please create an appropriate password as per the strength requirements.
- Next click the Create button and you should see a “Success Message”
- Close the success message and this will take you to the “Account Login” page described below.

For all later visits, please enter your email address and the password that you have set up, in order to log into the site.

**Forgot Password:** In case you do not remember your password then please click on “Forgot?” and this will guide you through the password reset process.

Once you are successfully logged in, you can now manage your account or that of any of the “Users”
3. Account management

Once you have successfully logged into your account, you will see a similar screen as shown below.

3.1 Menu bar features

- **My Account**: Brings you back to your “My Account” homepage.
- **Apps**: Redirects you to the page to Download Apps (further details in section 3.6).
- **Manage**: Enables you to manage Users (section 4).
- **Support**: Drop down menu enlists all available support features (section 5).
- **FAQ**: Redirects you to the FAQ page.
- **Logout**: Exit from the portal.
3.2 Modifying self-profile

You can modify all the profile information associated with your account except the Conferencing Username and Company details.

3.2.1 Change profile details:

If you wish to make any updates to your user profile, type in the relevant fields and then hit "Enter" key. Alternatively, after you type in the changes, you will see a new button "Save Changes". Click on this button to save the modifications.

Note: If you update your email details then you may need to logout and again log in in order to manage the other details of your account.

3.2.2 Change password:

To change your account password, click on the “Change” button present below “Password”. You will have to enter your existing and new password details.
3.3 Dashboard
To access your virtual meeting room (VMR) details, click on the “Manage” button for “Virtual Meeting Room” under “Dashboard”.

![Dashboard Image]

Note: If you have been provisioned for more than one type of services you will see all the other services under “Dashboard”. E.g. the image above depicts two services. For managing the jamvee™ Unified Communications service details, please select the “Virtual Meeting Room” option as depicted above.

The procedure to create and manage your own VMR details is same as managing that for other users and has been explained in details is section 4.

3.4 Provide feedback
Once you have started using the jamvee™ Unified Communications services, please do capture your experience by clicking on this feedback link. It is our constant endeavour to enhance our services and serve you better.

3.5 License details
This displays the jamvee™ License Usage Statistics for all the service offers associated with your Enterprise.

3.6 Application download
When you select “Apps” from the top menu bar, it redirects you to the download page (image below). The portal automatically detects your device details and displays the download button.
4. Managing users

To manage users select Manage -> Users from the menu bar as shown here.

At this stage, you can either manage existing users or create new users.

4.1 New users

There are two ways in which an enterprise admin/normal user can be created;

1. Creating each user sequentially
2. Bulk upload process

4.1.1 Sequential user creation

1. On clicking “Manage -> Users” you will land on the following screen

2. Select “Create User” button, which will then take you on to the following page

3. Choose the “Single User” radio button as shown in the image above.
4. Fill in the first name, last name, email and phone details
5. In the “Role” field select the required role. Once you select the role the field to select “Enterprise” name is automatically populated below “Phone” details field.
6. Click on **Create User Account** button. This will land on the following page:

![Create User Account](image1)

The user is now created and an e-mail would be sent to the user with a link to set the password.

To associate VMR (virtual meeting room details) for the user click on **Manage** button. Further details in section 4.2.

### 4.1.2 Bulk upload of users

Using bulk upload, you can create multiple users across both the levels (Enterprise Admin/Normal User)

1. On log in click on the **Manage**-> **Users** which will take you to the below page:

![Manage Users](image2)

2. Clicking on the **Create User** button will land on the following page. Select **Bulk Users**.

![Bulk User Creation](image3)

3. On clicking on **Bulk Users** the following screen appears.
4. If the CSV template exists already then one can browse the file and upload the CSV files. In case the user does not have a CSV template, it can be downloaded by clicking on the “Download CSV Template” button.

Fill in the following fields in the CSV template;

- **First Name** :- First Name of the User
- **Last Name** :- Last name of the user
- **Email** :- Email id of the user
- **Phone** :- Phone number of the user
- **Role** :- NORMAL_USER, ENTERPRISE_ADMIN
  
  *Note: The fields under role are case sensitive.*
- **Department** :- Optional Information about user’s department

5. Browse and choose the template, choose the enterprise and click on “Continue”.

6. This will lead to the next page which displays the uploaded profile data.

7. Select the type of jamvee™ Service as “jamvee Unified Communications”.

*Note: At this stage the profile is not yet created. The following screen only displays the uploaded data. At this stage if there are any errors in the uploaded profile, the profiles with errors appear in red under the “Cannot be imported” section. All the profiles without any error appear in “Successfully imported” section.*
8. Clicking on continue will create the profiles for the users. An e-mail will be sent to the corresponding users asking them to set their passwords on the portal.

9. The following screen displays the successfully created profiles.

10. You can now assign service offers to the list of users. Once you have selected the “Service Offer”, “Conference profile” and “Call Profile”, remember to add 1 host & 1 participant under “Access Methods”.

If you want to modify the VMR details for each individual user, please refer the steps described in section 4.2.
11. Clicking on “Continue” will successfully create the users and finishes the bulk upload process as shown below.

12. Click on the Finish button to complete the bulk upload process for the profile creation. To know more about managing existing users please refer section 4.2.

### 4.2 Existing users

Once a user profile has been created, it can be individually managed to update profile information as well as regenerate associated VMR details. Being an Enterprise admin, you can manage individual accounts for all associated Enterprise Admins and Normal Users.

1. On log in click on “Manage -> Users”. This will take you to the following screen.
2. Type the name of the user and click on “Search”. This will retrieve all the associated user accounts and display it as shown in the following pic. You can also search by email option as well.

![Search User](image)

3. Clicking on the “Manage” button displays the profile of the user.

![User Profile](image)

### 4.2.1 Modifying user profile

As an enterprise admin, you can modify all the profile information associated with any of the user accounts at enterprise level and normal user level.

- **Modification**: Once the required changes have been done, click on the “Update User Account” button to save the changes.
- **Deletion**: To delete the user click on “Delete User” button present on the profile page.
4.2.2 Managing VMR details

To access the VMR details page, click on the "Manage" button under "Virtual Meeting Rooms".

4.2.2.1 Creating VMR

If the Virtual Meeting Room (VMR) details have not been created earlier, then the following page is seen.

1. Click on + Add Virtual Meeting Room as depicted above.
2. This lands you on the “Create Meeting Room” page where you can set “Meeting Room Name” and select the profile details from the drop down options as shown below. **Note:** You may be allowed to create one or more VMRs per user.

   ![Create Virtual Meeting Room](image)

   - Type in the name of your meeting room. The first alphabet of the first two words automatically replaces the “” and is set as the initials of your VMR.
   - Select the billing model from the drop down menu. (see 4.2.2.2)
   - As per the billing model select the maximum number of participants allowed to join per meeting. (see 4.2.2.2)
   - Next select a Call profile – Audio only, Audio and web content sharing, standard (HD video, audio, web best-effort encryption), encryption standard (HD video, audio, web, encryption required), Option for No-TIP support (see 4.2.2.2)
   - Finally click on the “Create” button.

3. Once you have created the VMR, you now need to create Host and Participant access methods. To do so select the relevant option (shown below) and click on “Add”.

   ![Manage Virtual Meeting Rooms](image)

   - Select option from drop down menu and click on “Add”. Repeat twice – once each for Host and Participant.
   - After you have created 1 Host & 1 Participant Access Method, click on this button to finish. This will trigger an email containing all the VMR details to your registered email ID.
   - Options to edit VMR. Further details in following section. (4.2.2.2)

This section get populated as and when you add the Host and Participant access methods as shown above.
4.2.2.2 Service Offers, Conference Profile and Call Profile Options

Service Offers
This contains Pay-As-You-Go (PAYG) price model, plus one or more possible service offers that the company signed up for when it purchased the service – which define the number of users permitted per conference.

Conference Profile
This enables you to further control the number of participants in a conference in order to manage costs or network bandwidth.
For example, a PAYG user can have up to 300 attendees in their conference. This option enables an admin to restrict this to: 6, 12, 48, 100 or 300 full unified communications (HD video, audio and web) and 25 or 100 (audio/web no video permitted).
Different Service Offers enable or restrict different conferencing profiles.

Call Profile
Defines the types of calls permitted within that particular VMR – audio only, audio and web, and video collaboration profiles – ‘standard’ which is encrypted by default but allows non-encrypted call legs, and ‘secure’ to enforce that callers must have an encrypted connection to enter the VMR – if a caller does not, then they will not be permitted to enter the room.
For the video collaboration options (standard or secure) there is are additional No-TIP options.
This turns on or off TIP capability for that VMR. While the jamvee™ service supports the TIP protocol by default, there can be interoperability situations where a user sets up a call with a TIP capable device, or cascades a telepresence server call, where the TIP signaling is negotiated by default with devices outside the jamvee™ platform that might not interoperate properly with TIP.
In this scenario the VMR can be set with one of the ‘No TIP’ profiles turning off the TIP capability for that VMR and allowing the devices to connect using SIP instead.

4.2.2.3 Modify VMR

If user has already been assigned a virtual meeting room (VMR), clicking on the “Manage” button under “Dashboard” will land on the following page.

Based on the limitations set for the associated Enterprise, you may be able to create multiple VMRs per user. To create additional VMRs, click here and follow instructions as detailed in section 4.2.2.1

Allows you to delete the VMR

Click here to view your Host & Participant access details.

The envelope icon resends the email with your meeting room details

The note icon allows you to edit the current VMR details
4.2.2.4 Delete VMR

You can also delete the virtual meeting room (VMR). To do so, click on the cross symbol as shown below.

Click on the “X” symbol to delete the VMR

To delete a particular access method first click on View Access Methods. Then click on the “X” symbol on the top right of the particular access method as shown above.
5. Support

The jamvee™ portal has the following support features.

- **Support**
  - Displays the Customer Service Desk contact details
  - Opens up the online request
  - Contains all documentation for jamvee™ service

**Create a support request**

- First Name *
- Last Name *
- Email *
- Phone *
- Request Area *
- Description *

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