Migrate Users to 8x8 Video Meetings

Administrator Guide
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Migrate Users to 8x8 Video Meetings

8x8 Video Meetings with Virtual Office combines flexible communication capabilities with powerfully collaborative meetings. With 8x8 Video Meetings, take your team meetings to the next level via integration with calendar apps, high-definition audio and video, advanced meeting management features, and much more!

As a Virtual Office user, your organization may be using an older version of meetings with 8x8. As a Virtual Office administrator, you have the ability to migrate users to 8x8 Video Meetings at a pace that best suits your organization. Test 8x8 Video Meetings prior to full migration by specifying test users, or migrate all users in your organization at once!

Before You Begin

Based on which versions of Virtual Office your organization's users are running on desktop and mobile, users may need to perform additional actions to access 8x8 Video Meetings once you migrate them as an administrator.

Keep the following version-specific user experiences in mind before you migrate your organization’s users to 8x8 Video Meetings:

- **In version 6.4 of the desktop app**: Users are immediately enabled for 8x8 Video Meetings in the Meetings tab, and need to take no further action.
- **In version 6.3 of the desktop app**: Users must log out of the Virtual Office desktop app and back in again to access 8x8 Video Meetings.
- **In version 6.2 or earlier of the desktop app**: If users do not log out of the app and log back in after being migrated to 8x8 Video Meetings, they see an error message upon trying to launch a meeting using the classic
Once users log out of the app and back in, they are not able to access the Meetings tab until they update their Virtual Office desktop app. Click here to download the latest version of the desktop app.

- **In version 8.0 of the mobile app**: Users are immediately enabled for 8x8 Video Meetings in the Meetings tab, and need to take no further action.
- **In version 7.9 or earlier of the mobile app**: After being migrated to 8x8 Video Meetings, users are not able to access the Meetings tab until they update the Virtual Office mobile app.

Once users have access to 8x8 Video Meetings, they are still able to use meeting invites from their classic meeting experience; classic Virtual Office meeting URLs redirect users to meetings in 8x8 Video Meetings. In addition, users continue to see any past classic meetings with recordings under Meetings > Recent, and can access recordings associated with those meetings.

### Migrate Users

Once you have determined whether to migrate users to 8x8 Video Meetings immediately or over a test period, you can begin migration from your application panel as an administrator.

**To migrate users to 8x8 Video Meetings:**

1. As an administrator, log in to your 8x8 Application Panel in your browser.
2. In the application panel, select Meetings to open your user migration settings.

   **Note:** As an administrator with access to Virtual Office Configuration Manager, you can instead open Configuration Manager from your application panel and go to Home > Meetings to reach the same location.

3. Select the desired migration setting:
   - **Classic meetings**: Keep all users in your organization on the classic meeting experience.
   - **Test the new meetings experience**: Try out the new meetings experience now known as 8x8 Video Meetings within a group of test users you specify.
     a. Next to **test users**, click **edit**. At the prompt, enter the names of specific users in your organization to mark them as test users for 8x8 Video Meetings while keeping all other users on the classic experience.
b. Next to **Company meeting URL**, click **edit**. At the prompt, customize your organization’s base meeting URL. The domain URL `https://8x8.vc/` is not editable; you append your company’s name to the domain URL. For example, if you enter `<acmejets>`, your organization’s final URL appears as `<8x8.vc/acmejets>`.

- **Enable the new meetings experience**: Migrate all users in your organization to 8x8 Video Meetings. Next to **Company meeting URL**, click **edit** to customize your organization’s base meeting URL. The domain URL `https://8x8.vc/` is not editable; you append your company’s name to the domain URL. For example, if you enter `<acmejets>`, your organization’s final URL appears as `<8x8.vc/acmejets>`.

4. Save and confirm your selection.