

# Grandstream Networks, Inc.

IPVideoTalk Cloud Conferencing System

IPVideoTalk Portal User Guide







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# **INTRODUCTION**

IPVideoTalk Portal is a web-based online management center, on which users could manage video devices or internal contacts, check devices online status, make meeting reservation... for IPVideoTalk meeting service. This document introduces how to configure and use IPVideoTalk portal for IPVideoTalk meetings.

For more information about IPVideoTalk usage, please refer to the links below:

- IPVideoTalk User Manual
- IPVideoTalk website: <u>http://www.ipvideotalk.com/</u>





# **OVERVIEW**

Users need to have an IPVideoTalk Portal account before using the configuration options in IPVideoTalk Portal. The IPVideoTalk Portal Web UI includes Devices, Meetings, Contacts, Plans, Statistics, Settings, and System configuration sections. This document provides instructions for all sections.

# Sign Up

- 1. Log in our official website <u>http://www.ipvideotalk.com</u> to sign up.
- 2. Fill in related information as shown below:
  - **Display Name:** Enter current company name. If the company already has an account signed up, the users will not be able to sign up again. It is recommended to sign up one account per company so that all devices can be centrally managed under the same account.
  - Email: Fill in company Email or Work Email address.
  - Country: Fill in the located country of the company.
  - State/Province: Fill in the located State/Province of the company if USA is set as country.
  - Business Name: Fill in the user's contact name.
  - Company Size: Fill in the users' amount size of the company.
  - Verification Code: Fill in the characters on the right for verification purpose.







- 3. Click on "Sign Up" button. A prompt will pop up to remind users to log in Email to activate IPVideoTalk account.
- Activate Now
- 4. Click in activation Email to set up login account and password.
- 5. The users can now successfully access IPVideoTalk Portal.

### Sign In

- 1. Go to IPVideoTalk official website <u>http://www.ipvideotalk.com</u>.
- 2. Fill in account name and password.
- 3. Click on "Sign In".



Users can set language to English, Chinese, Japanese or Spanish in the language drop-down menu.

### Definitions

This section describes the 5 sections in the IPVideoTalk Portal on the top menu. Please see Devices, Meetings, Contacts, Plans and System sections below.





# **Tool Bar**

The login account is displayed on the upper right corner once logged in. Click on account (for instance

sqhuang123 as shown in below figure), there will be a drop-down menu. Users could click "Admin Center" (including sub-user management and enterprise information management), and update Settings (including personal information settings and instant meetings template settings).

💪 IPVideo	Talk	Meetings	Recordings	Contacts Devices Plans Statistics	Refer a Friend	sqhuang123 🕇
Meet Now +					Enter Subject/Meeting ID/Plan/R	Admin Center Settings
Schedule Meetir	ng +	Today	Test Webinar(R	egistrants: 0)	<b>(</b> ) T	Sign Out
Upcoming	6	11:50AM	Room Device:	8202306(sqhuanq's GVC3200) -IPVideoTalk Enterprise		
History	2758	12:50PM	Participants: Meeting ID: Meeting URL: Registration URL:	0 67053221 https://meetings.ipvideotalk.com/67053221 https://meetings.ipvideotalk.com/67053221/register		

• Click "Sign Out" to exit.

Basic Profile	Meet Now Template			
Change Password				
Meet Now Template	* Subject:	IPVideoTalk In-Meeting Controls		1-80 characters
	* Organizer:	8200504 (EMEA LAB)-IPVideoTalk Pro	~	
	* Host Email:	ipvideotalk@grandstream.com		
	* Time Zone:	(GMT-04:00) Eastern Time (US and Canada)	Ŧ	
	* Duration:	1 v hour		
	Password:			0-8 digits
	Meeting Settings:	Muted by Host on Entry	✓ Play Beep When Attendee Joins	s/Leaves Meeting
		☑ Display Attendees List/Status	✓ Allow Chat	
		Save		
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# **Messages on IPVideoTalk Portal**

The main page of IPVideoTalk Portal displays important notification messages of IPVideoTalk, such as plan expiration notification, low firmware notification, temporarily out of service for maintenance notification, which may cause the users to be unable to use IPVideoTalk service properly.

Meetin	s Contacts   Devices   Plans   Statistics   System	Settings					
Plan expire:10 plans have expired or about to expire.     View now>							
Schedule Meeting +		Enter Subject/Meeting ID					

- **Plan expiration notification**. It will prompt how many plans have expired or about to be expired, click on "View now" to enter the Plans page to view details.
- Low firmware notification. It will prompt how many devices have low firmware versions, click on "View now" to enter the Devices page to view details.
- **System upgrade maintenance notification**. Click on "View now" to check the maintenance time, please avoid holding meeting during maintenance.

The messages are only for querying the background data when you log in, it is not updated in real time but it will be updated when you log in next time.





# **DEVICES**

Users can add, view, edit, delete or search devices on Devices screen.

🙆 IPVideoTalk		Meetings Red	ordings Co							
All Devices	1	Unk Device	Assign Devices	🗓 Delete			Enter IPVideoTalk			Q Advance
Authenticated	1	Mac Address	IPVideoTalk ID	Alias	Personal Room ID	Device Type	Firmware Version	Users	Status	
Pending	0	✓ 00:0b:82:6f:8c:23	8200190		100190	GVC3200	1.0.3.59 👍	Unassigned	Offline	Delete Operate
Failed	0									Synch Meeting Record Reboot Device Factory Reset View personal room template

#### • All devices

Users could check devices according to different categories: Authenticated, Failed, Pending.

#### • Toolbar

Users could link device (s), import/batch import device (s).

#### • Search device

Users could search device by MAC address or IPVideoTalk ID, or the device user, or search the online/offline status of the device.

#### • Devices list

Display all linked devices. The displayed contents are: MAC Address, IPVideoTalk ID, Personal Room ID (Each GVC32xx device has a Personal Room Number, the instant meeting will use this Personal Room Number as the meeting ID), Alias, Device Type, Firmware Version, and Status (If the device is online, the internal or external IP address of the device will be displayed).

### Link GVC320x to IPVideoTalk Portal

#### Add Device via Device Code

Users could link device via device code or MAC address of the device. It is recommended to use device code because the latter requires authentication. Follow the steps below to link device via device code:



2. Choose "Link via Device Code", fill in device code and alias in the pop-up dialog.





 Device Code: To find device code for your GVC3200/GVC3202/GVC3210, please go to GVC3200/GVC3202/GVC3210 LCD menu->Applications->IPVideoTalk application->Settings and check "Device code".

192.168.5.106 🕓 IPVideoTalk (8200495)			🕸 🔒 🌮	🗑 🗘 12:21
Settings	🗢 Default account	- Save	Cancel	
Account active			$\square$	
Display name				
Trial service address			0.0.	0.0
Account information				
Device code (Click for details)			ac ac	amii
Number			820	0495
Current plans (Click for details)		The plan	IPVideoTa expires in Jun 14	
Business (Click for details)		Gran	dstream Netw	vorks
Application information				

• Alias is used to identify and distinguish among different devices.

	Link Device						
Link Mode:	<ul> <li>Link Via Code (no device auth</li> <li>Link Via Mac address</li> </ul>	nentication required) 🧿					
* Code:		combination of six digits or letters					
Alias:		0-64 characters					
	Link	Cancel					

 Click "Link" button to link the device. The GVC3200/GVC3202 will receive a message if it is linked successfully. On the GVC3200/GVC3202, please go to LCD idle screen->Applications->IPVideoTalk application, and click on "Notices" to retrieve the message as shown below.

10000
You have successfully joined Grandstream-Test's IPVideoTalk account.
ОК





4. Once linked successfully, users could check the status of the device (online/offline) by signing in IPVideoTalk Portal.

#### **Add Device via MAC Address**

Users could follow the steps below to link device via MAC address:



- 2. Choose "Link via Mac Address", fill in MAC Address, Alias in the pop-up dialog.
  - MAC Address: The MAC address of the GVC3200/GVC3202/GVC3210 device. It can be found on the back of the device, or GVC3200/GVC3202 web UI->Status->Network Status, or GVC3200/GVC3202 LCD menu->Settings->Status->Network.
  - Alias is used to identify and distinguish among different devices.

Link De	evice	×
<ul> <li>Link Via Code (no dev</li> <li>Link Via Mac address</li> </ul>	rice authentication required) 🧿	
	0-64 characters	
	0-64 characters	
Link	Cancel	
	Link Via Mac address	0-64 characters

 Click on "Link" button and the system will send authentication message to GVC3200/GVC3202. The GVC3200/GVC3202 will receive the message if it is connected to Internet and has IPVideoTalk ID registered. On the GVC3200/GVC3202, please go to LCD idle screen->Applications->IPVideoTalk application, and click on "Notices" to retrieve the message.







4. On GVC3200/GVC3202, click on "Yes" to link device. If linked successfully, users could check the online/offline status of the linked device on IPVideoTalk Portal. If users click "No" to refuse the authentication request, the device will be shown as "Failed. Authentication is rejected" on the IPVideoTalk Portal. If there is no response for a long time from the device, the status will show "Failed. Authentication timeout" on the IPVideoTalk Portal.

Mac Address	IPVT ID	Alias	Device Ty	Firmware Versio	o Status
00:0b:82:7e:a1:75	8200495	Marketing	GVC3200	1.0.3.8	• Online

### **Device Status**

Status	Specifications
	The device is authenticated. Users can monitor the online status of the device,
Authenticated	schedule meeting or set privilege for the device.
	No response received from the GVC3200/GVC3202 device.
	Please check your GVC3200/GVC3202 device LCD idle
Pending	screen->Applications->IPVideoTalk application. If the device does not receive
	the message after sending the message from the IPVideoTalk Portal, the users
	can send the authentication again to the device from the IPVideoTalk Portal.
Failed (Timeout)	The GVC3200/GVC3202 device does not reply within 7 days.
	The GVC3200/GVC3202 device has refused the authentication request or the
Failed (Refuse)	device is already linked to another company.

### **Manage Authenticated Devices**

#### **Assign Devices**

Admin could assign the devices to certain users. When the device is assigned to a user, only this user could schedule meetings and view the meeting histories with this allocated device. Other users cannot use this device.

- 1. Access to the device menu.
- 2. Select a certain device, and click to access the Device Details page, as the figure shows below:





👍 IPVideoTalk										
All Devices	1	⊕ Link Device	Assign Devices	1 Delete						Q Advanced
Authenticated	1	Mac Address	IPVideoTalk ID	Alias	Personal Room ID	Device Type	Firmware Version	Users	Status	
Pending	0	☑ 00:0b:82:6f:8c:23	8200190		100190	GVC3200	1.0.3.59 🐴	Unassigned	• Offline	
Failed	0			Alias: Personal Room ID: Users:	00:0b:82:6f:8c:23 100190 sqhuang(huang45251@163.c	0-64 characters	×	<		
						≪ < 171 ⊨ ⇒				20 + items
Cookie Settings				©2019 Grandstream Netwo	rks, Inc. All rights reserved.	About Us   Contact Us	English 💌			

- 3. Users could assign the certain device to multiple users.
- 4. Or, users could select multiple devices in the device's menu, and click on "Assign devices", then select the one or multiple users on the popped-out window for the multiple devices.

Co IPVideoTalk												
All Devices	1	€	Link Device 🗘	Assign Devices	🔟 Delete							Q Advanced
Authenticated	1		Mac Address	IPVideoTalk ID	Alias	Personal Room ID	Device Type	Firmwa	re Version	Users	Status	
Pending	0		00:0b:82:6f:8c:23	8200190	$\mathbf{\lambda}$	100190	GVC3200	1.0.3.59	<b>≟</b> 0	Unassigned	<ul> <li>Offline</li> </ul>	
Failed	0					Assign devic Getecael Leekee * Users sqhuanghuang45251@163.c Select user • Select user	s))	>				

5. When the user confirms to assign the device, only the certain user could use this device to schedule meetings or view the meeting histories on this device.

Users could also follow the steps above to change the owner of the device.





#### **Remote Control**

Users could factory reset or reboot the authenticated device remotely from the IPVideoTalk Portal.

1. Move the mouse cursor on one device to bring up the "Operate" button.

⊕ Link Device	Assign Devices	Delete			Enter IPVideoTalk	ID/Mac Address/Alias		Q Advance
Mac Address	IPVideoTalk ID	Alias	Personal Room ID	Device Type	Firmware Version	Users	Status	
✓ 00:0b:82:6f:8c:23	8200190		100190	GVC3200	1.0.3.59 👍	Unassigned	• Offline	Delete Operate
								Synch Meeting Record Reboot Device Factory Reset View personal room template

 Click on "Operate" -> "Synch Meeting Record", then all the scheduled meetings will be pushed into the GVC3200/GVC3202 device. When done, users could see the scheduled meetings in the meeting list in GVC3200/GVC3202.

**Note:** This feature will only sync the "Not Started" or "To be Hosted" meetings with GVC3200/GVC3202.

- 3. Click "Factory Reset" or "Reboot Device". Please note the device must be online before any operations, otherwise, the operation will fail.
- 4. Click on "View Personal Room Template", users could check/edit the device's personal conference template, such as the meeting tile and meeting password.

#### **Delete Device**

Users could delete or batch delete devices:

• To delete one device, please access the devices list, move the mouse cursor on one device and click



button on the right side of the device name.

• To batch delete devices, please access the devices list, click the checkbox for the devices to select

devices in batch and then click *Delete* button on the top of the device list





# **MEETINGS**

Users could schedule new meetings with linked device as the meeting host, check upcoming or history meetings. The meeting screen is shown below:

IPVideoTal	k AB	CDE			sqhuang [→
	Me	etings Conta	acts   Devices	s   Plans   Statistics   Admin   Settin	gs
Meet Now -	+			Enter Subject/	Meeting ID Q
Schedule Meetir		Today	test1		() To be hosted
Upcoming	2	10:10 1	Organizer:	8200292 (sqhuang's device) -IPVideoTalk • View all meetings of	this organizer
History	425	 11:10	Participants: Meeting ID: Meeting URL:	0 191094416 https://meetings.ipvideotalk.com/191094416	Edit Cancel
		2017/01/20	Our Webinar 📃	Vebinar(Registrants: 0)	Not started
		10:10	Organizer:	8200292 (sqhuang's device) -IPVideoTalk	
			Participants:	0	
		11:10	Meeting ID:	101891417	
			Meeting URL:	https://meetings.ipvideotalk.com/101891417	
			Registration URL:	https://meetings.ipvideotalk.com/101891417/register	

#### **Personal Room**

Each Room Device has a Personal Room Number. Once the device registers the IPVideoTalk ID, the IPVideoTalk system will assign a Personal Room Number to the device.

- 1. Meeting Now will use the Personal Room Number to start the meeting.
- 2. If the scheduler wants to schedule a meeting, the scheduler could select to use the Personal Room Number.
- Each IPVideoTalk ID has a personal conference template, and users could update the template in "Devices", select the device, click menu option → "View Personal Room Template". Here are the default settings:

a) The default setting of conference password is none for the Personal Room. If the user needs to set a conference password, the user could set the preferred password in the template.

b) Users could check the Personal Room Number here.





🙆 IPVideoTalk					liwei 🗸
				Plan expired 1 plan has expired or about to expire     View now	
All Devices	1	<ul> <li>Link Device</li> </ul>		Personal Room Template ×	Q Advanced
Authenticated	1	Mac Addre	Room Device:	8200190-IPVideoTalk Enterprise Available	
Pending	0	00:0b:82:6	Personal Room ID:	100190 • Office	
		00.00.02.0	* Subject:	8200190's Personal Room 1-80 characters	
Failed	0		Organizer:	liwei wli@grandstream.cn	
			• Time Zone:	(GMT-04:00) Eastern Time (US and Canada) v	
			Duration:	1 v hr 0 v min	
			* Server's Preferred Location:	beljing5, China(183.136.237.37) v	
			Password:	0.8 digits	
			Meeting Settings:	☐ Muted by Host on Entry	
				Display Attendees List/Status     Allow Chat	
				Automatic Recording Disable Presentation	
				Call host automatically when joined the meeting	
			Meeting Layouts:	Tile (Auto)     Focus (1+7)     Speaker Layouts	
				≪ < 1/1 > ≫	20 👻 items
Cookie Settings			©2019	Grandstream Networks, Inc. All rights reserved. About Us   Contact Us English *	

- 4. All the scheduled Personal Room will use this "Personal Room Template". If the user changes the conference password, server location, participants control, the scheduled Personal Room will be updated with this updated template.
- 5. If the conference password is updated, the meeting system will send Emails to the meeting host and panelists/meeting invitees.

#### Note:

If there are some meetings are in progress, or some "To be hosted" Personal Rooms the user cannot edit the "Personal Room Template".

#### **Meet Now**

Users can start an instant meeting on IPVideoTalk Portal.

1. Go to IPVideoTalk Portal and click on

Meet Now +

- 2. Enter the meeting information into the appropriate fields, and the meeting will be considered as an instant meeting by default:
  - **Plan/Room Device:** Select the host device or web meeting plan for the meeting. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Or, select the purchased/assigned web meeting plan.
  - If the user selects "Room Device", the default setting is "Personal Room", and the meeting title and password will be loaded with the information in the "Personal Room Template". If the user wants to update the information, please click on "Edit Personal Room Template".





- If the current plan or room device has a meeting in progress, the user cannot start an instant meeting. If the room device has a "To be hosted" Personal Room, the user cannot start an instant meeting.
- Subject: Fill in the subject of the meeting.
- **Password**: Users can set meeting password for the meeting. This is optional. Setting meeting password can prevent meeting from being interrupted by any unexpected callers.
- **Invitees:** The user could input the Email or IPVideoTalk ID to invite the participant. The user could also click on "Frequent Contacts" to select the invitees.

	Meet Now	×
* Plan/Room Device:	8202306(sqhuang's GVC3200) -IPVideoTalk Enterprise (up to 200)	Edit personal room template
Personal Room ID:	102306	
Subject:	8202306's Personal Room-修改	
Password:	234	
Invitees:	Separate invitees emails or IPVideoTalk accounts with enter or semicolon key	Invitees are included in the 199 person limit
	0/199	
	Frequent contacts •	
	Meet now Cancel	

- 3. When done, click "Meet now" to confirm. Then, users will be directed to the WebRTC meeting starting interface, and will automatically initiate a call to the host device.
- Users could modify the default information for "Meet Now". Go to IPVideoTalk Portal -> Settings -> Meet Now Template, users could modify the default meeting information.

### Schedule IPVideoTalk Meetings

1. Access Meeting screen and click on

#### Schedule a New Meeting

Schedule Meeting +

, and select the meeting type.

2. Fill in meeting information.

#### Basic Info:

• **Plan/Room Device:** Select the host device or web meeting plan for the meeting. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Or, select the purchased/assigned web meeting plan.





- **Personal Room:** If the user selects Room Device, the user could also select to use the Personal Room Number. This Conference ID is the personal conference room, and the Conference Password, Attendees Control, Server Location will be loaded from the Personal Room Template. If the user wants to update the information, please click on "Edit Personal Room Template".
- **Subject**: Fill in the subject of the meeting.
- Time Zone: Select time zone for the meeting.
- Start Time: Set start time for the meeting.
- **Duration**: Set the expected meeting duration and it is visible to other participants. Users can end the meeting in advance or delay the meeting, the meeting is not restricted by the configured duration.
- Recurring: Recurring meeting on regular time basis. Please refer to chapter If the Webinar is scheduled successfully, the system will send notification Email to the panelists and participants automatically. Users can also check the Webinar details on the host device schedule interface on LCD or Web UI. The host device will initiate Webinar automatically at scheduled Webinar starting time.
- 1. If the Webinar time of two scheduled Webinars are overlapping during the same period, there will a prompt to indicate users to change the schedule. Users can still schedule the Webinar and ignore the overlap.
  - Schedule a Recurring Meeting for more information.
  - **Password**: Users can set meeting password for the meeting. This is optional. Setting meeting password can prevent meeting being interrupted by any unexpected callers.
  - **Description:** Users could input the descriptions of the meeting, in order to mark the meeting.
  - **Agenda:** Users could enter the agenda of the meeting. The participants will see it in the meeting invitation Email.
  - **Meeting Settings Automatic Recording:** If this option is selected, the meeting will be recorded automatically once the meeting is started.
  - **Meeting Settings Meeting Locked:** If the option is enabled, the meeting is locked by the meeting host, and only the invitees can join into the meeting. The meeting host still can invite other participants join into the meeting at this time.
  - Attendees Control Mute Attendees on Entry: If checked, all participants will be muted when entering the meeting.
  - Attendees Control Display Attendees List: If set to "Yes", WebRTC participants could view the
    participants list during the meeting. If set to "No", WebRTC participants can only see the host in
    the participants list.





- Attendees Control Allow Chat: If checked, all participants can chat.
- Attendees Control Play Beep When Join/Leave Meeting: If checked, when there is a meeting participant join/leave the meeting, other participants will hear the beep notification.
- Attendees Control Disable Presentation: If selected, Presentation will be disabled during the meeting.
- Attendees Control Call host automatically when joined the meeting: Only available when GVC is the meeting host. When selected, a call will be made immediately by the attendee who joined the meeting before the host did until the meeting started.
- **Host Email**: Users could enter the Email of the host who will receive an Email that contains host code and reminds him/her about the meeting to be hosted.
- Server Location: Specify the server where the meeting will be hosted. When the meeting starts, it
  will automatically connect to the specified server region, and all participants will connect to it. To
  ensure the meeting quality, users should select the closest sever to the meeting location, or where
  most participants are located. e.g., Oregon for US area, Frankfurt for EU area, and Sydney for
  Asia and Pacific area.
- **Participants**: Users can enter Email to invite meeting participants, or enter IPVideoTalk ID of other GVC32XX devices. Users can also input name or the key words to search for company contacts. The user could also click on "Frequent Contacts" to select the invitees.
- Meeting Layout: Users can pre-select the layout of the meeting, and the meeting will apply this meeting layout by default when the meeting starts. The Meeting Layout supports: Tiling (1+1, 2\*2, 3\*3, 4\*4, Automatic Mode), Focus Mode (Solo, 1 (large) +3 (small), 1+5, 1+7), and Speaker Mode (The speaker will see the other participants' video in sequence, and the other participants will see the speaker's video in full screen).

If the selected Meeting Layout is Speaker Mode, the user needs to configure the speaker's IPVideoTalk ID or email address, and the user needs to select them among panelists or invitees. The "Speaker Display Name" is the name displayed in the meeting video image when the speaker has not joined into the meeting yet.

Meeting Layouts:	C Tiling (Auto) 🔹	Focus (1+7) 🔹 💽 Speaker La	iyouts
* Speaker	104		7
* Speaker Display Name	jyli's GVC		1-64 characters

#### Email settings:

• Email Reminder: If set to "Yes", the notification Email will be sent to the host and all invited participants 15 minutes before the meeting starts. Users could also configure the Email reminder, set the sending time before the meeting. Users could set 3 Email reminders for each meeting.





	Email Settings			
Email Reminde	er: 🔽 Send Ren	ninder Email Bef	ore Th	ne Meeting
	✓ 15	▼ Minute	Ŧ	before meeting
	1	▼ Hour	Ŧ	before meeting
	1		~	before meeting

Basic Info Ema	ail Settings
* Plan/Room Device:	8202306(sqhuang's GVC3200) - IPVideoTalk Enterprise (up to 200)  Use personal room, meeting ID: 102306 Edit personal room template
* Subject:	1-80 characters
* Organizer:	sqhuang sqhuang@grandstream.cn
* Time Zone:	(GMT+08:00) Beijing, Chongqing, Hong Kong SAR, Urumqi
* Start Time:	09/23/2017 • 03 • : 10 • PM •
* Duration:	1 v hr 0 v min
	Tip: 8202306(sqhuang's GVC3200) -IPVideoTalk Enterprise (up to 200) has 2 meetings in this time period, please select another time
Password:	0-8 digits
Description:	0/500 characters
Agenda:	0/500 characters
* Phone Access Numbers:	United States: +1 (617) 315-80 Select number
<ul> <li>Server's Preferred</li> <li>Location:</li> </ul>	Beijing13, China(183.131.13.147)
Attendee Controls:	✓ Muted by Host on Entry
	✓ Allow Chat ✓ Play Beep When Attendee Joins/Leaves Meeting
	Schedule         Cancel

- 3. If the meeting is scheduled successfully, the system will send notification Email to the Email participants automatically. Users could also check the meeting detailed on the host GVC3200/GVC3202 schedule interface on LCD or Web UI. The host GVC3200/GVC3202 will initiate meeting automatically when the meeting time starts.
- 4. If the two scheduled meetings time are overlapped during the same period, there will a prompt to indicate users to change the schedule. Users still can schedule the meeting and ignore the overlap.





# ∕∆<sub>Note:</sub>

Please make sure the host GVC3200/GVC3202 is powered on and connected to Internet when the meeting is about to start.

### Schedule a New Webinar

2. Access Meeting screen and click on

Schedule Meeting +

, and select the meeting type.

3. Fill in meeting information.

#### Basic Info:

- **Plan/Room Device:** Select the host device or web meeting plan for the Webinar. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Or, select the purchased/assigned web meeting plan.
- Subject: Fill in the subject of the Webinar.
- **Time Zone**: Select time zone for the Webinar.
- Start Time: Set start time for the Webinar.
- **Duration**: Set the expected Webinar duration and it is visible to other participants. Users can end the Webinar in advance or delay the Webinar, the Webinar is not restricted by the configured duration.
- Recurring: Recurring Webinar on regular time basis. Please refer to chapter If the Webinar is scheduled successfully, the system will send notification Email to the panelists and participants automatically. Users can also check the Webinar details on the host device schedule interface on LCD or Web UI. The host device will initiate Webinar automatically at scheduled Webinar starting time.
- 4. If the Webinar time of two scheduled Webinars are overlapping during the same period, there will a prompt to indicate users to change the schedule. Users can still schedule the Webinar and ignore the overlap.
  - Schedule a Recurring Meeting for more information.
  - **Password**: Users can set Webinar password for the Webinar. This is optional. Setting Webinar password can prevent Webinar being interrupted by any unexpected callers.
  - **Description:** Users could input the descriptions of the Webinar, in order to mark the Webinar.





- **Agenda:** Users could enter the agenda of the Webinar. The participants will see it in the Webinar Invitation Email.
- **Phone Access Number**: In the Invitation Emails, it will show the default Phone Access Numbers. The scheduler could also select to show only 2 default Phone Access Numbers.
- Attendees Control Mute Attendees on Entry: If checked, all participants will be muted when entering the Webinar.
- Attendees Control Display Attendees List: If set to "Yes", WebRTC participants could view the
  participants list during the Webinar. If set to "No", WebRTC participants can only see the host in
  the participants list.
- Attendees Control Allow Chat: If checked, all participants can chat.
- Attendees Control Play Beep When Join/Leave Meeting: If checked, when there is a Webinar participant join/leave the Webinar, other participants will hear the beep notification.
- Attendees Control Enable Q&A: If this option is selected, the Q&A feature is supported during the Webinar. The Q&A module will be shown up on the Webinar interface. The Webinar participants could send questions for the Webinar host/panelists, and the Webinar host/panelists could select to answer the questions.
- Attendees Control Automatic Recording: If this option is selected, the Webinar will be recorded automatically once the Webinar is started.
- **Host Email**: Users could enter the Email of the host who will receive an Email that contains host code and reminds him/her about the Webinar to be hosted.
- Server Location: Specify the server where the Webinar will be hosted. When the Webinar starts, it will automatically connect to the specified server region, and all participants will connect to it. To ensure the Webinar quality, users should select the closest sever to the Webinar location, or where most participants are located. e.g., Oregon for US area, Frankfurt for EU area, and Sydney for Asia and Pacific area.
- Add Panelists: Users could add panelists (meeting host) with their names, Email addresses, photos and introductions. Other participants will see the information of the invited panelists (meeting host). And, when users customize the registration page, users could add the information of the panelists (meeting host) into the registration page. In this case, other participants will see the Webinar host/panelists information when joining into the Webinar.
- **Participants**: Users can enter Email to invite Webinar participants or enter IPVideoTalk ID of other device devices. Users can also input name or the key words to search for company contacts. The number of invitees is depending on the plan of the organizer.





- **Participants Registration**: If checked, the participants except invitees should register before joining the Webinar, this feature will help the host to collect the participants' information. The system will provide Webinar registration link, all participants except invitees need to register the Webinar via the link. Users could customize the registration page.
- **Registration:** If the Webinar is recurring Webinar, the user could also select to allow the invitee to register only once and join all recurring Webinars, or only for the next Webinar.
- **Approval:** Users could set to get verified automatically or verified manually. If it is set to get verified manually, the participant will not receive the confirmation Email immediately after registering, and the participant cannot join into the Webinar until passing the verification.
- **Notifications:** If this option is checked, when someone registers for this Webinar, the Webinar system will send a notification automatically to the Webinar host.
- Meeting Layout: Users can pre-select the layout of the meeting, and the meeting will apply this meeting layout by default when the meeting starts. The Meeting Layout supports: Tiling (1+1, 2\*2, 3\*3, 4\*4, Automatic Mode), Focus Mode (Solo, 1 (large) +3 (small), 1+5, 1+7), and Speaker Mode (The speaker will watch the other participants' video in sequence, and the other participants will see the speaker's video in full screen).

If Meeting Layout is set to Speaker Mode, user needs to configure the speaker's IPVideoTalk ID or email address, and the user needs to select them among panelists or invitees. The "Speaker Display Name" is the name displayed in the meeting video image when the speaker has not joined into the meeting yet.

Basic Info Cus	tom Registration Page	Email Settings	
* Plan/Room Device:	8202306(sqhuang's GVC3200) -I	IPVideoTalk Enterprise (up to 200) 💌	
* Subject:	Test Webinar		<b>O</b>
* Organizer:	sqhuang	sqhuang@grandstream.cn	
* Time Zone:	(GMT+08:00) Beijing, Chongqing	i, Hong Kong SAR, Urumqi 🔹	
* Start Time:	09/23/2017 👻	04 • : 25 • PM •	
* Duration:	1 • hr 0 • min		
	🗌 Recurring 🗢		
Password:			0-8 digits
Description:			0/500 characters
Agenda:			0/500 characters
* Phone Access Numbers:	United States: +1 (617) 315-8	0	Select number
<ul> <li>Server's Preferred Location:</li> </ul>	Beijing13, China(183.131.13.147	) -	
Attendee Controls:	Muted by Host on Entry	Display Attendees List/Status	
	Allow Chat	Play Beep When Attendee Joins/Leaves Meet	ing
	✔ Enable Q & A	Automatic Recording	





Panelists:	John Email/IPVideoTalk ID: test@gs.com Notes: Speaker Li	
	+ Add You can view participantsts in the meeting, and synchronize to the Custom Registration page. (Panelists are included in the 199 person limit)	
Invitees:	Separate invitees emails or IPVideoTalk accounts with enter or semicolon key (/199	Invitees are included in the 199 person limit
Participants Registration:	Frequent contacts ▼ ✓ Must register to join meeting (Webinar) Custom Registration Page If checked, the system will provide a meeting registration link, all participants except invitees should join the meeting via the link.	
	Registration: <ul> <li>Attendees need to register for each individual meeting to attend</li> <li>Attendees register once to attend all recurring meetings</li> </ul>	
	Approval:      O Automatically approve The system will automatically approve and send registrants the confirmation email      Manually approve The organizer must appove manually before the registrants receive the confirmation email	
	Notifications:	
Post Attendee URL:	http://	0-255 characters
	Schedule         Cancel	

- 5. Fill in Webinar information : <u>Custom Registration Page.</u>
  - i. Users could customize the banner, the information options from the participants, the Webinar host/panelists' business card and so on.
- ii. The figure below shows the registration page for Webinar participants. Users could drag the items from "Register Items" / "Options" from the right side to the left-side page. When done, users could click

on the button

Preview

on the bottom page to preview the registration page.

- **Banner**: The size is up to 1000\*200, and the image format includes png, jpg, jpeg and another common image format.
- Register Items: The default displaying items are Name, Email address and Country. Users could customize and add up to 20 options. The Registration Items include Input, Drop-down, MText, Radio, and Multiple Checkboxes. Users could customize and add the items by requirements, and users could also define the customize option is a required option or not.





Register Items 🔿
Input
Dropdown
MText
<ul> <li>Radio</li> </ul>
Multiple checkboxes

 Options: Users could drag options "Lecturer Info", "Meeting Description" and "Meeting Agenda" to the registration page. Users could add up to 5 lecturers on the registration page. Users need to select the lecturers from the invited Webinar panelists. Users could move the panelist to the registration page or add a new lecturer. The new added lecturer will not be moved to the Webinar panelists.



- **Move Options**: Move the mouse to the option, and there will be an icon Shown on the right upper side of the option. Click on the icon and drag the option to the location where you preferred.
- Edit Options: Move the mouse to the option, and there will be an icon Shown on the right upper side of the option. Click on the icon and start to edit this option such as the option name, the sub-options, and whether if the option is required.





• **Delete Options**: Move the mouse to the option, and there will be an icon shown on the right upper side of the option. Click on the icon and users could delete this option.

Basic Info	Custom Registration Page Email Settings	
		Options $\checkmark$
	$\sim$	Register Items \land
	IPVideoTalk Banner size: 1000*200	Input
		Dropdown
	<b>Registration for Test meeting</b> 2017/05/16 08:20PM2017/05/16 09:20PM (GMT-12:00) International Date Line West	MText
Di	isplay local timezone (GMT-12:00) International Date Line West 🔹	
		O Radio
Decista		Multiple checkboxes
Registra	ation information	
* Name	* Email	
* Country	United States of America 🔹	
	Preview Schedule Cancel	

- iii. The language on the customized registration page is depending on the language of Webinar scheduler. For example, if the person who schedules this Webinar is using French, the registration page for the participants is in French, and this cannot be updated.
  - 6. Fill in Webinar information : Email Settings.
    - Email Reminder: If set to "Yes", the notification Email will be sent to the host and all invited participants 15 minutes before the Webinar starts. Users could configure the time when users want to send the notification Emails, up to 3 times.
    - **Thank-you Email**: If checked, the system will send a Thank-you Email to the Webinar participants, the host can also customize the contents in the Email. Users could customize the Thank-you Email and preview the Email.
    - **Missed-you Email**: If this option is selected, the Webinar system will send the Emails to the users who registered/invited but miss the Webinar.





Basic Info Cus	tom Registration Page Email Settings	
Email Reminder:	<ul> <li>Send Reminder Email Before The Meeting</li> <li>15 • Minute • before meeting</li> <li>1 • Hour • before meeting</li> <li>1 • Day • before meeting</li> </ul>	
Thank-you Email:	Send to all participants after meeting Thank you for attending today's meeting, <insert here="" meeting="" name="">, hosted by <insert host="" name="" of="">. If you have any further needs or questions regarding today's meeting please contact the meeting organizer or host.</insert></insert>	Preview email 216/500 characters
Missed-you Email:	Sorry we missed you for today's meeting, if you have any questions or needs regarding the meeting please contact the host or coordinator.	Preview email 137/500 characters
	<b>Schedule</b> Cancel	

- 7. If the Webinar is scheduled successfully, the system will send notification Email to the panelists and participants automatically. Users can also check the Webinar details on the host device schedule interface on LCD or Web UI. The host device will initiate Webinar automatically at scheduled Webinar starting time.
- 8. If the Webinar time of two scheduled Webinars are overlapping during the same period, there will a prompt to indicate users to change the schedule. Users can still schedule the Webinar and ignore the overlap.

#### **Schedule a Recurring Meeting**

Users could schedule a recurring meeting if users want to have a meeting on daily/weekly/monthly basis. Select "Recurring" below "Duration" option when scheduling a meeting as the figure shown below:





* Duration:	1 ▼ hour
	Recurring: Day Week Month Wonth Recurring Range: * Start by Every 1 Week (s) on: Mon Tue Wed Thu Fri Sat Sun 06/30/2016 End by 06/30/2016 After 10 Meeting (s) No End

Users can set the following recurring range:

Recurring	Options	Examples
	Every N day (s)	e.g.: have meeting per day
Day	Every workday (Monday to Friday)	e.g.: have meeting per day from Monday to Friday
Week	Every N week (s) + weekday (Optional:	e.g.: have meeting on Monday
VVCCK	from Sunday to Saturday)	every two weeks
Month	Every N month (s) + one exact day (day-of-month, weekday-of-month)	e.g.: have meeting on the first day of every month, or on the fourth Friday of each March
Start by	Start recurring meeting since this day	
	<b>No end</b> : recurring meeting always takes effect	
End by	End by date: set the date until when the	
	recurring meeting will end	
	End by times: the meeting ends	
	recurring after N meeting (s)	

When one of the recurring meetings ends, it will automatically display the next upcoming one in the recurring meeting schedule.

#### **View Meeting**

Users could view upcoming or history meetings of all linked devices, and filter meetings for different host devices to view available time frames of each device.





1. Click on "Upcoming" tab on the left to view upcoming meetings or the "History" tab to view history meetings.

Status		Specifications
	Not started	The meeting is not started, users can edit or cancel meeting.
Upcoming	To be hosted	The meeting is about to start, waiting for the host to start meeting. Users can edit or cancel meeting.
	In process	The meeting is in process, users can end meeting.
Ended		The meeting is held successfully and ended. If the meeting ended unexpected, users could restart or reschedule meeting.
History	Expired	The meeting is not started in the scheduled time period. The meeting is expired automatically. Users can reschedule meeting.
	Canceled	The meeting is canceled. Users can reschedule meeting.

- 2. If the meeting is marked with "**Invite**" icon, it means that someone invited the user to the meeting through the email. The user can click the "**Invite**" button to join the meeting immediately.
- 3. If the meeting requires the participants to register before joining the meeting, then, the user could check the number of registrants on the IPVideoTalk Portal.

ſoday	Test Meeting	egistrants: 3	🕒 To be hosted
03:50PM	Host Device:	8200292 (sqhuang's device)	
	Participants:	4 sqhuang@grandstream.cn; sqhuang(sqhuang@grandstream.com); William(william@gmail.com);	
04:50PM	Meeting ID:	131700845	
	Meeting URL:	https://meetings.ipvideotalk.com/131700845	
	Registration URL:	https://meetings.ipvideotalk.com/131700845/register	

- 4. If there is a participant joining into the waiting room, there will be a prompt showing "Waiting Room: N" to indicate how many participants are waiting in the waiting room. The participants could join into the waiting only if the meeting status is changed to "To be hosted".
- 5. Move the cursor on the meeting, and click on button meeting information.





Copy meeting invitation	×
Hello, You have been invited to attend the following meeting: Subject:test_everyDay Time:May 11, 2017 09:00PM Beijing, Chongqing, Hong Kong SAR, Urumqi Organizer:[chtfeng] 8200115 Meeting URL:https://meetings.ipvideotalk.com/44767206 Meeting ID:44767206 Password: PSTN Access:United States: +1 (617) 315-8088	
Press Ctrl+c or copy to clipboard Select All Cancel	

6. Click on one meeting's subject to view its details.

IPVideoTalk		Meeting Details (Not started)	
		Meeting Info Invitees Registrants	
	Subject:	Test Meeting	Registrants list.csv 🛓
	Start Time:	2016/11/28 18:00	
		Beijing, Chongqing, Hong Kong, Urumqi	
	Duration:	1hr	
	Meeting ID:	120095107	
	Password:	123	
	Meeting URL:	https://meetings.ipvideotalk.com/120095107	
	Register URL:	https://meetings.ipvideotalk.com/120095107/register	
	PSTN Access:	United States: +1 (617) 315-8088,HZ +86 (888) 888-8888 View all numbers	
	Agenda:	assd	
	Email Reminder:	15 Minutes in Advance	
	Attendees Control:	☑ Muted by Host on Entry	
		Display Attendees List/Status	
		✓ Allow Chat	
		☑ Play Beep When Join/Leave Meeting	
	Host Device:	8200292 (sqhuang's device )	
	©2016 Grandsti	eam Networks, Inc. All rights reserved. About Us   Facebook   Twitter   Contact Us English -	

7. In Meeting Details page, users could check the invitees and registrants list (If the meeting does not require registering, the registered users list will be hidden). If users have customized some options on the registration page, the customized options will be shown on Meeting Details page. Users could also download the Registrants List on this page. Before the meeting starting time, it allows users to resend the invitation Emails to the invitees or registrants.





If it is set to get approval manually, the meeting host has to verify the registration. The participants who pass the approval can receive the Invitation Emails and join into the meeting any time. Otherwise, the participants cannot receive the Invitation Emails, and cannot join into the meeting. The rejected participants could register again on the IPVideoTalk Portal, and renew the registration information, and wait for the verification by the meeting host. The participants who pass the approval could only renew the registration; the status of approval is still passed.

IPVideoTalk		Meeting Details (Not started)		rted)	
		Meeting Info	Invitees (1)	Registrants	
	Name/Email Country			Registered at	
sqhuang sqhuang@grandstream.com		China		09/20/2016 06:16PM	
	William wiliam@gmail.com	China		09/20/2016 06:16PM	

8. Once the meeting is ended, the user could check the detailed information of the meeting. It will show the actual attendees list, including participants' names, Email addresses (numbers), client's type, country, meeting duration and the leaving time.

If the meeting is cancelled or expired, it will also show the Participants List of the conference waiting room.

Meeting Details (Ended)					
Meeting InfoParticipantsInviteesRegistrants(2)(1/1 100%)(0)					
Name/Email	Device Type	Country	Joined at	Left at	
sqhuang(host) 452513959@qq.com	Firefox	China	20:40	20:58	
cc(Panelists) sqhuang@grandstream.cn	Chrome	China	20:38	20:58	

9. In the meeting detailed information, it will show the joining meeting timeline for all participants, and the registration timeline for registrants. The "Pie statistics graph" including the countries of all participants, and the clients' type of the participants.













10. After the meeting is ended, users could export the meeting report, including Meeting Details, Chat Content, Participants List and Registrants List, Q&As, Recording files (it will show all recording files if users have multiple recording operation). If the meeting does not request the participants to register, there will be no Participants List.





	Meeting details.pdf	$\leftarrow$
	Chat content.txt	$\pm$
	Participants list.csv	$\pm$
	Registrants list.csv	$\pm$
80 E	questions and answe	ers
	Record1 ⊻	$\pm$
TEN	Record2	$\pm$

#### **Start Meeting or Webinar Manually**

Users can start an IPVideoTalk meeting or Webinar manually before the starting time.

- 1. Access Upcoming meetings list, move the mouse cursor on the meeting and click on button.
- 2. If the current organizer is in an ongoing IPVideoTalk meeting, or the meeting is in time conflict with another one, it cannot be started manually.
- 3. When the meeting is started, the user will join the meeting automatically, and becomes a meeting host by default.
- 4. If the meeting organizer is a GVC320x device, it will receive the call automatically if the meeting is started before the starting time.

#### **Edit Upcoming Meeting**

Follow the steps below to edit scheduled meeting:

- 1. Access Upcoming meetings list, move the mouse cursor on the meeting and click on button.
- 2. Fill in the new meeting information and click "Save". Once the meeting is saved, the users can edit all fields, including the meeting organizer.



Edit



- 3. If the meeting status is "To be Hosted", the user can only add invitees, and other information cannot be revised.
- 4. When users try to edit a recurring meeting, users could only "Edit this meeting", or "Edit the recurring meeting".

# ∕∆<sub>Notes:</sub>

- If the plan for the IPVideoTalk ID is changed, the number of allowed participants will be adjusted accordingly.
- If the meeting subject or meeting time is changed, an Email will be sent automatically to inform all Email participants.
- If users add or delete a new participant, the Email participants will receive Email notifications.

#### **Cancel Upcoming Meeting**

- 1. Access "Upcoming" meetings list and move the mouse cursor on the meeting. Then click the Cancel button. Cancel
- 2. To confirm canceling the meeting, click "OK" in the pop-up dialog. Otherwise, click "Cancel".
- 3. If it is a recurring meeting, users could cancel all the repeated meetings or the meeting only to be held this time.

#### **Reschedule Meeting**

If users would like to host a meeting that has the same meeting information as the past meetings, the users could find the past meeting in history meeting list and reschedule it from there.

- 1. Access History meetings list, move the mouse cursor on the meeting and click "Reschedule" button.
- 2. Users could import the previous participants, registrants, or invitees. Once the option is checked, the participants/registrants/invitees will be filled into the corresponding section, and users could edit the section if needed.
- 3. Fill in the new meeting information and click "Save". The users can edit all fields including the host device when editing the meeting for rescheduling.
- 4. After the meeting is saved, a new meeting ID will be generated. Email notifications will be sent to Email participants.




#### **Restart Meeting**

- 1. Access History meetings list, put the mouse cursor on the meeting and click "Restart" button.
- 2. Users will see the meeting in Upcoming meeting list with the same meeting ID, and a notification Email will be sent to Email participants automatically.

## **After-Meeting Report Email**

When the meeting is ended, a report Email will be sent to the registered Email address and the host Email address.

The Email contains the meeting information such as meeting duration, the number of participants and registrants list as shown in figure below, host Email will also get a pdf attachment containing detailed report statistics. You can also log in to <u>www.ipvideotalk.com</u> to view the meeting details.

IPVideoTalk	
you can view detailed statist	meeting with IPVideoTalk. Now that your online event is over, ics about your meeting. Basic statistics are included below and hed report for more detailed statistics.
Subject:	invite_register
Meeting Time:	May 13, 2016 11:34AM Beijing, Chongqing, Hong Kong, Urumqi
Meeting Duration:	1min
Host Device:	(CompanyABC) John Doe
Meeting ID:	344667952
Number of Participants:	2
Maximum Visitors at the s	ame time: 2
Average Participant Attend	lance Duration: Omin
Registrants at the Meeting	/Number of Registrants: 1/3(Rate:33%)
A detailed meeting report	is attached to this email. You can also log in to your account
	com to access the full meeting report.
This is an automatically gene	erated email. Please do not reply.
©2016 Grandstream Netwo	rks, Inc. All rights reserved.





# **Notification Email**

When the plan has expired or about to be expired, the device firmware version is too low, or the device is frozen by IPVideoTalk server, a notification Email will be sent to the registered Email address to inform the users.





# CONTACTS

Users could save the contacts or public devices to the IPVideoTalk cloud system. It provides the following convenience and benefits to the users:

- Quickly add participants when scheduling a new meeting.
- All the linked devices could share the same contacts centrally managed in the cloud system. The device can view contacts in GVC3200/GVC3202 LCD idle screen->Applications->IPVideoTalk application.
- Quickly search contacts in the IPVideoTalk Cloud Platform when calling other IPVideoTalk IDs.

Users could create business contacts or personal contacts in Contacts:

- 1. **Business Contacts:** The contacts under this section are common contacts for the same business. Users in the same business and sub-users will see the contacts.
- 2. **My Contacts:** The contacts under this section are only for current login account, other users cannot see the contacts even though they are in the same business group.

IPVideoTalk	Com	pany AE	3C						chidai [→
			Meetings	Contacts	Devices	Plans   Statistics	System	Settings	
My Contacts		⊕ Add C	ontact					Enter Name/Email	Q
Business Contacts		Name	2			Email			
+ New Department		AAA				1111@test.com			
<ul> <li>Company ABC</li> <li>Department A</li> </ul>	100 1	Alice				111@qq.com			
<ul> <li>Department B</li> <li>Department C</li> </ul>	1	chfsh	an			1111@gs.com			
Department D	1	hz-te	st			hz-test@grandstream.cn			
		sqhua	ang			111111@test.com			
		sqhua	ing1			huang45251@163.com			
		Test2				test2@gs.com			
		William	n			invite@gs.com			
		wwch	en			1158461496@qq.com			
						≪ < 1 /1 ►	*		20 v items
			©2016 Grandstr	eam Networks, Inc. All	rights reserved.	About Us   Facebook   Twi	itter   Contact Us	English 🝷	

# **My Contacts**

The contacts under this section are only for current login account, and the user cannot create groups and manage the contacts. When the user schedules a meeting and adds invitees, the system will search "My Contacts" quickly and match the contacts.





#### Add Contacts

The invitees' Email address in scheduled meetings will be saved into "My Contacts" automatically. The user could also "Add Contacts" in IPVideoTalk Admin Portal.

#### • Edit Contacts

The user could edit the contacts information at any time, including contacts name and Email address.

## Delete Contacts

This is used to delete the contacts.

# **Business Contacts**

The contacts under this section are common contacts for the same business. Users in the same business and sub-users will see the contacts.

# **Contacts/Public Devices**

Users can check all contacts and devices of company as shown below:

## **Company contacts**

The green icon indicates "ONLINE" status while the gray icon indicates "OFFLINE" status or no IPVideoTalk ID.

## Public devices

The green icon indicates "ONLINE" status while gray icon indicates "OFFLINE" status.

IPVideoTall	k  Co	mpanyABC						<b>1</b> ca	ompanyABC [+
		Meetings	Contacts	Devices	Plans	Statistics   S	System	Settings	
Directory Organizat		🕂 Add 🛃 Imp	oort 🕞 Exp	ort				Enter Name/IPVT ID	Q
CompanyABC     Franch A	11 5	Name		IPVT ID		Email		Department	
Branch B Branch C	1 0	8200504		8200504				Branch A	
		🗌 👤 EMEA office		8200495				CompanyABC	
		🗌 👤 Jane Smith		8200495		gs@test.co	m	Branch B	

## **Add Contact**

Users could add contact from its own company.

1. Click <sup>⊕ Add</sup>

on top and select "Add Contact" in the drop-down menu.

2. Fill in contact information.





- **Name**: Enter the name of the contact.
- **IPVT ID:** Enter a random IPVideoTalk ID, e.g. the IPVideoTalk ID of the GVC3200/GVC3202 from the customer/partner.
- **Department**: Select the department that the contact belongs to, so that the contacts can be managed in groups.

	Add Co	ntact	×
* Name:		1-64 characters	
IPVT ID:		~	
Email:			
Phone:			
Department:	ABCD	▼	
	Save	Cancel	

3. Click on "Save" to save contact.

#### **Add Public Device**

Users could add public devices, and the devices should have a registered IPVideoTalk ID such as GVC3200/GVC3202.

- 1. Click Add on top and select "Add Public Device" in the drop-down menu.
- 2. Fill in public device information.
  - **Device**: Enter the name of the device.
  - **IPVT ID**: Choose IPVideoTalk ID of the device.
  - **Department**: Select the department the contact belongs to so that the contacts can be managed in groups.





	Add Public Device	×
* Device:		1-64 characters
* IPVT ID:		
Department:	ABCD	
l	Save	ancel

3. Click "Save" to save public device.

## **Edit Contact/Public Device**

To edit contact or public device, click on one contact or public device and edit the information in the pop-up dialog. Click on "Save" to save the changes.

## **Delete Contact/Public Device**

- Move the cursor on one contact or public device to bring up the "Delete" button to delete.
- To batch delete contacts or public devices, batch check the contacts or public devices and click

Delete button.

# **Departments**

Company groups could be managed using "Departments", which are displayed in tree structure as shown below.







## **Add Department**

1.	Click	+	on top and fill in department and superior department information
----	-------	---	---

	New Dep	artment	
<ul> <li>Department Name</li> <li>Superior</li> <li>Department</li> </ul>	ABC Company	1-64 characters	
	Save	Cancel	

靣

2. Click "Save" to save department.

## **Edit Department**

Users could change department name or superior department.

- 1. Move the cursor on one department in tree structure and click
- 2. Edit department name or change superior department in the pop-up dialog.
- 3. Click "Save" to save changes.

## **Delete Department**

- 1. Put the cursor on one department in tree structure and click on
- 2. Click "OK" to confirm or click "Cancel" to cancel.

# **Import Contacts**

- 1. Click on <sup>1</sup> Import
- 2. Download the template Excel form by clicking the link **Download** the template in the pop-up window.





1.SI	upport xls.	xlsx , vcard fo	ormat.					
2.Tł	ne departn	nent beina imp	orted should	be in the form o	f excel or out	look.		
				stem will create				
+.PI	ease ensur	,	cument temp		s pictured be	, _	nload the template	:
	A	В		C		D	E	F
1	<2>The r <3>Type <4>Name	: Defines whethe e: Name of the co	s required to fill r is the contact o ontact, 64 chara	in while the black or public device. 0: cters; ls, use "/" to separa	default, conta	ct; 1: public de		
1	<2>The r <3>Type <4>Name <5>Depa E.g.: Han	ed field in Excel i : Defines whether e: Name of the co rtment: The uppe gzhou Branch/R&	s required to fill r is the contact o ontact, 64 chara er limit is 4 leve D Department.	or public device. 0: cters; ls, use "/" to separa The default is unde e device enables. I	default, contact ate higher and er the root direct t is a required f	ct; 1: public de lower departm ctory if not fill	ent. in;	
2	<2>The r <3>Type <4>Name <5>Depa E.g.: Han <6>IPVid	ed field in Excel i : Defines whether e: Name of the co rtment: The uppe gzhou Branch/R& eoTalk ID: the IP	s required to fill r is the contact of Intact, 64 chara er limit is 4 levei D Department. VideoTalk ID th	or public device. 0: cters; ls, use "/" to separa The default is unde e device enables. I Cont	default, contact ate higher and er the root direct t is a required f tacts	t; 1: public de lower departm tory if not fill filed as public (	ient. in; device.	
	<2>The r <3>Type <4>Name <5>Depa E.g.: Han	ed field in Excel i : Defines whether e: Name of the co rtment: The uppe gzhou Branch/R&	s required to fill r is the contact of Intact, 64 chara er limit is 4 levei D Department. VideoTalk ID th	or public device. 0: cters; ls, use "/" to separa The default is unde e device enables. I	default, contact ate higher and er the root direct t is a required f tacts	ct; 1: public de lower departm ctory if not fill	ent. in;	Email

- 3. Fill in required information in Excel form.
  - **Type**: Fill in "0" for contact and fill in "1" for public device. The default value is 0.
  - Name: This field is required. Otherwise, the entry cannot be imported.
  - **Department**: Users can fill in department. If there is no department, the system will fill in automatically.
  - **IPVideoTalk ID**: If Type is "1", it is required to fill IPVideoTalk ID number here. Otherwise, the entry cannot be imported.
- 4. Click <u>Select the file</u> to import Excel form.
- A message will prompt to remind users the quantity of the entries successfully imported, and failed to import. The GVC3200/GVC3202 devices imported successfully will receive authentication message in LCD idle screen->Applications->IPVideoTalk->Notices.

**Note:** Please make sure the imported file has the same file encoding format as the selected file. Otherwise, the file will not be read by the system and fail to be imported.

# **Export Contacts**

- 1. Click on Export
- 2. The system will download the exported Excel form.





# **PLANS**

In "Plans" page, users could perform the following operations. The table below lists plan status definitions.

Status	Specifications
About to expire	The plan is about to expire in 15 days.
Expired	The plan has expired and unable to start meeting.
Available	The plan is in normal status.

- Click plan name to view details.
- Input IPVideoTalk ID in search box to search for device by IPVT ID.

Enter IPVT ID	Q

## **Purchase Plan**

Prerequisites: Users need to have a PayPal account before purchasing plans.

1. Log in to IPVideoTalk Portal (<u>https://account.ipvideotalk.com</u>) with login username and password. If the user does not have access, he can register a Free Basic Plan account, and bind the GVC device to the registered IPVideoTalk Portal account.

2. Users can view all plans on **Plans** menu.

👍 IPVideo	Talk	Meetings Recordi	ings Contacts Devices	Plans Statistics			liwei 🔻
All Plans	4	┝़ Buy a New Plan				Enter Owner	Q
About to Expire	0	Current Plan	Owner	Expiration Date	Subscription Date	Status	
Expired	0	Business	wli@grandstream.cn (me)	03/26/2021	03/25/2020	Active	
		Business	sqhuang@grandstream.cn (sqhuang)	03/26/2021	03/25/2020	Active	
		Pro	wli@grandstream.cn (me)	03/26/2021	03/26/2020	Active	
		Basic	8200001 (wli's Device)	03/25/2023	03/26/2020	Active	

3. Click button "Buy a New Plan" to go to the plan purchasing page. Then fill-in the required information accordingly.





👍 IPVideoTalk	Meetings Recordings Contacts Devices Plans Statistics
All Plans 0	Buy a New Plan
About to Expire 0 Expired 0	Select Plan: Plan details 100 Participants 100 Participants 150 Per month Billed annually 1514.99 Per month Billed annually
	Select Renewal Duration: 1 year 2 years 3 years     * Billing Address:   * Billing Address:   * Street Address Line1   Street Address Line2   Optional   • City   • State/Province   • State/Province   • ZiP/Postal   • Country     Morocco     Discourt code:     Apply
	Pro 1 year (04/20/2020-04/21/2021)
	Fares: 50.00 U Payment Amount: \$119.88 US
	Accepted Payment Methods: PayPol VISA

#### Note:

If the user wants to purchase a plan for a GVC device, the user needs to find the record of the GVC device and click "Renew" button to renew the plan. The default plan of the GVC device is Basic plan and additional GVC plan when the device is out of factory, and if the user wants to get a higher level plan, the user needs to click "Upgrade" button to upgrade the current plan.



4. Select the plan which the user wants to purchase. Users can select any plan on the page.

5. If the user wants to increase the participants limit or storage limit, the user can select to add an additional plan.





Additional Participants Plan	None	50 participants	100 participants	150 participants
Additional Spaces Plan	None	25G extension	50G extension	100G extension
Select Renewal Duration:	1 year	2 years	3 years	

6. Select the duration of the plan (e.g. 1 year).

7. **Billing Address** is a necessary option. Please fill this option with the actual address. Users could change the Billing Address in "**System**"  $\rightarrow$  "**Business Profile**". This Billing address will be updated from your next bill.

8. **Discount code:** If the user receives a discount code, please input the code and click on "**Apply**" to redeem the discount. It will show the updated price with the discount.

9. Select the amount of the plans the user wants to purchase.

\$107.88 USD	Price:	8/2021)
\$0.00 USD	Taxes:	
\$107.88 USD	Payment Amount:	

10. View the total amount of the purchase order, including taxes.

11. Click the "Pay" button to enter the PayPal payment page and confirm the payment.

12. When the payment is proceeded successfully, this order will be completed, the user can use the new plan immediately, or the user can click button "Assign Plan" to assign the plan to the sub-user.

Business	wli@grandstream.cn (me)	03/26/2021	03/25/2020	Renew	Upgrade	Assign Plan

13. When the order is approved by Grandstream, there will be a confirmation email sent to the user's mailbox as follows:





6	IPVideoTalk		
Your	sqhuang, IPVideoTalk subscription h cription.	as been activated, please see	e below for the details of your
	Email	IPVideoTalk plan	Plan Expiration
sq	huang@grandstream.cn	Business	03/26/2021
	, ,	Talk customer, to access you more plan detail or support.	r account please visit
	is an automatically generat 20 Grandstream Networks,	ed email. Please do not reply. Inc. All rights reserved.	

#### Note:

Grandstream will review the order and contact the user if there is any problem. If the purchasing operation is failed, the user will receive an email as follows:

lPVideoTalk		
Dear ymm,		
	could not be completed at this se log in to your IPVideoTalk ac re to access your account.	
IPVideoTalk ID	IPVideoTalk plan	Plan Expiration
8200015	Pro	03/26/2021
	lk service, Please log in our off or more plan detail or support.	icial website
This is an automatically gener ©2020 Grandstream Network	ated email. Please do not reply s, Inc. All rights reserved.	

## **View Plan Status**

Users can view all plans status of all GVC devices, and order records for each GVC device.

- 1. Log in to IPVideoTalk Portal (<u>https://account.ipvideotalk.com</u>) with login username and password.
- 2. View all plans on the Plans menu. There are total three types of status:
  - Active
  - Expired





• About to expire (Less than 15 days from expiration date)

Co IPVideo	Talk	Meetings Record	lings Contacts Devices	Plans Admin Center			sqhuang 🔻
All Plans	7	📜 Buy a New Plan 😂	Redeem Code		Enter Owner		a
About to Expire	0	Current Plan	Owner	Expiration Date	Subscription Date	Status	
Expired	0	Pro 100 participants 25GB Storage	sqhuang@grandstream.cn (me)	04/19/2021	04/17/2020	Renew Upgrade	Assign Plan
		Pro	sqhuang@grandstream.cn (me)	04/17/2021	04/16/2020	Active	
		Pro Room System Package	8202306	04/17/2021	04/16/2020	Active	
		Business 100 participants	sqhuang@grandstream.cn (me)	12/17/2021	04/16/2020	Active	
		Pro 100 additional 50G extension	sqhuang@grandstream.cn (me)	04/10/2021	04/09/2020	Active	
		Business 25G extension	sqhuang@grandstream.cn (me)	07/10/2020	04/09/2020	Active	
		Pro 50 additional	sqhuang@grandstream.cn (me)	04/10/2021	04/09/2020	Active	
		Pro	sqhuang@grandstream.cn (me)	04/10/2022	04/16/2020	Active	

- 3. Click the plan to view the order records, as the figure shows below:
  - Users could check the order date, order number, upgraded plan, the duration of the new plan/upgraded plan, total price, tax, and billing address.
  - The user can view all the additional plans under the current plan, as well as the record of orders of the additional plans.
  - If the payment status is "**pending**", it means the payment is processed successfully, and the user could start to use the new plan. If the order cannot be processed, it will be regarded as "**Invalid**", and Grandstream team will contact the user.
  - If the user wants to pay with discount code, the discount percentage will be shown besides the final price.
  - The user will receive an Email with the notification no matter the reviewing is successful or failed.
  - If the purchasing behavior passes the verification, the user could download the invoice from IPVideoTalk Portal. If the user purchases the plan from the distributor, please contact with the distributor to get the invoice.

Current Plan: Pro Add-on Plan: 100	Expiration Date: 04/19/2021 participants, 25GB Storage	Plan Status: Active	Plan ID: 60352374		
Order Number: 20 04/18/2020	0200418024712235101170 Approved			<b>\$1.00</b> Taxes: \$0.00	Download Invoice
Туре	Plan	Duration			
Subscribe Subscribe	25GB Storage 100 participants	04/18/202004/19/2021 04/18/202004/19/2021			
Subscribe	Pro	04/18/202004/19/2021			
		≪ ∢ 1/1 ⊳ ⊮			20 🔻 items





## **Download Invoice**

Users can download the invoices for all orders.

- 1. Log in to IPVideoTalk Portal (<u>https://account.ipvideotalk.com</u>) with login username and password.
- 2. View all plans on the **Plans** menu.
- 3. Click the plan to go to the order details page.

Current Plan: Pro Add-on Plan: 50 Participa	Expiration Date: 03/07/2022 nts, GVC-Standard	Plan Status: Active Plan ID: 8202306	
Order Number: 2020042 04/26/2020	6025700610102895 Approved		Download Invoice
Туре	Plan	Duration	
Upgrade	Pro	04/26/202003/07/2022	
Upgrade	GVC-Standard	04/26/202003/07/2022	
Upgrade	50 Participants	04/26/202003/07/2022	
Order Number: 2020040 04/02/2020			Download Invoice
Туре	Plan	Duration	
Renewal	Pro	02/07/202203/07/2022	
Renewal	GVC-Standard	02/07/202203/07/2022	
Order Number: 2020032 03/28/2020	8081050616102695 Approved		Download Invoice
Туре	Plan	Duration	
Upgrade	IPVideoTalk Pro	03/28/202002/07/2022	

4. Click the "Download Invoice" button to download the invoice in PDF format.

#### Note:

If the order is not purchased online through IPVideoTalk Portal, the invoice cannot be downloaded. The user needs to contact Grandstream Sales to obtain the invoice.

## **Plan Expired Notification**

If the plan in the account will be expired after 15 days or already expired, the user will receive a notification through registered email.

An example of plan expired email notification:





Hi wwchen, Your IPVideoTalk plan expires today. Renew ye	our plan to continue enjoying IPVideoTalk.
Plan	Owner
IPVideoTalk Plus 02/15/2016 - 02/15/2017	8200094(chaoliu网络)
Renew	/ now
You can login http://www.ipvideotalk.com/pric	ing.html to renew it.

## **Renew Plan**

If the plan is about to expire, or has already expired, the user can renew it at any time.

- 1. On the "Plan" page, select the plan the user wants to renew.
- 2. Click the "Renew" button to go to the plan renewal page.

Pro	8200001 (wli's Device)	03/25/2023	03/26/2020	Active	Renew	Upgrade
-----	------------------------	------------	------------	--------	-------	---------

- 3. On the plan renewal page, the user can only select to renew the current plan and the additional plan.
- 4. Select the duration of the renewal, such as 1 year.
- 5. Fill in the billing address.
- 6. Fill in the discount code if the user has one.

7. Review the price and click the "**Pay**" button to enter the PayPal payment page and confirm the payment.





All Plans     4       About to Expire     1       Expired     0	Device: Current Plan: Expiration Date: Select Plan:	Wirs Device (8200001) Pro 03/25/2023		
	Expiration Date:			
Expired 0		03/25/2023		
	Select Plan			
	R Plan details	Pro 100 Participants \$ Per month Billed annually		
	Add-on Plan:	Room System Package (\$30.0/month, Support GVC device access, Group accounts	administration, Up to 5GB storage spac	e)
	Select Renewal Duration:	1 year 2 years 3 years		
	* Billing Address:	xihu road;hangzhou;zhejiang;310000;China		Edit
	Discount code:	Apply		
		Renewal Pro 1 year (03/25/2023-03/25/2024)	Price:	\$107.88 USD
		Add-on Plan: Room System Package	Price:	\$360.00 USD
			Taxes:	\$0.00 USD
			Payment Amount:	\$467.88 USD

#### Note:

- The additional GVC plan is the exclusive additional plan for GVC devices. The additional plan allows the GVC device to create meetings and allow other GVC devices to join the created meetings. The additional plan comes with additional cloud storage space. For plan details, please refer to the official website of IPVideoTalk.
- If the user wants to renew the Basic plan for the GVC device, since the Basic plan is free, the user only needs to pay for the additional GVC plan, which is the exclusive additional plan for the GVC device.
- When the payment is proceeded successfully, this order will be completed.
- When the order is approved by Grandstream Support, there will be a confirmation email sent to the user's mailbox.
- If the current plan has not expired, the newly purchased plan will not take effect until the current plan expires.
- The user can click upgrade button to add/ upgrade the additional plan,

## **Upgrade** Plan

If user wants to upgrade the current plan to a higher-level plan immediately, or add/upgrade an additional plan, please do as following:





### Prerequisites: PayPal account is required before purchasing plans.

- 1. Log in to IPVideoTalk Portal (<u>https://account.ipvideotalk.com</u>) with login username and password.
- 2. View all plans on **Plans** menu.
- 3. Select the plan to upgrade, click the "Upgrade" button to access to the plan upgrade page:

👍 IPVideoTalk		Meetings Recordings Contacts Devices Plans Admin Center	
All Plans	7	Upgrade	
About to Expire	0	Device: sqhuang@grandstream.cn	
Expired	0	Current Plan: Business 100 participants Expiration Date: 12/17/2021	
		Select Plan: Pro Select Plan Select Plan S S S S S S S S S S S S S S S S S S S	
		Additional Participants Plan None 50 participants 100 participants 150 participants	
		Additional Spaces Plan None 25GB Storage 50GB Storage 100GB Storage	
		Renew at the same time	
		Billing Address: tangmiao load;hangzhou;zhejiang;310000;China	Edit
		Upgrade Business (04/17/2020-12/17/2021) Pro-rated Price	s \$0.00 USD
		Upgrade 100 participants -> 150 participants (04/17/2020-12/17/2021) Price	s \$203.00 USD
		25GB Storage (04/17/2020-12/17/2021) Price	\$1015.00 USD
		Taxes	\$0.00 USD
		Pøyment Amount	\$1218.00 USD
		Pay Cancel	

4. Select the pre-upgraded plan on the purchase page. Users can only select the plan which is higher-level than the current plan.

5. Or, select the additional plan to upgrade.

**Note:** The additional GVC plan is the exclusive additional plan for GVC devices. The additional plan allows the GVC device to create meetings and allow other GVC devices to join the created meetings. The additional plan comes with additional cloud storage space. For plan details, please refer to the official website of IPVideoTalk.

6. If the current plan is about to expire, or has already expired, the user can also purchase more time for the current plan. The user can select to purchase 1 year, 2 year, or 3 years for the current plan. If the current plan has already expired, the user must select to renew the plan in order to continue using IPVideoTalk services.

7. Fill in the billing address.





- 8. If there is a discount code, please fill in the discount code.
- 9. View the total amount of the purchase order, including taxes.
  - a. The user needs to pay for the price difference, the calculation method is:
    Price Difference = (the monthly fee of the Upgraded Plan the monthly fee of the current plan) I
    30 \* the remaining days of the current plan.
    If the current plan has expired, there is no price difference.
  - b. The price difference of the upgraded additional plan shall be calculated in the same way as the main plan.
  - c. For the newly added additional plan, the plan owner needs to pay the price difference.
     The price difference = the price of the additional plan \* the rest days (from today to the expired date of the main plan).
  - d. If the user renews more time at the same time, the user needs to pay for such the long duration.The total amount of renewal = the unit price of the plan \* the purchase duration.
- 10. Click "Pay" button to enter the PayPal payment page and confirm the payment.

11. When the payment is proceeded successfully, this order will be completed, and the new plan will be available for the specific GVC device.

12. When the order is approved by Grandstream, there will be a confirmation email sent to the user's mailbox as follows:



#### Notes:

1. Grandstream will review the order and contact the user if there is any problem. If the purchasing operation is failed, the user will receive an email as follows:





IPVideoTalk						
Dear chldai, Your IPVideoTalk subscription could not be completed at this time, please see below for more information: shibai.Please log in to your IPVideoTalk account to submit a new subscription request. Click here to access your account.						
IPVT ID The subscribed plan Plan Expiration						
Net Subscribed plan     Hall Expiration       8202071     IPVideoTalk Plus     07/26/2018						
Thank you for using IPVideoTalk service,Please log in our official website http://www.test.com for more plan detail or support						

2. The tax will be charged based on the billing address, and the rate is requested by the local government.

## Purchase/Upgrade Additional Plan

User can purchase additional plans or upgrade plans to existing plans.

The user can click the "**Upgrade plan**" for a specific plan and purchase an additional plan or upgrade the current plan. For more details, please refer to [*Upgrade Plan*] section.

## **Assign Plan**

The administrator can assign the purchased plan to another sub-user.

1. Log in to IPVideoTalk Portal.

2. Select the plan to be assigned to the sub-user and click button "Assign Plan" to go to the plan assigning page

	Assign Plan	×
Owner:	Pro (03/27/202003/27/2020)	
Assign to:	Please select the new owner 💌	
	Save Cancel	





- 3. Select the user which the administrator wants to assign the plan to.
- 4. After clicking the "Save" button, the plan will be assigned to the sub-user, and the sub-user will receive a notification email.

#### Notes:

- If the owner of the plan is the GVC device, it cannot be modified between different devices. The
  administrator can assign the plan to the user accounts who will use the specific GVC device.
  Users can go to IPVideoTalk Portal -> Device module and select the users who will use the device.
- Each plan can only be assigned to one single user, not multiple users.
- If the user wants to create a sub-user, the user can click the username at the right upper corner and click "Admin Center" to access to the user management page. The entry will only appear when the plan is purchased.

If the administrator wants to modify the user of the plan, the administrator can proceed following the steps above. After updating the user of the plan, the previous plan owner will receive a notification email, and the user cannot use this plan anymore.





# **ADMINISTRATION**

# **Business Profile**

Users could access System screen and click on "Business Profile" to view company information. Profile information such as Business name, Email, country, and contact name and phone number can be edited after clicking on "Edit Profile". Users could check the total storage space and the available storage space for the enterprise account and set that if users want to delete the recording files which are 1 month ago. If this option is enabled, the system will delete the recording files which are over 1 month automatically during a specified period.

Co IPVideoTalk	Meetings Rec	ordings Contacts Devices Plans Admin Center sqhuang 🗸
User Management	Business Profile	
SIP Trunk configuration	Business ID:	249
Business Profile	Business Name:	CompanyABC
Statistics	Email:	sqhuang@grandstream.cn
	Account:	sqhuang
	Country:	United States of America
	State/Province:	Alabama
	Contact Name:	sqhuang
	Phone:	*
	Company Size:	1-10
	Billing Address:	tangmiao load;hangzhou;zhejiang;310000;China
	Business Storage Space:	0.22GB/86.5GB
	Recording Management:	Automatically delete a month ago recordings
		Edit Profile
Cookie Settings	©21	220 Grandstream Networks, Inc. All rights reserved. About Us   Contact Us English 🔹

# **User Management**

Users could add Users and allocate privilege for Users. Users could be granted privileges such as scheduling meeting, managing contacts, managing devices and plans.





🙆 IPVideoTalk	Meetings	Recordings Contacts	Devices Plans	Admin Center			sqhuang 👻
User Management 1	⊕ Add					Enter Name/Account/Email	Q
SIP Trunk configuration	Name	Account	Email	Assigned plan	Device	Status	
Business Profile	1 sqhuang	sqhuang	sqhuang@grandstream.cn	Business Pro X3 Basic	8202306	Normal	
Statistics							
			4 4	1 /1 ▶ ▶			20 👻 items
Cookie Settings		©2020 Grandstream Networks, Ir	nc. All rights reserved. About U	s   Contact Us	English •		

## **Add Users**

- 1. Go to admin Center-> User Management, Click on ⊕ Add
- 2. Fill in required information for user.

	New	User	×
* Name:		1-64 characters	
* Email:			
* Access Privilege:	<ul> <li>Meetings</li> <li>Contacts</li> <li>Plans</li> </ul>	<ul><li>Recordings</li><li>Devices</li><li>Admin Center</li></ul>	
	Save	Cancel	

• **Name**: It is required to fill in.





- **Email**: It is required to fill in. The Email could be used to retrieve password.
- Access Privilege: Check to assign the corresponding privilege to user.
- 3. Click "Save" button to save, IPVideoTalk system will send the activated Email to the Email address. When the user activates via the Email, then the user could login IPVideoTalk Portal successfully.
- 4. Click in activation Email to set up login account and password. When it is over 5 days, the user needs to contact with the administration to resend another activated Email.
- 5. The users can now successfully access IPVideoTalk Portal.
- 6. After users created, the administrator could assign the available devices to the new created users. As shown in figure below:



## **Edit Users**

Click on the user in the user list and edit in the pop-up dialog as shown below. Once editing is finished, click on "Save" button to save the change.





	User Details				
* Name:	sqhuang	1-64 characters			
* Email:	452513959@qq.com				
* Access Privilege:					
	<ul><li>Contacts</li><li>Devices</li></ul>				
	<ul><li>Plans</li><li>Statistics</li></ul>				
	Admin				
	Save	Cancel			

## **Delete Users**

Move the mouse cursor on one user to bring up the "Delete" button, click "OK" to confirm or click "Cancel" to cancel.

## SIP Trunk Configuration

Prerequisite: The function only available when current plan has SIP Trunk access capability or authority.

SIP Trunk account can dial IVR or call IPVideoTalk meeting number directly to access the IPVideoTalk meeting room.

#### Steps:

- 1. Go to "Admin Center"  $\rightarrow$  " SIP Trunk Config" interface in IPVideoTalk webUI .
- Input the IP address of the SIP Trunk Server which used to access the IPVideoTalk meeting system. The SIP Trunk Server address must be able to connect to IPVideoTalk server via public network.
- 3. After confirmation and clicking "Save" to save the configuration, the accounts in the SIP Trunk Server can now dial IVR number "900", or dial IPVideoTalk meeting number directly, to access and enter the meeting room.





## NOTE:

1. If UCM is the SIP Trunk server, please refer to the documents <u>IPVideoTalk Cloud Service</u> <u>Configuration Guide on UCM.pdf</u> in IPVideoTalk product page.

2. If the user's plan expired or invalid, the SIP Trunk configuration will be invalid either.

🙆 IPVideoTalk	Meetings Recordings Contacts Devices Plans Statistics	liwei <del>v</del>
User Management	SIP Trunk configuration	
SIP Trunk configuration	Tips:	
Business Profile	1.Please ensure that the IP address of the server is able to connect to IPVT cloud server 2.Please ensure to configure IPVT server address (pro.ipvideotalk.com) and protocol (TCP port 20000/TLS port 20001) in SIP Trunk server, otherwise the service cannot be used	
	Server IP address The voice access number is "900". You can dial this number to attend the IPVT meeting Save	
Cookie Settings	©2019 Grandstream Networks, Inc. All rights reserved. About Us   Contact Us English •	

# **Settings**

Users could check and edit the login account information in Settings.

- **Name:** Users could modify the User Name. This user name will be displayed as displaying name during an IPVideoTalk meeting.
- Time: Users could set the time format between 12-hours and 24-hours.
- Date: Users could also set the system date format between YYYY/MM/DD, MM/DD/YYYY, and DD/MM/YYYY.
- **The 1st Day of the Week:** When this setting is configured, the calendar on the meeting platform will be set accordingly, and the default setting is "Sunday".
- **Time Zone:** This is used to change the system time zone. Users could change the time zone based on location.
- Change Password: This is used to change the login password for users.





• Language: Users could select the displaying language on the IPVideoTalk Portal right bottom

corner . Currently, it only supports Chinese, English, Japanese and Spanish. The language in the Email notification will be selected by this setting.

🙆 IPVideoTalk	Meetings Recordings Contacts Devices Plans Admin Center	sqhuang 👻
	Plan expired:1 plan has expired or about to expire. View now>	
Basic Profile	Basic Profile	
Change Password	• Name: sqhuang   Account: sqhuang   Email: sqhuang@grandstream.cn   Change Email: DD/MM/VDV   Date: YYYY/MM/DD   • MM/DD/YYYY DD/MM/YYYY   The 1st Day of the Week: Sun   Time: • 12-hour time   Time: • 12-hour time   Zarbeit Save	
Cookie Settings	©2020 Grandstream Networks, Inc. All rights reserved. About Us   Contact Us English 🔻	

# **Multiple Languages**

IPVideoTalk supports French, German, English, Spanish, Japanese and Chinese. Default language can be changed from the bottom bar on any page on IPVideoTalk Portal.

		English	
		简体中文	
		日本語	
		español	
		Français	
		Deutsch	
©2017 Grandstream Networks, Inc. All rights reserved.	About Us Contact Us	English	•





# **Plug-in**

## **Schedule Meeting on Google Calendar**

Users could schedule/start/edit/cancel IPVideoTalk meetings in Google Calendar.

1. Google Calendar Plug-in has to be installed first. The plug-in can be downloaded from IPVideoTalk Portal (at the bottom of the Schedule Meeting Page), or click <u>HERE</u> to go to Chrome Plug-in Market to download and install.

2. Go to the Create Task interface of Google, and click on button Sign In IPVideoTalk Meeting with the IPVideoTalk account.

Co IPVideoTalk	×
Account or Email	
sqhuang	
Password	
•••••	
Forgot password?	
Use the default server address 🔹 💌	
Sign In	
Sign Up	
	Account or Email sqhuang Password Forgot password? Use the default server address Sign In

Create IPVideoTalk Meeting

to create an IPVideoTalk meeting. Fill in the following

parameters:

3. Click the button

- **Plan/Room Device:** Select the host device or web meeting plan for the meeting. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Or, select the purchased/assigned web meeting plan.
- Personal Room: If the user selects Room Device, the user could also select to use the Personal Room Number. This Conference ID is the personal conference room, and the Conference Password, Attendees Control, Server Location will be loaded from the Personal Room Template. If the user wants to update the information, please click on "Edit Personal Room Template".
- **Password**: Users can set meeting password for the meeting. This is optional. Setting meeting password can prevent meeting being interrupted by any unexpected callers.
- Attendees Control Mute Attendees on Entry: If checked, all participants will be muted when entering the meeting.





- Attendees Control Display Attendees List: If set to "Yes", WebRTC participants could view the
  participants list during the meeting. If set to "No", WebRTC participants can only see the host in
  the participants list.
- Attendees Control Allow Chat: If checked, all participants can chat.
- Attendees Control Play Beep When Join/Leave Meeting: If checked, when there is a meeting participant join/leave the meeting, other participants will hear the beep notification.
- Attendees Control Automatic Recording: If this option is selected, the meeting will be recorded automatically once the meeting is started.
- Attendees Control Disable Presentation: If selected, Presentation will be disabled during the meeting.
- Attendees Control Call host automatically when joined the meeting: Only available when GVC is the meeting host. When selected, a call will be made immediately by the attendee who joined the meeting before the host did until the meeting started.



4. Click to create an IPVideoTalk meeting, and the meeting will be created successfully. If the task is a recurring task, the created IPVideoTalk meeting will be a recurring meeting.

5. Users could view the created IPVideoTalk meeting in Google Calendar. As the figure shows below:





≡ 🛐 Calendar	Today < > August 农历七月~	<b>2019</b> 八月				५ (१) 🛞 M	onth - III Standstream
Create August 2019 C 5 S M T W T F 5 28 29 30 31 1 2 3 4 5 6 2 8 9 10	SUN 28 (廿六) 同式相环会议	MON 29 (廿七)	тиЕ 30 (ШЛЦ)	WED 31 (計元)	THU Aug 1(七月) 회대로마순군	FRI 2(初二) sq huang's Zoom Meeting 英次	SAT 3 (10) 20 +
11         12         13         14         15         16         17           18         19         20         21         22         23         24           25         26         27         28         29         30         31           1         2         3         4         5         6         7           Meet with	4 (初間) 劇成語环合议	5 (初五)	6 (初六) IPVideoTalk Mee Thursday, August 8 ② https://meetings.jpvideot		8(江水) IPVideoTalk Meeting 副記欄任金说	ዓ (የሆን።) sq huang's Zoom Meeting-ቻይዊ	10 (87+)
Search for people My calendars SuQin Huang SuQin Huang Birthdays Reminders	11 (十一) 陳記(第57-230)	12 (+=) Eld al-Adha (Feast of the Sacrifice)	Hello, You have been invited to Meeting URL: https://meetinga.pudeod Meeting ID:49240701	attend the following meeting: alk.com/49240701	15 (十五) 第12週15合议	16 (十六) sq huanga Zoom Meeting-現改	17 (+±)
<ul> <li>✓ Tasks</li> <li>Other calendars + ▲</li> <li>✓ 都律宾行假日</li> </ul>	18 (十八) 那社族日子会议	19 (+7.)	browser to join meeting. iOS or Android Mobile: J (Download app: https://w	the meeting url with web bin meeting by meeting ID. www.ipvideotalk.com) es (Boston): +1 (617) 315-	22 (11二) 第658月5-612	23 (52)) sq haang'i Zoom Meeling-문화	24 (110)
	25 (廿五) 第15時开会议	26 (남가) National Heroes Day	http://www.ipvideotalk.co		29 (廿九) 第6560年842	30 (八月) sq haanga Zoom Meeting-臣政	31 (8))

6. Go to Task Details, users could click on the button

IPVideoTalk meeting. Users could also edit the IPVideoTalk meeting parameters on Google Calendar.

## **Schedule Meeting on Outlook Calendar**

Users could schedule/start/edit/cancel IPVideoTalk meetings in Outlook Calendar.

## Prerequisites:

• Supported Outlook versions: Outlook2010, Outlook2013 and Outlook2016.

#### Steps:

1. Outlook Calendar Plug-in has to be installed first. The plug-in can be downloaded from IPVideoTalk Portal (at the bottom of the Schedule Meeting Page), or click <u>HERE</u> to go to IPVideoTalk Portal to download and install.

2. Enter Outlook and select the date/time, click on the button in with IPVideoTalk account.



at the top of the interface, and log







3. When creating the meeting task, just click on button Meeting to create the IPVideoTalk meeting, or

click on the button at the top of the interface to create the instant IPVideoTalk meeting.

Please fill the following parameters:

- **Plan/Room Device:** Select the host device or web meeting plan for the meeting. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Or, select the purchased/assigned web meeting plan.
- Personal Room: If the user selects Room Device, the user could also select to use the Personal Room Number. This Conference ID is the personal conference room, and the Conference Password, Attendees Control, Server Location will be loaded from the Personal Room Template. If the user wants to update the information, please click on "Edit Personal Room Template".
- **Password**: Users can set meeting password for the meeting. This is optional. Setting meeting password can prevent meeting being interrupted by any unexpected callers.
- Attendees Control Mute Attendees on Entry: If checked, all participants will be muted when entering the meeting.
- Attendees Control Display Attendees List: If set to "Yes", WebRTC participants could view the
  participants list during the meeting. If set to "No", WebRTC participants can only see the host in
  the participants list.
- Attendees Control Allow Chat: If checked, all participants can chat.
- Attendees Control Play Beep When Join/Leave Meeting: If checked, when there is a meeting participant join/leave the meeting, other participants will hear the beep notification.





- Attendees Control Automatic Recording: If this option is selected, the meeting will be recorded automatically once the meeting is started.
- Attendees Control Disable Presentation: If Selected, Presentation will be disabled during the meeting.
- Attendees Control Call host automatically when joined the meeting: Only available when GVC is the meeting host. When selected, a call will be made immediately by the attendee who joined the meeting before the host did until the meeting started.

	IPVideoTalk Meeting Settings
* Plan/Room Device:	Web Personal Plan (up to 8)
Password:	0-8 digits
Meeting Settings:	Muted by Host on Entry
	☑ Display Attendees List/Status
	Allow Chat
	Play Beep When Attendee Joins/Leaves Meeting
	Automatic Recording
	Disable Presentation
	Create IPVideoTalk Meeting

4. Click to create an IPVideoTalk meeting, and the meeting will be created successfully. If the task is a recurring task, the created IPVideoTalk meeting will be a recurring meeting.





	<del>ن</del> (	5 Ť	↑ ↓ - IPVideoTalk Meeting - Meeting										-		×
File	File Meeting Insert Format Text Review Q Tell me what you want to do														
Delete C		d Calendar ≩Forward →	Start Cance Meeting Meetin IPVideoTalk		ing Meeting Notes Meeting N	Book N	heck Response ames Options •	Show As: Reminder:	Busy 15 minutes Options	Recurrence	Time Zones	Categorize	<ul> <li>Private</li> <li>High Im</li> <li>↓ Low Imp Tags</li> </ul>		~
1 You h	naven't sent t	this meeting i	nvitation yet.												
۲ Send	Subject														
	Location	https://meetings.ipvideotalk.com/40252613													*
	Start time	Thu 8/15/201	19	2:00 AM -	All day event										
	End time	Thu 8/15/201	19	3:00 AM 👻											
You have been invited to attend the following meeting: Meeting URL: <u>https://meetings.ipvideotalk.com/40252613</u> Meeting ID: 40252613 Password:															
How to join: GVC Series Device: Dial Meeting ID.															
	PC/MAC computer: Open the meeting url with web browser to join meeting.														
	iOS or Android Mobile: Join meeting by meeting ID.(Download app: <u>https://www.ipvideotalk.com</u> ) PSTN Access: United States:,click here to view all numbers: <u>http://www.ipvideotalk.com/pstn.html</u>														
															•

- 5. Users could view the created IPVideoTalk meeting in Outlook Calendar.
- 6. Go to Task Details, users could click on the button



to start the IPVideoTalk meeting, or click on

to cancel the IPVideoTalk meeting. Users could also edit the IPVideoTalk meeting the button parameters on Outlook Calendar.

