



Grandstream Networks, Inc.

IPVideoTalk Cloud Conferencing System

User Guide

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DOCUMENT PURPOSE

This document describes the basic concepts and tasks necessary to configure and use the IPVideoTalk Cloud Service via GVC3200/GVC3202/WebRTC/IPVideoTalk Mobile App. This document covers the topics of IPVideoTalk Cloud service items, users' clients, service management and advanced features. To learn more information about IPVideoTalk Cloud service, please visit link <http://www.ipvideotalk.com> to get more information.

CHANGE LOG

This section documents significant changes from previous versions of IPVideoTalk user manuals. Only major new features or major document updates are listed here. Minor updates for corrections or editing are not documented here.

IPVideoTalk System Version 1.0.1.3

- **Server:**

IPVideoTalk Server 1.0.3.39

- **Client:**

WebRTC Client 1.0.4.5

GVC3200/GVC3202 1.0.3.24

GVC3200/GVC3202 APK 1.0.0.20

IPVideoTalk Mobile App for Android 1.0.0.24

IPVideoTalk Mobile App for IOS 1.0.4

IPVideoTalk System Version 1.0.1.1

- **Server:**

IPVideoTalk Server 1.0.3.23

- **Client:**

WebRTC Client 1.0.2.6

GVC3200/GVC3202 1.0.3.8

GVC3200/GVC3202 APK 1.0.0.19

IPVideoTalk Mobile App for Android 1.0.0.15

IPVideoTalk Mobile App for IOS 1.0.2



IPVideoTalk System Version 1.0.0.13

- **Server:**

IPVideoTalk Server 1.0.2.25

- **Client:**

WebRTC Client 1.0.1.31

GVC3200/GVC3202 1.0.1.77

GVC3200/GVC3202 APK 1.0.0.17

IPVideoTalk Mobile App for Android 1.0.0.11

IPVideoTalk System Version 1.0.0.12

- **Server:**

IPVideoTalk Server 1.0.2.16

- **Client:**

WebRTC Client 1.0.1.23

GVC3200/GVC3202 1.0.1.77

GVC3200/GVC3202 APK 1.0.0.17

IPVideoTalk Mobile App for Android 1.0.0.8

IPVideoTalk System Version 1.0.0.11

- **Server:**

IPVideoTalk Server 1.0.2.12

- **Client:**

WebRTC Client 1.0.1.20

GVC3200/GVC3202 1.0.1.74

GVC3200/GVC3202 APK 1.0.0.16

IPVideoTalk Mobile App for Android (beta) 1.0.0.8



IPVideoTalk System Version 1.0.0.8

This is the initial version.

- **Server:**

IPVideoTalk Server 1.0.0.8

- **Client:**

WebRTC Client 1.0.0.20

GVC3200/GVC3202 1.0.1.62

IPVideoTalk Mobile App for Android (beta) 1.0.0.2



WELCOME

Thank you for purchasing Grandstream IPVideoTalk Conferencing System. This User Guide describes the basic concept and tasks necessary to use and configure IPVideoTalk. This document covers the topics of meeting environment setups, registration and installation, and the relevant operations like meeting reservation. To learn the advanced features and configurations, please visit <http://www.ipvideotalk.com>.

IPVideoTalk is a unified video conference and Web collaboration solution available in a Software-as-a-Service (SaaS) model. With our game-changing HD conference systems such as GVC3200/GVC3202 and our revolutionary cloud service platform, IPVideoTalk can provide 1080P HD video conference around the globe, 24 hours a day, 7 days a week. People around the world can join the conference and participate in Web collaboration from their fingertips using their PC, Mac, Browser or mobile phones and tablets.

 **Caution:**

Changes or modifications to this product not expressly approved by Grandstream, or operation of this product in any way other than as detailed by this User Guide, could void manufacturer warranty.

This document is subject to change without notice. The latest electronic version of this user manual is available for download here:

<http://www.ipvideotalk.com>

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PRODUCT OVERVIEW

Feature Highlights

- Software-as-a-Service (SaaS) solution delivered through state-of-the-art cloud from points of presence across the world. No on premise infrastructure to purchase or manage
- Highly secure. All traffics between clients and cloud are fully authenticated and encrypted
- Highly available with no single point of failure across the whole system
- Automatic account activation and provision with comprehensive web portal for service management
- Full SBC capability including NAT traversal, protocol translation (pending) and transcoding
- Easy to schedule, host and join a meeting from GVC3200/GVC3202, Service Web Portal or Mobile clients
- Cloud based video conference with global audio dial in (pending)
- Cloud based call recording for easy search and playback (pending)
- Cloud based private company contacts and presence
- Interoperable with Grandstream GVC3200/GVC3202 conference products and many others
- Multi-protocol bridging including SIP, H.323 (pending)

IPVideoTalk Technical Specifications

Table 1: IPVideoTalk Technical Specifications

Protocols/ Standards	IPv4/UDP/TCP/RTP/SRTP/RTCP/DTLS-SRTP, HTTP/HTTPS/WSS, TLS, DNS, BFCP, SIP, Web Socket, H.323 (pending)
Signaling	SIP, H.323 (pending)
Media Transport	RTP, RTCP, SRTP, DTLS-SRTP
Audio Codecs	G.711 μ /a, G.722, Opus (pending)
Video Codecs	H.264 BP/MP/HP up to 1080p HD VP8 up to 1080p HD
Encryption	AES-128 (SRTP), AES-256 (SRTP), TLS, DTLS-SRTP
Error Resiliency	FEC, proprietary bitrate/frame rate/resolution control



SBC	B2BUA for NAT Traversal, SIP and H.323 (Pending) and transcoding
Content Sharing	Dual-stream video support for content sharing using BFCP
White Boarding	Yes (pending)
Endpoint	Grandstream GVC3200/GVC3202, WebRTC clients, IPVideoTalk Mobile App
Recording	Record audio, video contents on GVC3200/GVC3202. Searchable archive of audio/video recording on cloud server (pending)
Device Management	Provision, factory reset, remote reboot
Conference Management	Web portal or GVC3200/GVC3202, schedule meetings, quick start meetings and view history
Directory	Cloud based private contacts and online detect
Host Control	Audio mute, mute all, add/delete participants, end meeting.
Storage	Pending
WebRTC Clients	Firefox 36+, Chrome 39+, Opera 32+



GETTING TO KNOW IPVIDEOTALK

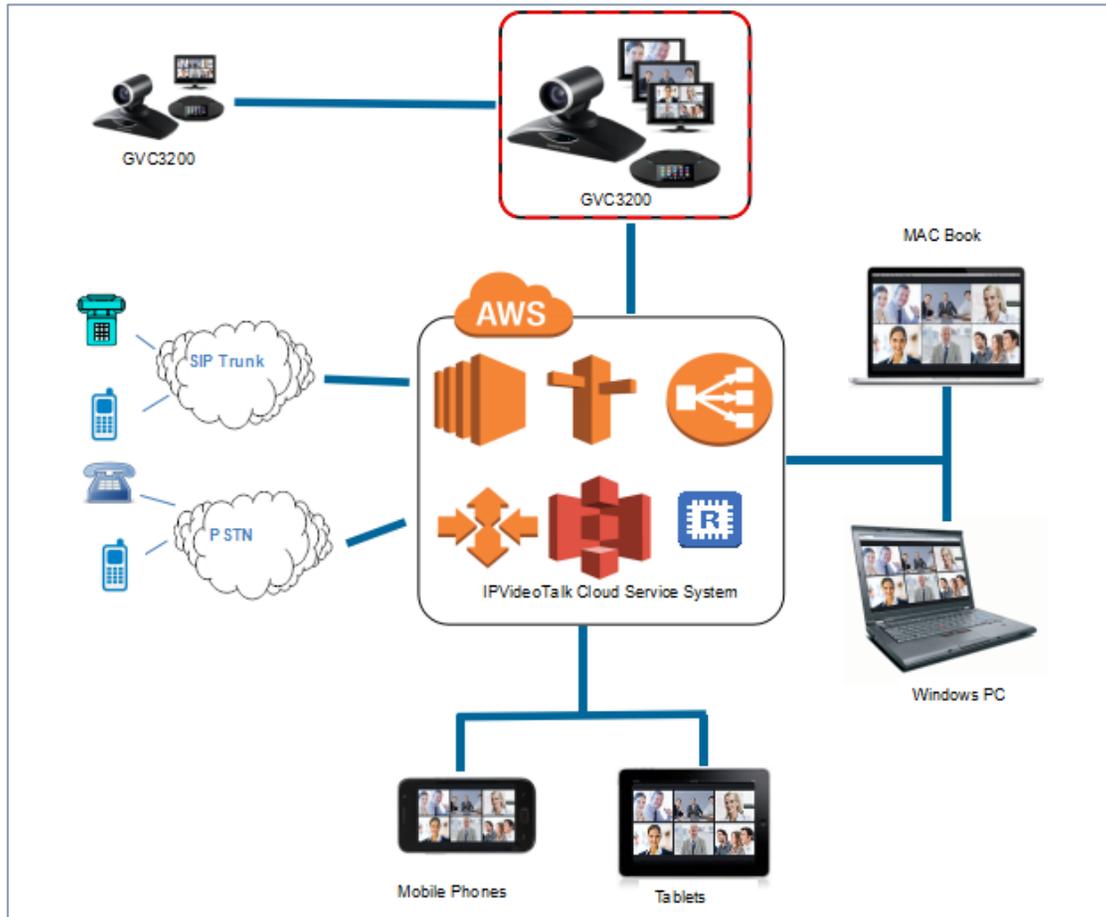


Figure 1: IPVideoTalk Cloud Conferencing System Architecture

IPVideoTalk ID

GVC3200/GVC3202 is installed with built-in IPVideoTalk ID for creating IPVideoTalk cloud conference. IPVideoTalk ID is SIP account and consists of multiple digits, such as 8200000. IPVideoTalk IDs can call each other over the internet. After the IPVideoTalk ID is registered successfully, users could use this IPVideoTalk ID to join a meeting. The following figure shows the account is successfully registered (account icon is highlighted in green) on the top status bar of GVC3200/GVC3202 LCD display device.



Figure 2: IPVideoTalk Registered Account Status on GVC3200/GVC3202



Plans

Users need to subscribe to an IPVideoTalk plan before using IPVideoTalk cloud conferencing service. Each plan has different functions and capabilities. Users can subscribe to specified plan to meet their requirements. Please log in our website <http://www.ipvideotalk.com/> to view plan details or for renewal.

Table 2: IPVideoTalk Plans

Features	IPVideoTalk Small Business	IPVideoTalk Basic	IPVideoTalk Pro	IPVideoTalk Plus
Client Devices	GVC3200/GVC3202 video conferencing device, Chrome, Firefox , IE, Safari and Opera browsers for PC and Mac, IPVideoTalk Mobile	GVC3200/GVC3202 video conferencing device, Chrome, Firefox , IE, Safari and Opera browsers for PC and Mac, IPVideoTalk Mobile	GVC3200/GVC3202 video conferencing device, Chrome, Firefox, IE, Safari and Opera browsers for PC and Mac, IPVideoTalk Mobile	GVC3200/GVC3202 video conferencing device, Chrome, Firefox, IE, Safari and Opera browsers for PC and Mac, IPVideoTalk Mobile
Automated NAT Traversal	Yes	Yes	Yes	Yes
HD Voice (G.722, G.711)	Yes	Yes	Yes	Yes
Video	H.264 High Profile for GVC3200/GVC3202; H.264 Baseline Profile for other (PC/Mac/mobile) participants	H.264 High Profile for GVC3200/GVC3202; H.264 Baseline Profile for other (PC/Mac/mobile) participants	H.264 High Profile for GVC3200/GVC3202; H.264 Baseline Profile for other (PC/Mac/mobile) participants	H.264 High Profile for GVC3200/GVC3202; H.264 Baseline Profile for other (PC/Mac/mobile) participants
Max Participants	Up to 8	Up to 25	Up to 50	Up to 100



Max Video Resolution	Up to 1080P, 15fps video (1.5M) for all participants	Up to 1080P, 15fps video (1.5M) for all participants	Up to 1080P, 15fps video (1.5M) for all participants	Up to 1080P, 15fps video (2M) for all participants
Max Video Feeds*	Up to 3	Up to 3	Up to 8	Up to 8
Max Remote Screen Resolution	1080P, 5fps, 450kbps	1080P, 5fps, 450kbps	1080P, 5fps, 450kbps	1080P, 5fps, 450kbps
Host Control	WebRTC	WebRTC	WebRTC	WebRTC
VoIP call-in	Pending	Pending	Pending	Pending
Phone call-in	Yes	Yes	Yes	Yes
Streaming Video Encryption	128-bit AES	128-bit AES	128-bit AES	128-bit AES

IPVideoTalk Portal

Please refer to chapter **IPVIDEOTALK PORTAL** if users want to manage devices/contacts and schedule meetings online. Users can perform the following operations after logging into IPVideoTalk Portal:

1. Register admin account.
2. Link multiple GVC3200/GVC3202 devices to a company admin account.
3. Schedule meetings and check meetings histories.
4. Manage internal cloud contacts. Users could access contacts on GVC3200/GVC3202 devices at any time.



JOIN MEETING

Users could join a meeting via WebRTC Client, IE or Safari, IPVideoTalk Mobile App, GVC3200/GVC3202, and using a phone to call in the meeting.

Table 3: Session Features

Session Features	GVC3200/ GVC3202	Firefox/ Chrome	Internet Explorer /Safari	Opera	Mobile App
Join a meeting	√	√	√	√	√
Host a meeting	√	√	√	√	×
Audio					
Connect via mic and speakers (VoIP)	√	√	√	√	√
Mute	√	√	√	√	√
Screen Sharing and Content Sharing					
View the Presenter's screen	√	√	√	√	√
Share screen	√	√	×	×	×
Share an application	√	√	×	×	×
Webcams (HD)					
Share own webcam	√ (beta)	√ (beta)	×	×	√ (beta)
View shared webcams	√	√	√	√	√
Host Control					
Add participant	√ (Add)	√ (Add)	√ (Add)	√ (Add)	×



	GVC3200/ GVC3202 participant only)	GVC3200/G VC3202 participant and email participant)	GVC3200/GV C3202 participant and email participant)	GVC3200/G VC3202 participant and email participant)	
Delete participant	×	√ (Delete Web participant and GVC3200/GVC 3202 participant)	√ (Delete Web participant and GVC3200/GVC 3202 participant)	√ (Delete Web participant and GVC3200/GV C3202 participant)	×
Mute all	×	√ (Mute Web participant and GVC3200/GVC 3202 participant)	√ (Mute Web participant and GVC3200/GVC 3202 participant)	√ (Mute Web participant and GVC3200/GV C3202 participant)	×
End meeting	√	√	√	√	×
Chat					
All group chat/Panelists group chat	×	√	√	√	√
Private chat	×	√	√	√	√
Forbid group chat	×	√	√	√	×
Cooperation					
Raise Hand	√	√	√	√	√



To join meeting via WebRTC client, the users can use Firefox/Chrome/Opera browsers. If users join a meeting via IE/Safari, please install the plug-in before joining into a meeting (IE/Safari do not support WebRTC). Follow one of the 2 ways below to join meeting via WebRTC Client:

1. Open link <https://meetings.ipvideotalk.com> on Firefox/Chrome/Opera browser or IE/Safari, fill in meeting ID, user name, and Email address to join the meeting.
2. Click the meeting URL in the meeting invitation Email to join the meeting.

The following chapters describe more details about using GVC3200/GVC3202, WebRTC Client and IPVideoTalk Mobile App to join meeting.

GVC3200/GVC3202 CLIENT

About GVC3200/GVC3202

The GVC3200/GVC3202 is a ground-breaking solution that offers businesses a revolutionary video conferencing system with unprecedented flexibility and the power of support for multiple popular video conferencing protocols and platforms right out of the box. The SIP-based GVC3200/GVC3202 supports Grandstream's robust IPVideoTalk cloud platform for plug and play video conferencing while also being interoperable with any 3rd party SIP video conferencing platform - thus offering a great option to expand or implement a 3rd party platform. Additionally, since it is based on Android 4.4, the GVC3200/GVC3202 offers full access to all video conferencing apps in the Google Play Store — such as Skype®, Skype for Business®, Google Hangouts™ and more. The GVC3200/GVC3202 supports an innovative, patent-pending embedded MCU that supports up to 9-way (GVC3200) / 3-way (GVC3202) conferencing with local mixing between SIP and other protocols. The GVC3200/GVC3202 eliminates the traditional barriers to video conferencing and sets a new bar for business-class video conferencing solutions by offering industry-leading flexibility, interoperability, system compatibility, application richness and ease of use.

 **Note:**

Before using IPVideoTalk Service, please make sure your GVC3200/GVC3202 is on firmware version 1.0.3.23 or later. For more information about upgrading, kindly refer to GVC3200/GVC3202 release note and user manual on <http://www.grandstream.com/support>.



Activate/De-Activate IPVideoTalk ID

GVC3200/GVC3202 comes with an IPVideoTalk ID. If users want to start using IPVideoTalk Service, users need to activate the IPVideoTalk ID on GVC3200/GVC3202.

1. Go to GVC3200/GVC3202 LCD Menu->Application and click on "IPVideoTalk" application.

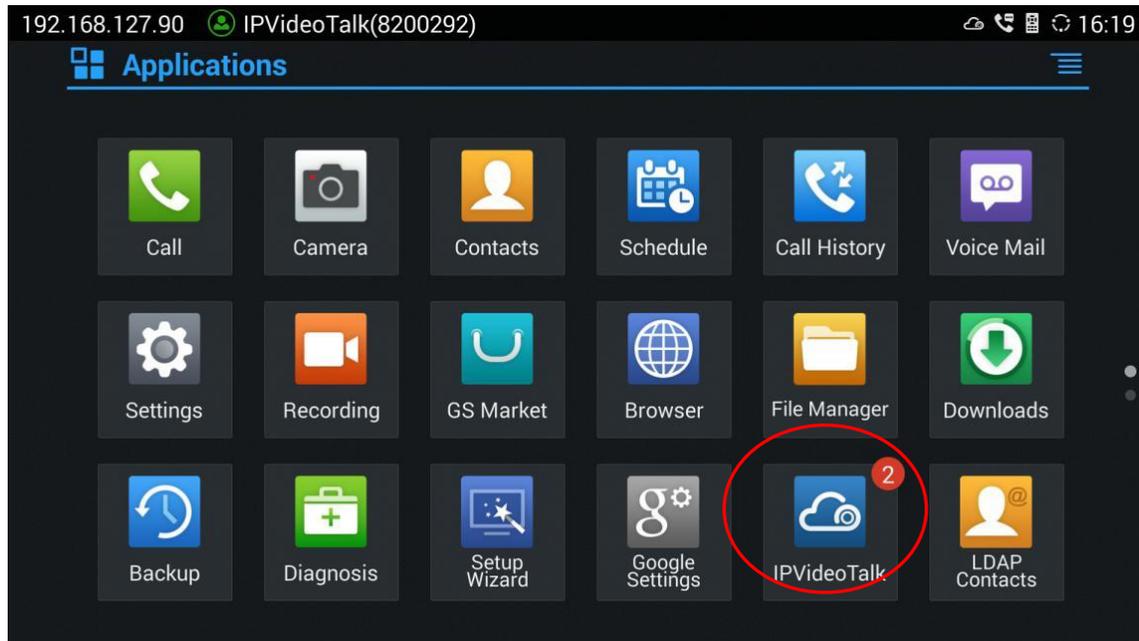


Figure 3: IPVideoTalk Application

2. Open IPVideoTalk application, click on "Settings", and check "Account Active". If this option is checked, it means the IPVideoTalk ID has been activated. See figure below:



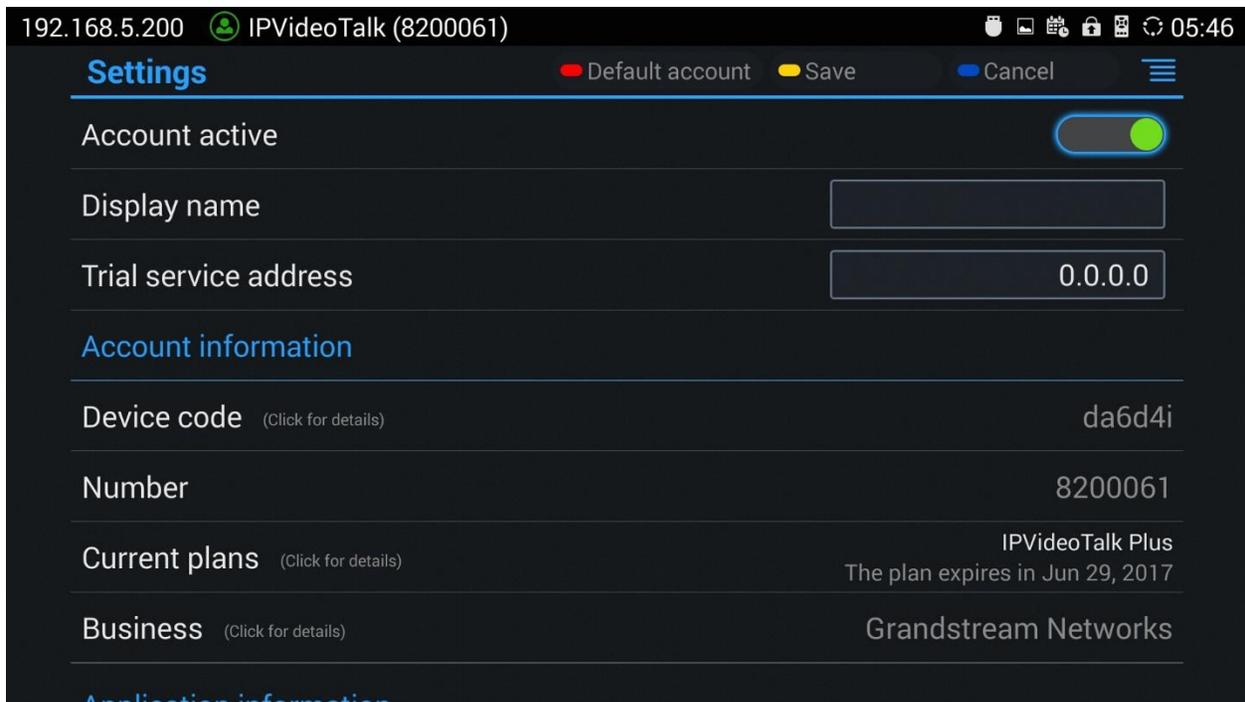


Figure 4: IPVideoTalk App->Settings

3. Users could edit "Display Name". The Display Name will be displayed on the callee side when the users make an IPVideoTalk call.
4. When users finish editing, click on the yellow shortcut key  on GVC remote control to save the configuration.
5. Users will see the Account displayed with a green icon on the top status bar of GVC3200/GVC3202 display device, which indicates the IPVideoTalk ID is registered. This account can be used to establish call with other IPVideoTalk IDs or join IPVideoTalk meetings now.

Link Device

If users would like to schedule a meeting on IPVideoTalk Portal or check company contacts, users need to link the GVC3200/GVC3202 on IPVideoTalk Portal first. Please note users must have an admin account signed up in <http://www.ipvideotalk.com> before linking the device.

There are two ways to link the GVC3200/GVC3202 to the IPVideoTalk Portal: using device code or using device MAC address.



- **To link device using device code, follow the steps below:**

1. Go to GVC3200/GVC3202 LCD Menu->Applications, click on "IPVideoTalk" application->Settings, and find the device code.

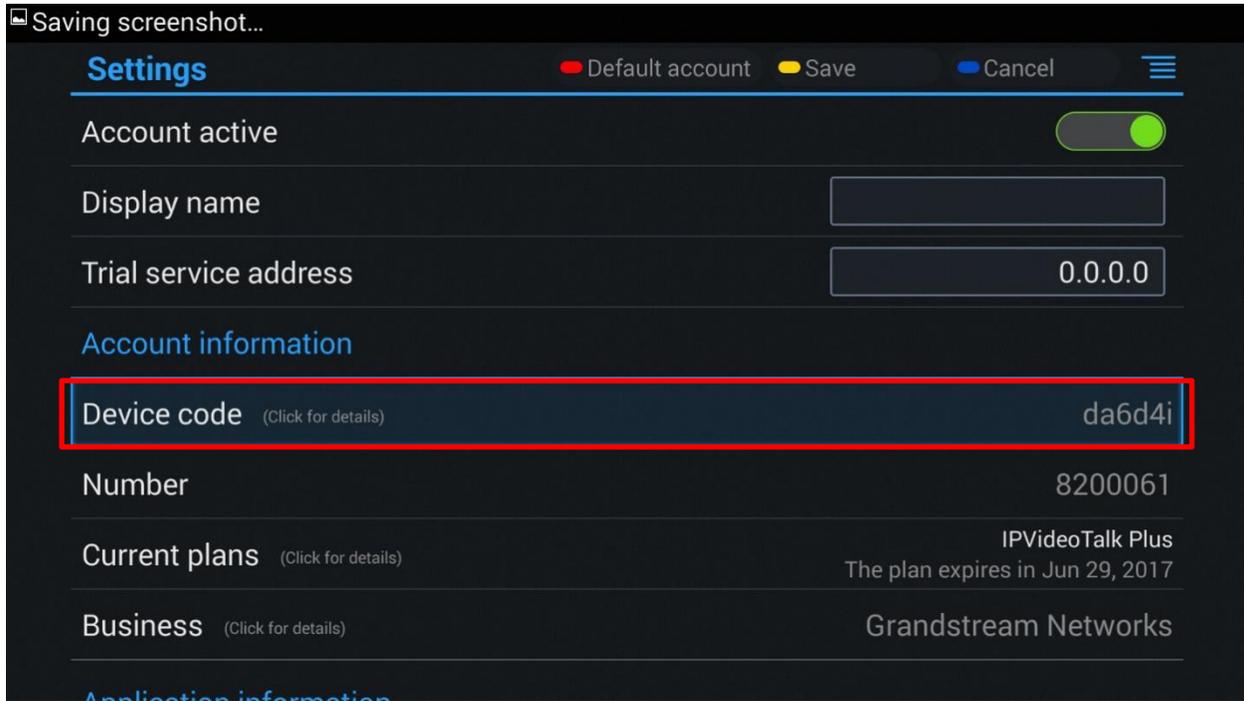


Figure 5: Find Device Code on GVC3200/GVC3202

2. Log in IPVideoTalk Portal using your admin account. Click on tab “Devices” and select “Link Device”. Enter the device code in the prompt.

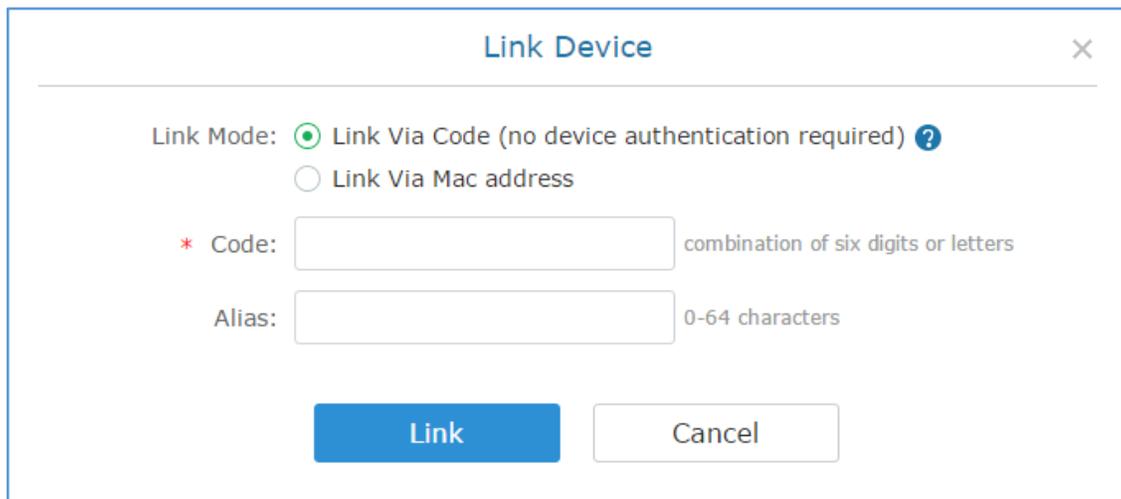


Figure 6: Enter Device Code on IPVideoTalk Portal



3. On the GVC3200/GVC3202, go to LCD menu->Applications->IPVideoTalk application->Notices, the users will see a new message as below. This means you have linked your device successfully.

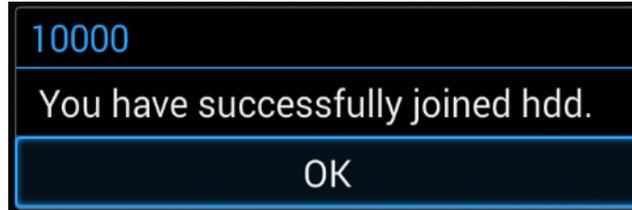


Figure 7: Joined Successfully

- **To link device using MAC address, follow the steps below:**

1. In IPVideoTalk Portal->Devices, click on "Link Device" and enter the device MAC address.
2. The GVC3200/GVC3202 will receive a new message from IPVideoTalk system. Icon  will display on the top status bar of the GVC3200/GVC3202 display device to indicate new message notification.
3. In GVC3200/GVC3202 LCD menu->Applications->"IPVideoTalk" application, users will see a new unread message notification on IPVideoTalk application icon .
4. Open the IPVideoTalk application and click on "Notices", users will see a new message about "Device authentication". Open this message to check the enterprise name and ID. If the enterprise name and ID belong to the user, please select "Yes" to confirm to link the device. Otherwise, select "No" to reject to link the device.



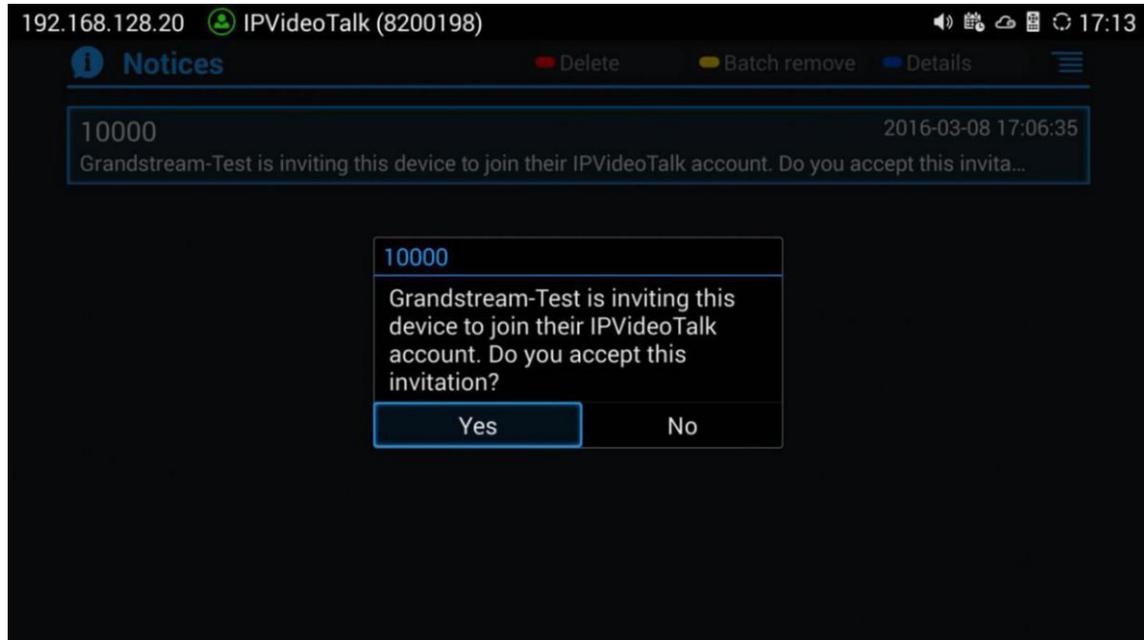


Figure 8: Device Authentication

5. Once the user confirms to link the device, the administrator could see the device shown as online on IPVideoTalk Portal. The device can be controlled and managed via IPVideoTalk Portal by the administrator now.

Start a Meeting

Users could start an instant meeting on GVC3200/GVC3202, or schedule a meeting via IPVideoTalk Portal.

Instant Meeting

An instant IPVideoTalk meeting can be started on GVC3200/GVC3202 by the following steps:

1. On GVC3200/GVC3202, select LCD menu->Call icon to access the dialing interface.
2. Enter another GVC3200/GVC3202's IPVideoTalk ID, or select it from contacts/call history.
3. Press the dialing button  on the remote control, or click on the "dialing" icon  to start a meeting.



 **Note:**

Users could also search for business contacts on dialing page via contacts name or IPVideoTalk ID number.

Additionally, users could start an instant meeting by only clicking on the "dialing" icon  on dialing interface on GVC3200/GVC3202 without entering any IPVideoTalk ID. The GVC3200/GVC3202 will be the meeting host by default. IPVideoTalk cloud system will assign a meeting ID to this instant meeting for other users (such as WebRTC client) to join the meeting.

If the IPVideoTalk ID on the GVC3200/GVC3202 has another session in progress, the user cannot start an instant meeting on the GVC3200/GVC3202. For instant, the GVC3200/GVC3202 passes the meeting host to a WebRTC client and leaves the meeting, the user cannot start an instant meeting on this GVC3200/GVC3202.

Schedule a Meeting

Users could schedule a meeting on IPVideoTalk Portal. For details, please check chapter **Meetings**.

Conference Control

Users could use the conference control features on GVC3200/GVC3202 to manage the participants during the meeting. See figure below:





Figure 9: GVC3200/GVC3202 Meeting Screen

-  **Redial**

If there is a failed call, users could redial this number by clicking on this button. If multiple participants are in the previous call, “Redial” will call all the participants.

-  **Add Member**

Users could click on this button to open the dialing interface, and add participants into the exiting conference.

-  **Conference Control**

1. If the user is muted by the meeting host, there will be an icon



shown on the bottom of the page; in this case, the user cannot unmute himself/herself, only the host can do it. If the user mute himself/herself, the user could unmute by himself/herself.

2. If the video from GVC3200/GVC3202 is terminated by the meeting host, there will be an icon



displayed on GVC3200/GVC3202 “Conf Control” interface. Users could click on this icon and enable/disable the video from GVC3200/GVC3202 during the meeting.



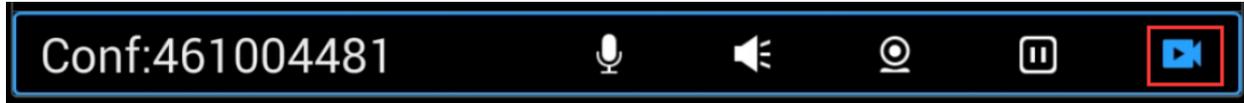


Figure 10: Conf Control

If sharing webcam fails, it may be caused by the user's current role, which does not have the permission to share the webcam.

Note: GVC3200/GVC3202 does not support displaying Participants List, and cannot control the audio/video for participants during a meeting. It is recommended to use WebRTC client to control the meeting.

-  **Hold**

This is used to hold/resume the conference. If the conference is put on hold, the video will stop and users cannot see the video from all other participants.

-  **Presentation**

This is used to open/close sharing presentation. If this feature is enabled, all participants will see the presentation from the GVC3200/GVC3202.

If starting presentation fails, it may be caused by the user's current role, which does not have the permission to start presentation.

-  **More**

Users could click on this option to use the 3rd party application (This option will be found only if the GVC3200/GVC3202 has already installed the 3rd party application), check the Call Info, Set PIN Code, and Open DTMF and check Meeting Info.

-  **Raise Hand**

If the participant needs help or wants to be unmuted, the participant could click on Raise Hand button, and the meeting host will see the Raise Hand icon in Participants List. The meeting host cannot click to raise hand.

-  **End Meeting**

If selected, an End Conference prompt will be shown on the screen, if user clicks on OK, all participants will be disconnected from the conference room and the call will be ended.



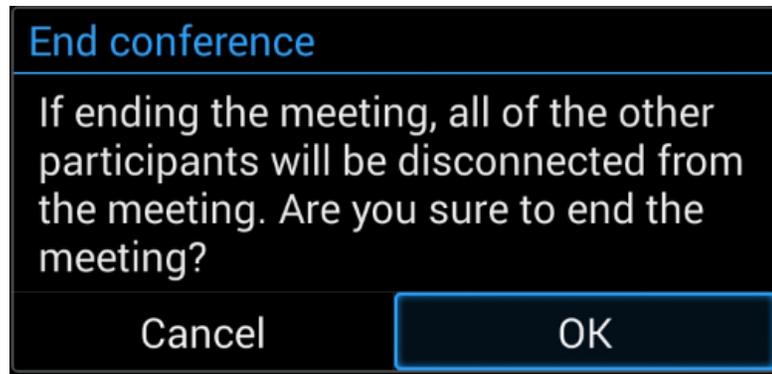


Figure 11: End Conference prompt

Request to Share Webcam

If the GVC's camera is not shared during an IPVideoTalk meeting, the WebRTC acting as host has the ability to request GVC clients to share their camera. A prompt will be displayed on the screen to accept or reject the request as shown in the figure below.

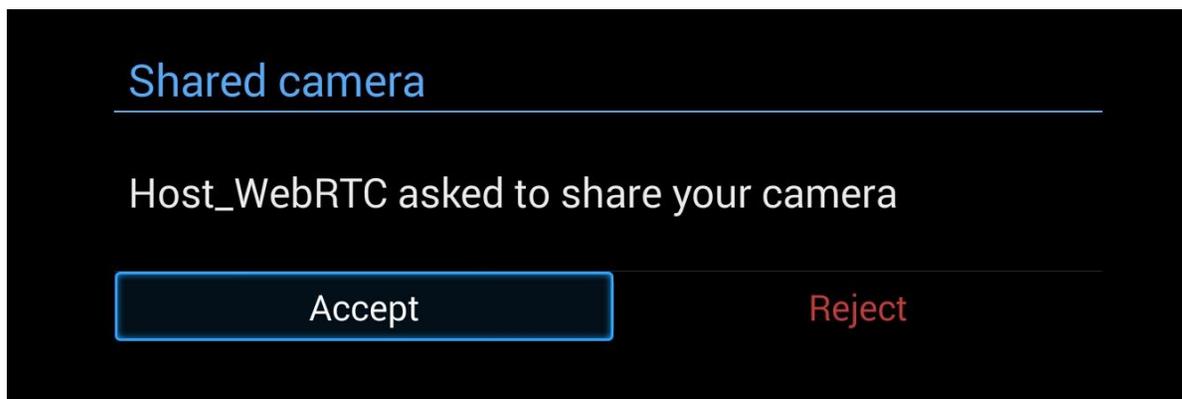


Figure 12: Request to Share Webcam

Note: The firmware of GVC3200/GVC3202 should be 1.0.3.23 or later version. Otherwise, the GVC3200/GVC3202 will not receive the request.

Recording

1. When the GVC3200/GVC3202 is in an IPVideoTalk video call, the user could click  on the bottom of the call interface, or  on the remote control to start recording.
2. Once start recording, the audio and video on the GVC3200/GVC3202 will be recorded. Users could see the recording icon  flashing at the upper left corner during recording. If the meeting



participant enables presentation function during recording, it will record the presentation as default. If the meeting participant disables presentation function during recording, it will switch to record the video and audio. Click **Rec** button again to stop recording, and the recording file will be saved in the GVC3200/GVC3202 automatically.

- Each recorded file will not be bigger than 1.9G, the system will create a new file automatically to continue recording if the previous recorded file exceeds 1.9G. There will be a prompt to indicate the storage space is insufficient if the disk storage is full.
- Once the recording is completed, users could go to Recording application on the GVC3200/GVC3202 to check the recording file, or look for the recording file in File Manager application. Users could play, export, lock/unlock, send, rename or delete the recording file.

Check Meeting Information

Users could check the meeting subject, meeting ID, Host, Password and URL during the meeting. The meeting host could share the meeting ID or URL for other participants to join the meeting via WebRTC/IPVideoTalk Mobile App.

- During meeting, click on "More" icon  on GVC3200/GVC3202, then click on "Meeting Info".
- GVC3200/GVC3202 will show the information prompt as below:
 The meeting Subject, Meeting ID, Host, Password, URL, Host code, PSTN access number (for IPVideoTalk Pro and Plus) and Server location area will be listed there.

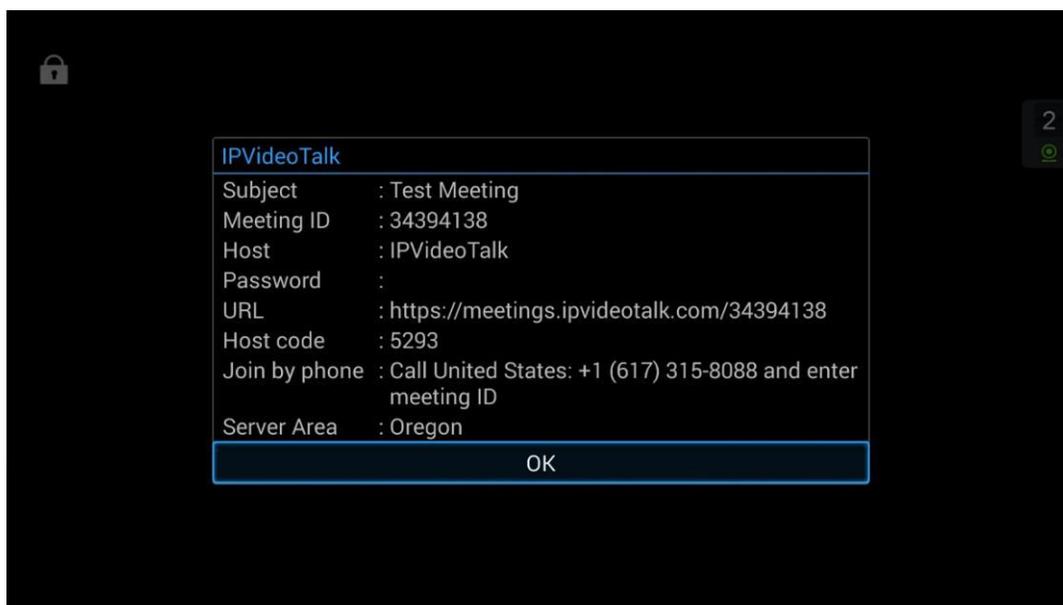


Figure 13: Meeting Information



Join Meeting

On GVC3200/GVC3202, users could join a meeting by dialing the host's IPVideoTalk ID number or the meeting ID. The users can find the meeting ID in the meeting invitation Email, or contact the host directly for the IPVideoTalk ID number or the meeting ID.

- Go to dialing interface, input the meeting ID or meeting host's IPVideoTalk ID number, and press the dialing button to join the meeting.
- If the meeting status is "To be hosted" or "In Process", users could dial into the meeting successfully. If the meeting status is "Ended" or "Not Started", the call will be failed, and users could see the prompt on GVC3200/GVC3202 output.
- If the meeting has a PIN Code configured by the GVC3200/GVC3202 host, users need to input the password before joining the meeting. Users could input the PIN Code via remote control, followed by the # key. See figure below:



Figure 14: Input PIN Code to Join Meeting

- If the user is the participant in the invited list, the user does not need to input the PIN Code.
- If the meeting is not started yet, the user cannot join the meeting by dialing the meeting ID.
- If the WebRTC host leaves the meeting without ending it, and the meeting is still in process, other participants can still join into the meeting.



Schedule Meeting

To schedule an IPVideoTalk meeting using IPVideoTalk service, the users need to login as admin in IPVideoTalk Portal first. Please refer to chapter **Meetings** for more details.

Check Scheduled Meetings

Once the meeting is scheduled on IPVideoTalk Portal, the scheduled meeting will be provisioned to the GVC3200/GVC3202 host. Users can check the meeting details under Schedule interface in GVC3200/GVC3202 LCD or Web UI.

1. On the GVC3200/GVC3202 LCD idle screen, click on the "Schedule" icon .
2. In the scheduled meetings list, the IPVideoTalk meeting scheduled via IPVideoTalk service will be marked with  icon.

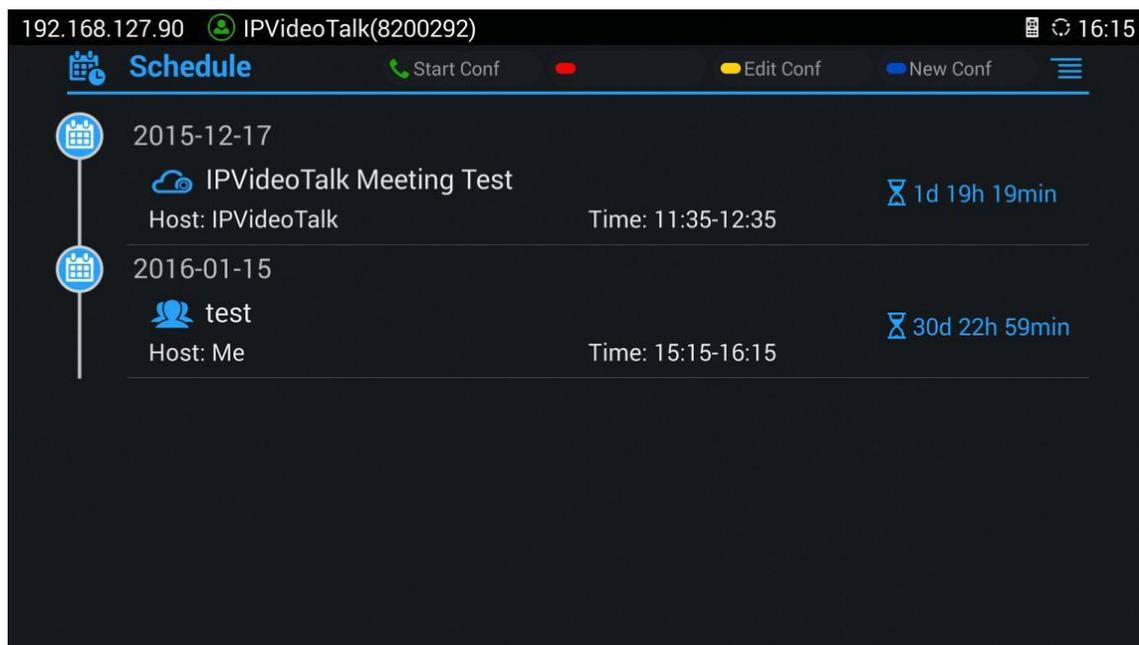


Figure 15: Schedule List

3. Select the meeting entry and press "OK" button on GVC remote control to check the detailed information of the scheduled meeting.



Start Scheduled Meeting Automatically

A meeting notification will be prompted on the host GVC3200/GVC3202 display device 10 minutes and 5 minutes before meeting starts. Once the scheduled time arrives, the scheduled meeting will be started and GVC3200/GVC3202 will dial all invited participants automatically.

Note:

1. When the scheduled meeting time arrives, if the host GVC3200/GVC3202 is still in a call, the meeting will not start. The users can start the meeting manually on GVC3200/GVC3202 after the current call is ended.
 2. If the user set DND on GVC3200/GVC3202, the meeting cannot start automatically. The user could disable DND and start the meeting manually.
 3. If the IPVideoTalk ID on the GVC3200/GVC3202 has another session in progress, the user cannot start an instant meeting on the GVC3200/GVC3202.
-

Start Scheduled Meeting Manually

If users want to start the scheduled meeting before the scheduled time, or if users have missed the scheduled meeting, users could start the meeting manually.

1. Go to GVC3200/GVC3202 schedule list on LCD by clicking on icon  and select the meeting entry in the meeting history.
2. Press the Call button  on the GVC remote control, or click on "Start conference" option on GVC3200/GVC3202 display device.
3. If the IPVideoTalk ID on the GVC3200/GVC3202 has another session in progress, the user cannot start an instant meeting on the GVC3200/GVC3202.

Cancel Scheduled Meeting

Users could cancel the scheduled meeting at any time before the meeting starts. IPVideoTalk cloud system will send Emails to the invited participants notifying them the meeting is canceled.

1. Go to "Schedule" List on GVC3200/GVC3202 by clicking on icon .



2. Select the meeting that the user wants to cancel.
 3. Click on "Cancel conf" option on GVC3200/GVC3202 display device.
-

 **Note:**

If the meeting is canceled, the meeting entry will be removed from the "Schedule" list, but users could find the meeting history in IPVideoTalk Portal.

IPVideoTalk Application

GVC3200/GVC3202 comes with a built-in IPVideoTalk ID as well as a pre-installed IPVideoTalk application. Users could experience IPVideoTalk service out-of-box without additional efforts to install any other applications.

The IPVideoTalk application helps users to view messages from IPVideoTalk platform, manage contacts and account configurations. To access IPVideoTalk application, go to GVC3200/GVC3202 LCD menu->Applications->IPVideoTalk. Users will see the following options in IPVideoTalk application:

1. Contacts

This is used to show the business contacts. If the device is not linked on IPVideoTalk Portal, this will be empty.

2. Notices

This is used to receive the notices from IPVideoTalk cloud system. Users can check system messages here.

3. Settings

This is used to configure IPVideoTalk ID related settings and check plan related information. Users may activate the IPVideoTalk ID, edit display name, check device code, view current plan and linked enterprise information.

Contacts

After the users link the IPVideoTalk ID on the IPVideoTalk Portal, the users could check the business contacts here (if the contact exists in IPVideoTalk Portal). The contacts are centrally managed in the IPVideoTalk Portal, and GVC3200/GVC3202 can sync up with the IPVideoTalk Portal for the contacts in IPVideoTalk Portal. Currently, the users cannot directly edit the business contacts on GVC3200/GVC3202.



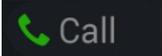


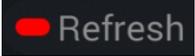
Figure 16: IPVideoTalk Application->Contacts

- 
Group

This is used to check the contacts under this group.
- 
Contacts

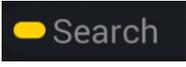
This is used to check the detailed information of the contacts, such as name, phone number, Email address and so on. The green dot represents "online, and the grey dot represents "offline".
- 
Public Device

This is used to check the detailed information of the device, such as device name, IPVideoTalk ID, and so on. The green dot represents "online" and the grey dot represents "offline".
- 
Call

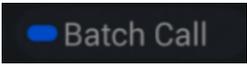
Users could select one contact and press this button to dial out. This will join an IPVideoTalk meeting with the callee immediately. If the callee does not have an IPVideoTalk ID, this call cannot be made.
- 
Refresh

Users could select "Refresh" to refresh online status.



-  **Search**

Users could input contact name or IPVideoTalk ID to search the entry.

-  **Batch Call**

Users could select multiple contacts, and make batch call to dial all selected contacts into the one IPVideoTalk meeting.

 **Note:**

- The contacts information is retrieved from IPVideoTalk cloud system via encrypted traffic.
- If the GVC3200/GVC3202 is not connected to Internet, it will not be able to retrieve contacts information from IPVideoTalk Cloud System.

Notices

"Notices" is used to receive message from IPVideoTalk server. The following table lists possible notices from IPVideoTalk server and what the user is expected to do after receiving the message.

Table 4: Notices and Solutions

Notices	Solutions
When the IPVideoTalk plan is about to expire or already expired, users will receive a notice.	If the IPVideoTalk plan is expired, the calls using the IPVideoTalk ID will be restricted. Users will not be able to dial out or answer the call using the IPVideoTalk ID. Users could go to www.ipvideotalk.com to contact service provider to renew the IPVideoTalk plan associated with the IPVideoTalk ID.
When the user links the device on IPVideoTalk Portal using MAC address, the GVC3200/GVC3202 will receive a message	Users could open this message and select "Yes" or "No" to reply. If "Yes" is selected, the device can be linked to IPVideoTalk Portal.



to reply to authentication request.	
When the user's GVC3200/GVC3202 firmware is too old to be used with the IPVideoTalk service, the user will receive a notice.	Click to open the message, the user could select to upgrade the device. The GVC3200/GVC3202 will be configured with an available firmware upgrading path to upgrade to the required firmware version.
When there is an upgrade on IPVideoTalk cloud system, the users will receive notifications from the server about upgrading time and duration.	During cloud system upgrade and maintenance, the users cannot use the GVC3200/GVC3202 for IPVideoTalk meetings. Please do not schedule meetings during the upgrade and maintenance period.
When the user's IPVideoTalk ID is frozen/unfrozen, the user will receive a notice.	This issue may be caused by the Plan definition. The user may be using the plan which requires to bind two GVC320x devices. Please contact with your local device provider or Grandstream Support to resolve this issue.
Others	Users may receive other system notification messages, please pay attention to the notices.

Unread Messages

When there is an unread message in GVC3200/GVC3202 LCD menu->Applications->IPVideoTalk application->Notices, GVC3200/GVC3202 will notify users via the following ways:

- Users could find the IPVideoTalk icon  on the system status bar on the top of the screen.
- In LCD menu->Applications, users could find the red digit on "IPVideoTalk" application  indicating the number of unread messages.
- In LCD menu->Applications>IPVideoTalk application->Notices, users could find the red digit showing the number of unread messages. The format of the message is "x/y" where "x" is the number of unread messages and "y" is the number of total saved messages. Please see figure below:



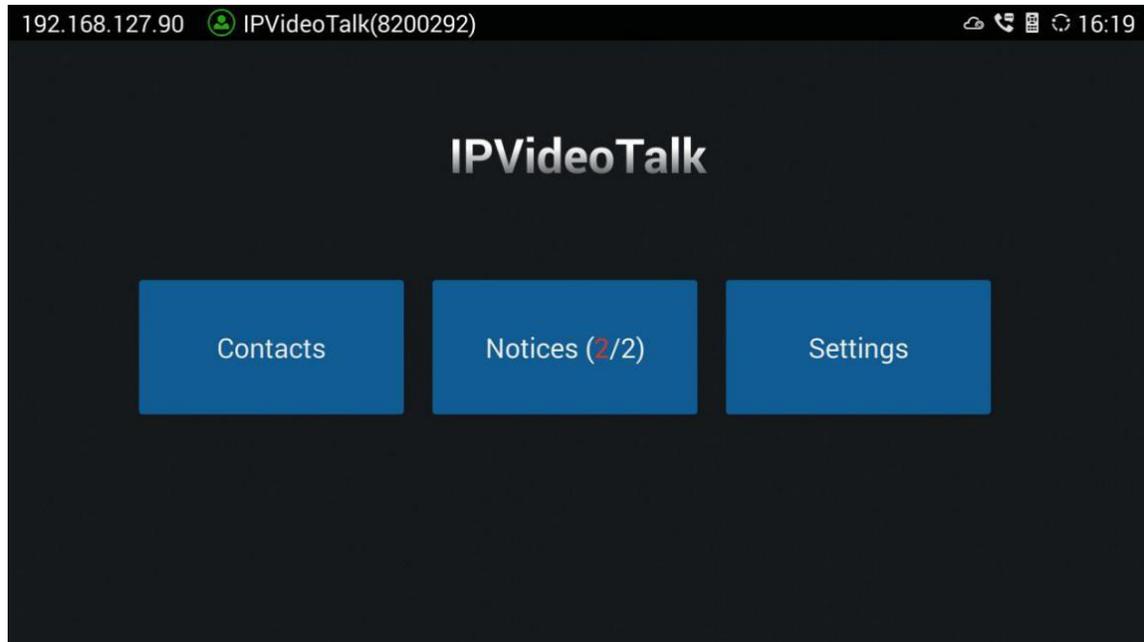


Figure 17: IPVideoTalk Application Interface

To check and reply (if required) messages in "Notices" section:

1. Select "Notices" and open the notices list.
2. Select the message. There will be a dialog prompted to display message content.
3. For some notices, users may be required to reply. Please use GVC remote control to navigate and make necessary selections to finish the operation. The following figure shows the authentication request message for users to confirm to link device to IPVideoTalk Portal when the link operation is done via MAC address.

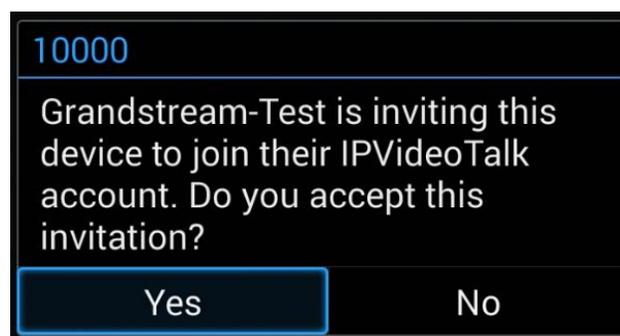


Figure 18: Notice Message - Authentication Request to Link Device via MAC Address



Settings

Users could configure IPVideoTalk ID related settings and check information in GVC3200/GVC3202 LCD menu->Applications->IPVideoTalk application->Settings. See figure below:

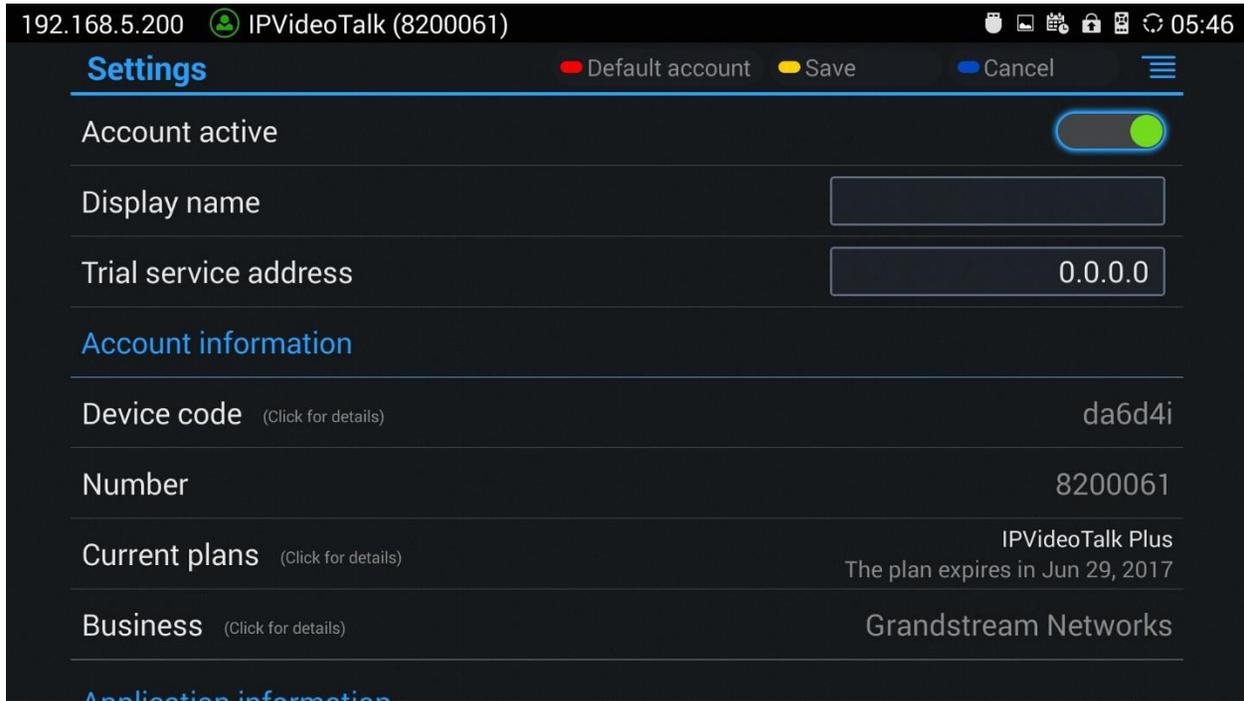


Figure 19: IPVideoTalk Application->Settings

- **Account Active**

This is used to activate/de-activate IPVideoTalk ID. Green icon  indicates active IPVideoTalk ID while Grey icon  indicates inactive IPVideoTalk ID. Users can click on this box to activate and de-activate IPVideoTalk ID.

- **Trial Service Address**

If the users would like to try our trial service system (which might not be as stable as the official IPVideoTalk platform), please obtain the trial service address from Grandstream and enter it here.

- **Device Code**

This is a six-digit code for the device to link to IPVideoTalk Portal quickly. Authentication response is not required for the GVC3200/GVC3202 user to link the device if device code is entered in



IPVideoTalk Portal.

- **Display Name**

This is used to set the display name for the IPVideoTalk ID on GVC3200/GVC3202. When the user uses this device to dial out, the callee will see the display name.

- **Number**

This is the IPVideoTalk ID number assigned by IPVideoTalk cloud system and it cannot be edited. Other IPVideoTalk ID users could dial this number to join the meeting. If the IPVideoTalk ID on the GVC3200/GVC3202 fails to obtain association with the IPVideoTalk cloud system, this field will show the MAC address of GVC3200/GVC3202 instead of IPVideoTalk ID number. In this case, please check your network connection, network settings, or trial service settings on the GVC3200/GVC3202 to make sure it has properly connected to the IPVideoTalk platform over the Internet.

- **Current Plans**

This is used to show the plan of the IPVideoTalk service and the expiration date. Users could click on it to check plan details.

- **Business**

This is used to show the enterprise name if the user has linked the device on IPVideoTalk Portal.

- **Save**

After editing, users need to save the configuration by pressing the yellow shortcut key on GVC remote control, or selecting the "Save" option at the top right corner to have the changes take effect.

 **Note:**

The IPVideoTalk ID number is unique for each GVC3200/GVC3202, and it doesn't change upon re-activation or re-registration. If the GVC3200/GVC3202 fails to obtain IPVideoTalk ID number from IPVideoTalk cloud system or fails to register/activate IPVideoTalk ID, this IPVideoTalk ID cannot be used to make or receive calls.

Unlink Enterprise

1. Go to GVC3200/GVC3202 LCD Menu->Applications->IPVideoTalk application->Settings, click on "Business".



2. Click on "UnLink".

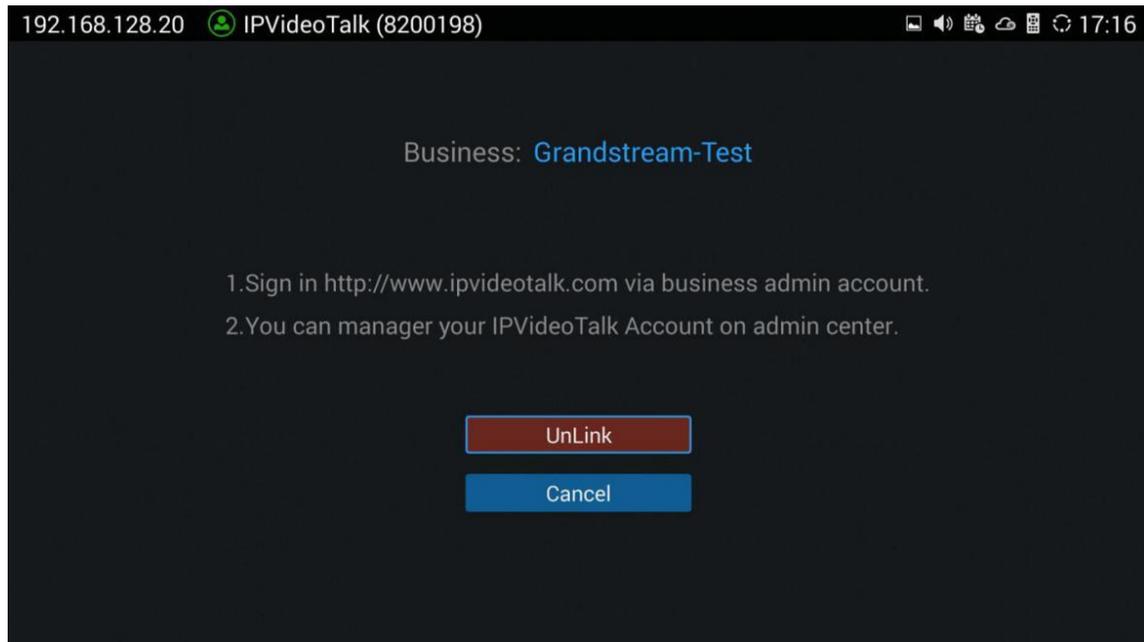


Figure 20: Unlink Enterprise - Unlink

3. Once unlinked, the GVC3200/GVC3202 will receive a message notification as shown below. Click on "Notices" to access messages to view this message.

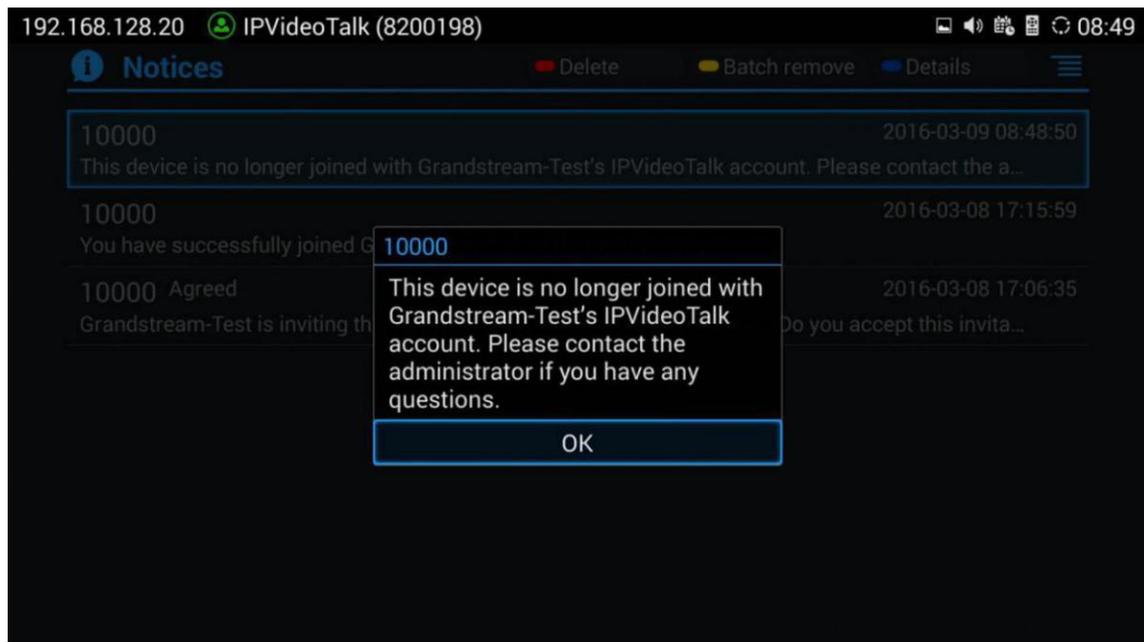


Figure 21: Unlink Enterprise - Confirm



Messages on GVC3200/GVC3202 Main Page

The main page of the GVC3200/GVC3202 displays important notification messages of IPVideoTalk service, 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.

1. The GVC3200/GVC3202 supports displaying important notification messages on the bottom of its main page. Press the yellow key  on the remote control to view the message details. The firmware of the GVC3200/GVC3202 is too low, please update the firmware as soon as possible.

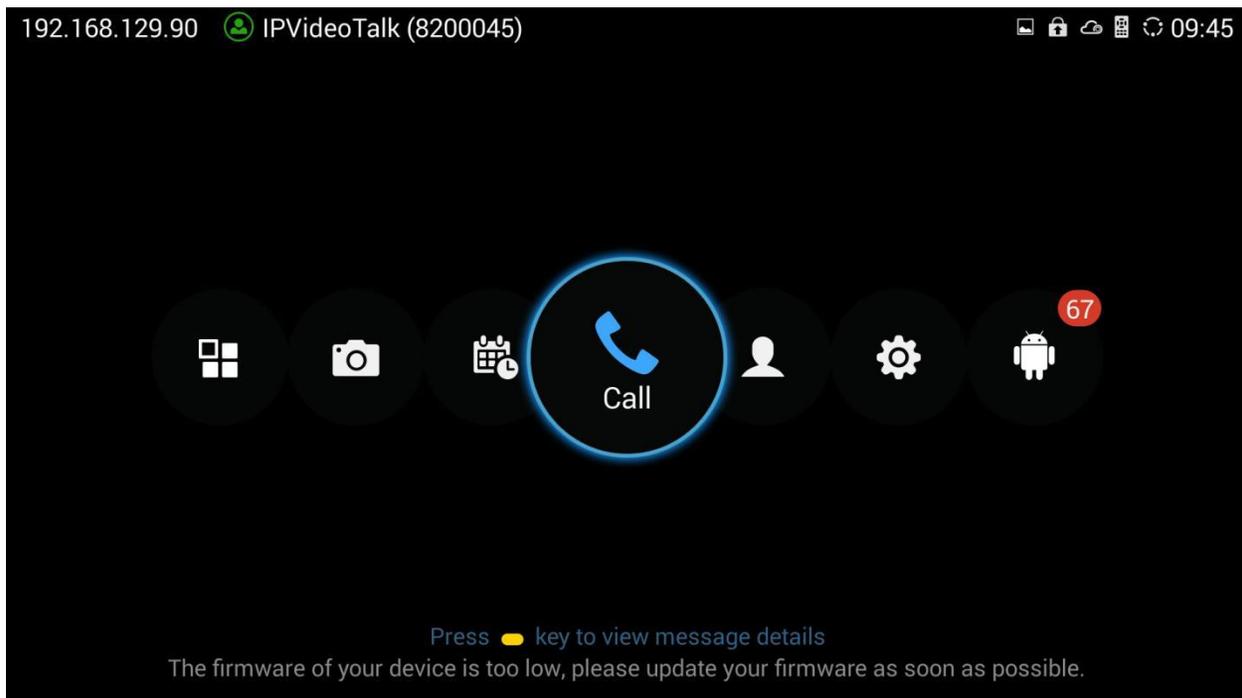


Figure 22: GVC3200/GVC3202 Home Page

2. Display the notification messages in different priority (e.g., the priority from high to low is low firmware notification, plan expiration notification, system upgrade maintenance notification), and display the latest message in accordance with the release time.
 - **Plan expiration.** When the user continues the plan of IPVideoTalk service, the notification message displayed on the bottom of the screen will disappear.
 - **Low firmware notification.** When the user upgrades the firmware to the latest version on the GVC3200/GVC3202, the notification message displayed on the bottom of the screen will disappear.
 - **System upgrade maintenance notification.** Once the maintenance is done, the notification message displayed on the bottom of the screen will disappear.



WEBRTC CLIENT

About WebRTC

IPVideoTalk WebRTC client allows users to use IPVideoTalk service without downloading any application or plug-in, and users could join a meeting via web browser directly. WebRTC client offers faster, simpler, and more convenient user experience than other clients.

Internet Explorer and Apple Safari do not support WebRTC, please install the plug-in before join meeting via the browsers. Please click the meeting URL to join a meeting after installation.

Browser and Operating System

Table 5: Browser and Operating System

Operating System	<ul style="list-style-type: none"> • Windows • Mac • Linux/Ubuntu • Google Chrome OS
Web Browser	<ul style="list-style-type: none"> • Mozilla Firefox V36 or later • Google Chrome V39 or later • Win Opera V36 or later, MAC Opera V32 or later • Internet Explorer V11 or later • Apple Safari V9 or later
Internet Connection	<ul style="list-style-type: none"> • 1 Mbps or better (broadband recommended) • 3G connection or better (Wi-Fi recommended for VoIP audio) for Chromebooks
Software/Hardware	<ul style="list-style-type: none"> • Screen sharing extension for Mozilla Firefox (if Presenter) • Meeting plug-in for IE/Safari • Microphone and speakers

 **Note:**

Internet Explorer/Apple Safari do not support screen sharing function currently. If there is no prompt to remind you to install the plug-in, please upgrade your browser to the latest version or use the supported browsers to join meeting such as Firefox, Chrome or Opera.



Features Supported On Different Browsers

Table 6: Supported Features with Different Browsers

Session Features	Firefox	Chrome	IE/Safari (beta)	Opera
Requirement				
Operating System	Windows/ Mac/ Linux/ Ubuntu	Windows/ Mac/ Linux/ Ubuntu	Windows(IE)/ Apple(Safari)	Windows/ Mac / Linux/ Ubuntu
Browser's Version	Firefox(V43+)	Chrome(V42+)	IE(V11+)/ Safari (V9+)	Opera(V36 +)
Requires Plugin Installation	✘	✘	✓	✘
Join & Host				
Join a meeting	✓	✓	✓	✓
Host a meeting	✓	✓	✓	✓
Audio				
Connect via MIC and speakers (VoIP)	✓	✓	✓	✓
Mute	✓	✓	✓	✓
Screen sharing and content sharing				
View the Presenter's screen	✓	✓	✓	✓
Share your screen	✓ (beta)	✓ (beta)	✘	✘



Share an application	√ (beta)	√ (beta)	×	×
Webcams (HD)				
Share your own webcam	√ (beta)	√ (beta)	×	×
View shared webcams	√	√	√	√
Chat				
Group chat	√	√	√	√
Private chat	√	√	√	√
Host Control				
Mute all/Unmute all	√	√	√	√
Mute one participant/Cancel	√	√	√	√
Forbid group chat	√	√	√	√
Remove participant	√	√	√	√
End meeting	√	√	√	√
QoS Information				
Network status	√	√	√	√
Server location	√	√	√	√
Audio/Video packet loss	√	√	√	√
Cooperation				
Raise Hand	√	√	√	√



Join a Meeting

WebRTC client does not support initiating a meeting as a host via web browser. Users could join a hosted meeting with WebRTC client. To make sure the users can join the meeting successfully using WebRTC, the users need to have a working microphone device connected to the PC. Otherwise, users will not be able to join the meeting properly.

Join a Meeting with Meeting ID

Open the link <https://meetings.ipvideotalk.com> using web browser, and input the Meeting ID, Name and Email Address to join the meeting. Users could find the meeting ID from the notification Email, or users could contact the meeting host to obtain the meeting ID.

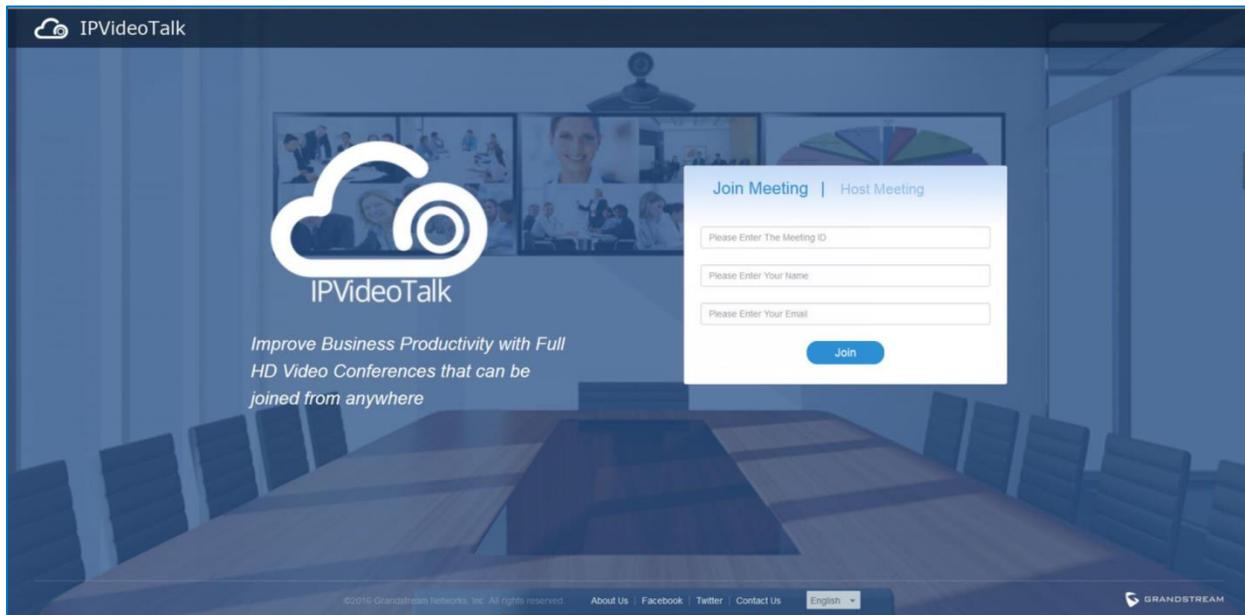


Figure 23: WebRTC “Join a Meeting” Interface

Join a Meeting via Notification Email

In the IPVideoTalk meeting notification Email, users could join the meeting by clicking on "Click Here to Join the Meeting". The default browser needs to be configured as Firefox, Opera or Chrome so the meeting link can be automatically opened with the supported WebRTC browser.



 **IPVideoTalk**

Hello,

You have been invited to attend the following meeting:

Subject: Presenting New Products Meeting

Hosted by: (CompanyABC) Marketing

Time: Jul 11, 2016 09:00AM Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna

Meeting ID: 36481196

Password: 295671

PSTN Access: United States: +1 (617) 315-8088 [View all numbers](#)

Agenda:
09:00-10:00 Introducing new products.
10:00-10:30 Experiencing new products.
10:30-11:00 Q&A

You can use [Firefox](#), [Chrome](#), [Opera](#) or Grandstream's [IPVideoTalk Mobile](#) to join the meeting.

[Click here to Join the Meeting](#)

This is an automatically generated email. Please do not reply.
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Figure 24: Notification Email

If the host has set password authentication for the meeting, users need to input the password to join the meeting successfully. Please see figure below:

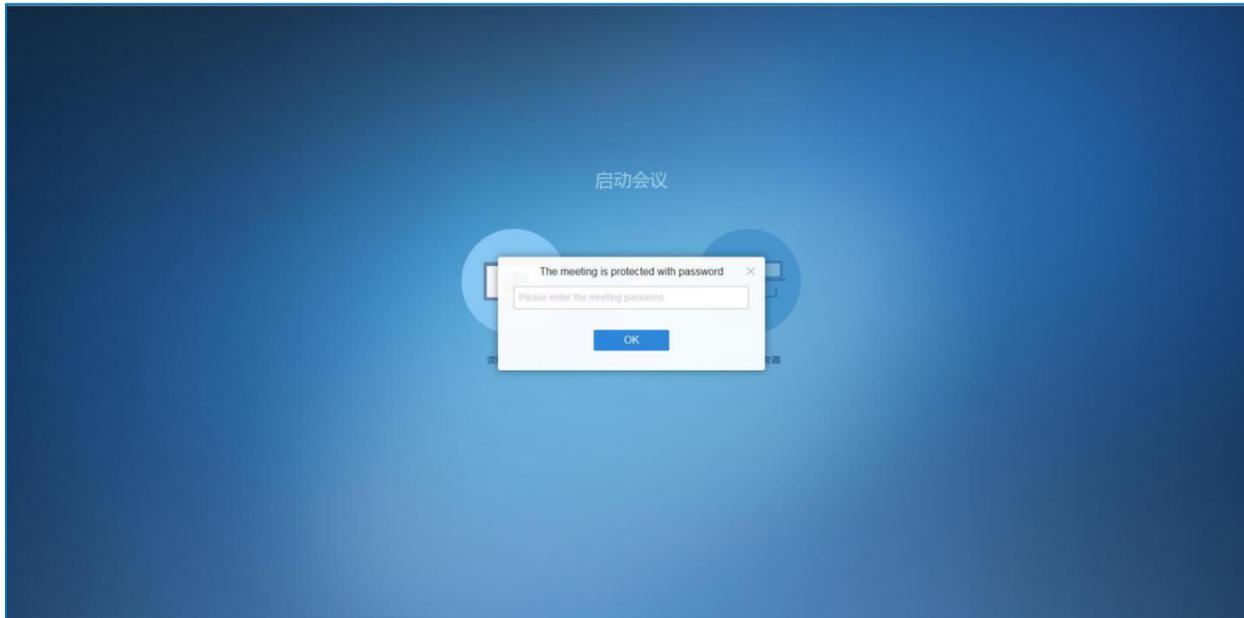


Figure 25: Input Meeting Password

 **Note:**

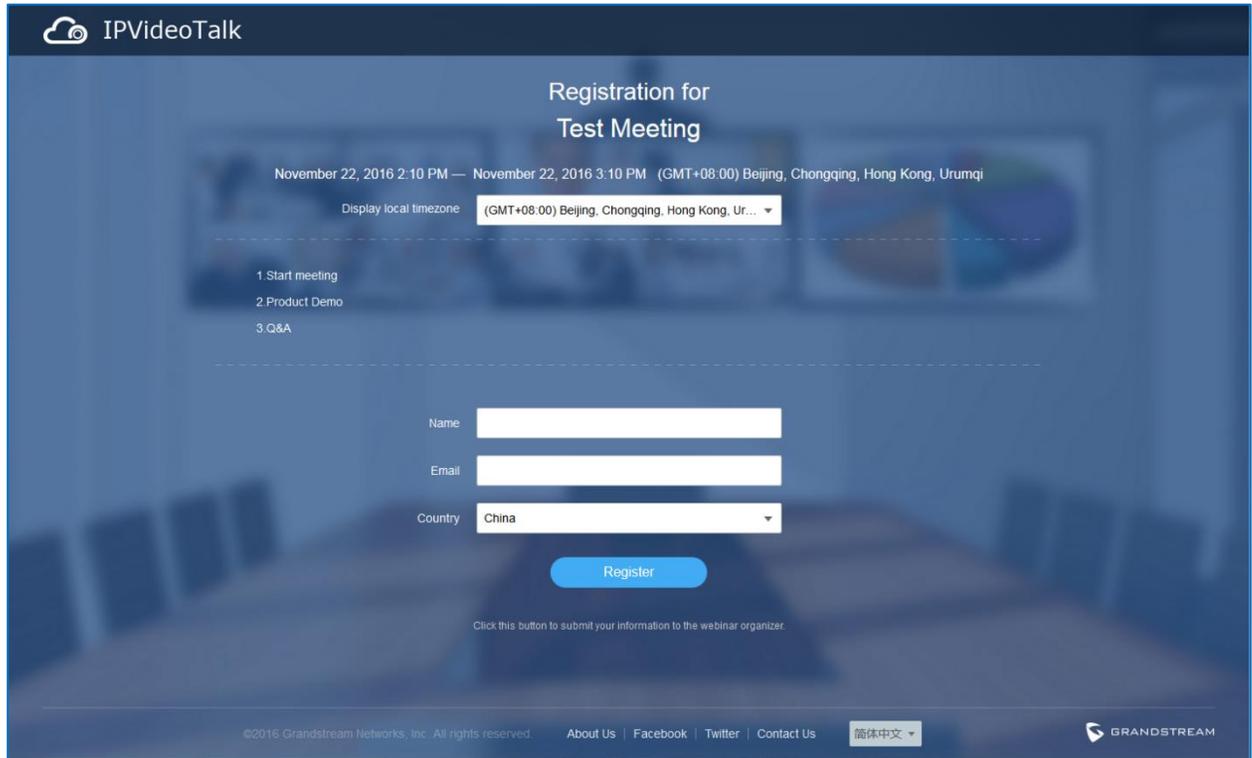
1. Users need to ensure that the microphone device is available to be used with PC. Once the browser shows a window to indicate to share microphone device, please choose "Allow" in order to join the meeting successfully.
2. If the host has not entered the meeting room yet, users need to wait until the host joins the conference. Before the host joins the conference, other participants will hear the waiting music.
3. If the participant enters the meeting more than 10 minutes before the meeting's scheduled start time, the meeting will be shown as not existed. Please wait until at least 10 minutes before the meeting start time to join the meeting.

Participants Register

If the current meeting requires the meeting participants to register, the participant will see an URL before joining in the meeting, and it will lead the user to register by clicking on this URL, and finish registering with the participant's information.

1. Click on the register URL to enter the register page. (The participant could click on the URL which is used for joining in the meeting, and if the meeting requires the participant to register, it will direct the participant to the register page.)





IPVideoTalk

Registration for Test Meeting

November 22, 2016 2:10 PM — November 22, 2016 3:10 PM (GMT+08:00) Beijing, Chongqing, Hong Kong, Urumqi

Display local timezone (GMT+08:00) Beijing, Chongqing, Hong Kong, Ur...

- 1. Start meeting
- 2. Product Demo
- 3. Q&A

Name

Email

Country

[Register](#)

Click this button to submit your information to the webinar organizer.

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Figure 26: Sign-up Page

2. The user needs to input the information: Name, Email, and Country (current country).
3. When finish registering, the user will receive a confirmation Email, the user may click on “Click Here to Join the Meeting” in the Email to join in the meeting. The meeting system will use the register Name and Email as default when joining into the meeting.
4. If the Email had been registered before, the system will indicate the user whether to resend another Email. When done, the user will receive a confirmation Email. If the user input a new Name to join the meeting, the system will use the new Name for the user in the meeting.
5. If the meeting is terminated/canceled/expired, the user cannot continue to register.

Install Plug-in for IE/Safari

Internet Explorer and Apple Safari do not support WebRTC, please install the plug-in before join meeting via the browsers. Please follow the steps below to install:

1. If users open the meeting URL with IE or Safari browser, then it will remind users to install the plug-in. Please upgrade the browser to the latest version if there is no reminder because the browser version is too low, or use the supported browsers to join meeting such as Firefox, Chrome or Opera.



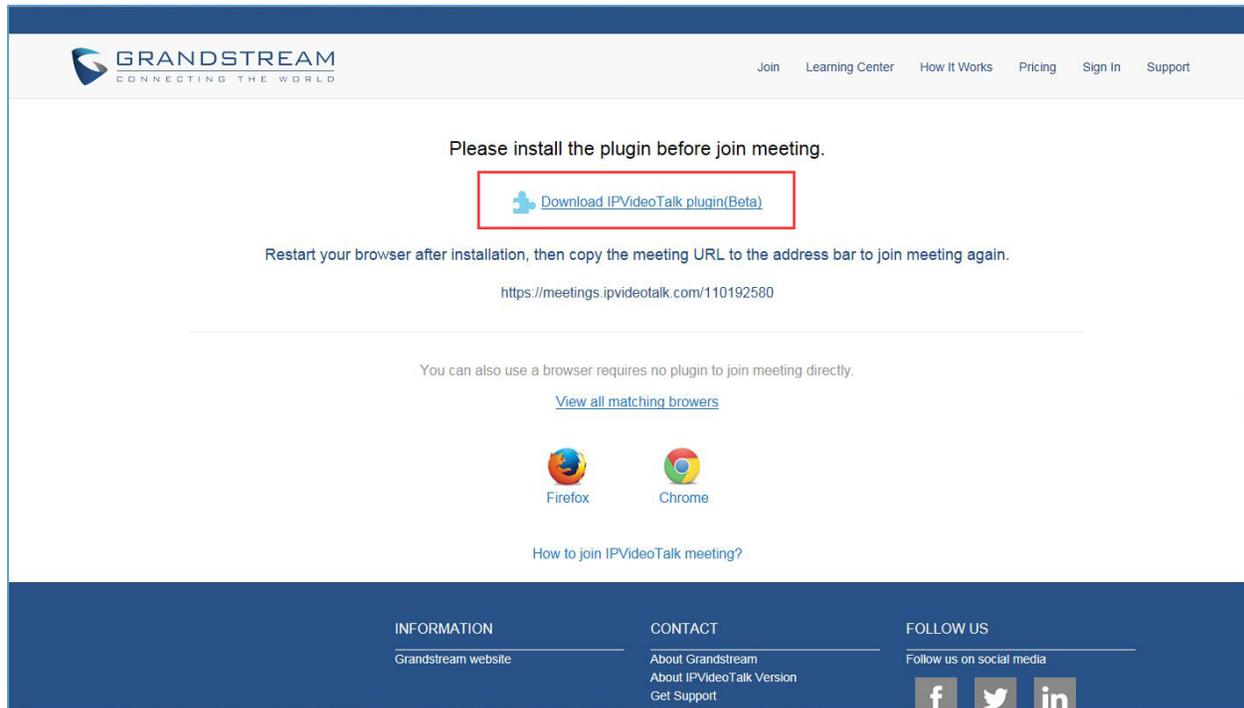


Figure 27: Download IPVideoTalk Plug-in

2. Click “Download” and the browser will direct users to install and operate the plug-in, please follow the guidance to install;



Figure 28: Setup IPVideoTalk Plug-in

3. It is recommended to restart the browser when the installation is done.



- Users only need to install the plug-in once, and users can join the IPVideoTalk meeting shortly afterwards.

Meeting Interface

When users join the conference from the web browser, users will see the following interface:

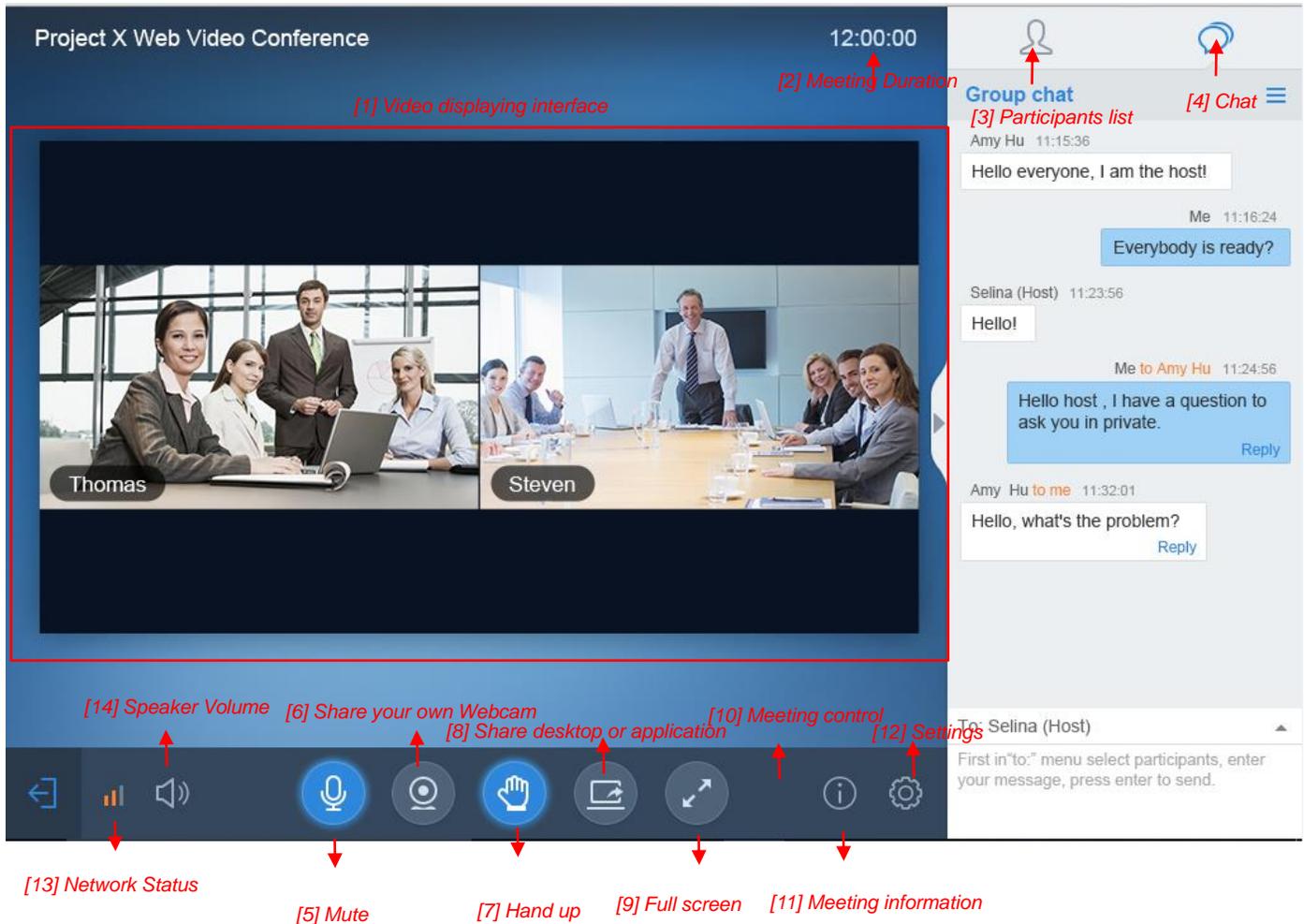


Figure 29: Meeting Interface on Firefox

[1] - Video displaying interface

This screen is used to check the video from host or presentation in the conference.

[2] – Meeting Duration

This is used to show the meeting duration.

[3] - Participants list



This is used to show all participants in the conference. Please note if the meeting is an instant meeting started by GVC3200/GVC3202 directly, when joining from web browser, the browser will not show participant information.

Users could see the participants' clients type in Participants List, the icon will be seen in front of the participants' name. Here are all clients type icons:

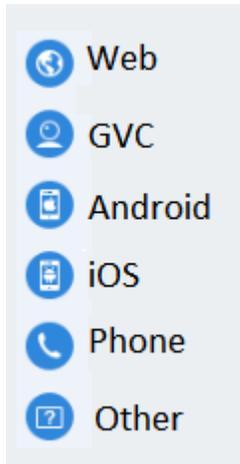


Figure 30: Clients Type Icons

[4] - Chat

Chat in meetings, supports group chat and private chat now.

[5] - Mute

This is used to enable/disable mute.

[6] - Share your own Webcam (beta)

Share your Webcam to other participants during the meetings on supported WebRTC browsers.

If the user does not have the permission to share the webcam, the user will not see this option on Meeting Interface.

[7] - Raise Hand

If the participant needs help or wants to be unmuted, the participant could click on Raise Hand button, and the meeting host will see the Raise Hand icon in Participants List. The meeting host cannot click to raise hand.

[8] - Share desktop or application (beta)

Share your desktop or an application during the meetings.



If the user does not have the permission to share desktop/application, the user will not see this option on Meeting Interface.

[9] – Full Screen

Users could click Full Screen button to make the video in full screen size, and scroll to zoom in/out the video.

[10] - Meeting control

Users could obtain host access via host code to gain meeting control such as mute all, mute one participant, forbid chat, mute attendees on entry, allow checking the participant's authorization and etc.

If the current meeting type is "Webinar", the meeting host could set the meeting participants to "Panelists" during the meeting.

[11] - Meeting information

This is used to show the conference information. Users could get more information about this meeting by clicking on this option.

[12] - Settings

Users could click "Help" or "About" to get IPVideoTalk information or version.

[13] - Network Status

It is used to show Audio/Video Information including Server location, QoS information of the current network, and Audio/Video packet loss.

[14]- Speaker Volume

It is used to adjust the speaker's volume for the current meeting, or muting the speaker.

Audio

Users need to have a microphone device (built-in with PC, or plugged into PC) before joining the meeting. When users join a meeting, a drop-box will be prompted to grant the browser permission to access your microphone. The users have to select the audio device (if multiple microphone devices are available), and click on "Allow" before successfully joining the meeting.

During the meeting, users could click on icon  at the top left corner on the browser to change the audio device. Users could also mute/unmute the microphone device during the meeting. If users do not

have the authentication to control microphone device, the icon will be shown as , which indicates



that the maximum audio devices allowed in this meeting are already being used. In this case, the users could only unmute and use the microphone after some other participants quit the meeting.

Chrome supports the users to join a meeting without microphone devices ready. Users could insert or replace the microphone device at any time during a meeting. If users do not insert the microphone device,

the button at the bottom of the browser will turn to . If the users click on this button, the users will be prompted to insert microphone device.

If you are muted by the meeting host, the MIC icon will be .

If the user is current in an IPVideoTalk webinar, and the user is a general participant, the user cannot unmute himself/herself, only the meeting host can unmute the participant. To apply to unmute the MIC in the meeting, the participant could click to raise hand to indicate the meeting host.

If the user is the meeting host or a panelist, the user has the permission to unmute himself/herself.

If the user is current in an IPVideoTalk meeting, the user has the permission to unmute himself/herself.

Video

Note: For IPVideoTalk Meeting type, all participants have the permission of the features in this section; For IPVideoTalk Webinar type, only the meeting host and panelists have the permission of the features in this section.

Users can use “Share your own webcam” feature (currently on beta) to share their webcams to the conference using Firefox or Google Chrome browsers.

To share your webcam, click on the icon  on the bottom of the meeting page, there will a preview window and users could click on “Share” to broadcast the local video to the meeting participants.

- If the amount of shared video webcams reaches the maximum, the user cannot start to share the video until someone stops sharing his video.

If the user does not allow the browser to access the webcam on the PC, there will be a prompt to ask the user to allow accessing the webcam. Otherwise, the browser cannot start sharing the webcam.



- If the user wants to stop sharing the local webcam, the user could click on the icon  on the bottom of the meeting page.
- If the user connects a video camera during a meeting, the browser may consider the device as an “unknown” device. It is recommended to connect a video camera before joining the meeting.
- If there is no video camera connected with the PC, the webcam icon will be shown as .

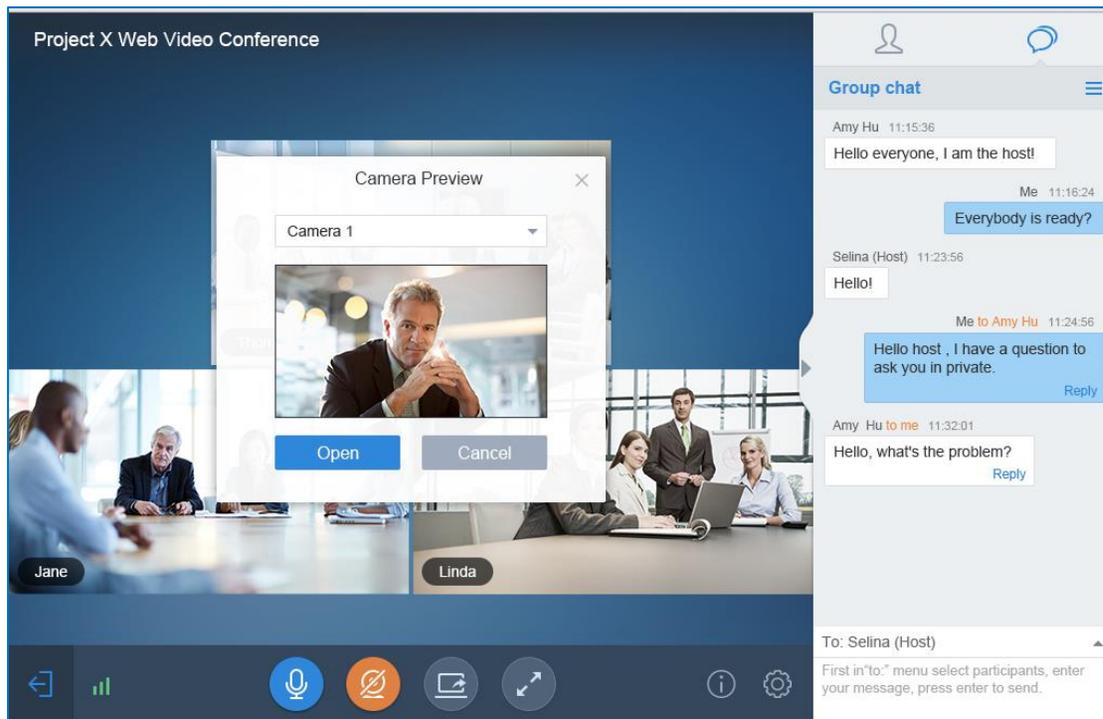


Figure 31: Share Your Own Webcam

Sharing

Currently only Firefox and Chrome support desktop or application sharing.

Note: For IPVideoTalk Meeting type, all participants have the permission of the features in this section; For IPVideoTalk Webinar type, only the meeting host and panelists have the permission of the features in this section.



Figure 32: Share Desktop/Application

 **Note:**

Sharing Desktop or Application feature for WebRTC is under beta status and requires 2Mbps+ uplink bandwidth for Chrome and 7Mbps+ for Firefox uplink bandwidth to ensure good video quality.

Install Add-ons

Users need to install add-ons before using Share Screen feature. When users click on "Share Screen" option on the browser at the first time, there will be a notification asking users to install the add-ons. See figure below:

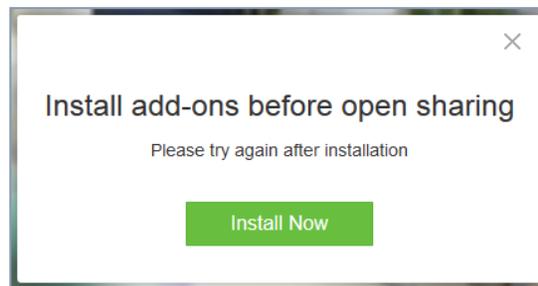


Figure 33: Install Add-ons Interface

Please follow the prompts on your PC to install the add-ons. Or the users could also click on icon  to manually install the add-ons.

Start to Share

Users could choose to share the entire screen or one of the applications. Here are the steps:

1. Click on icon  at the bottom of the browser.
2. Users could choose to share the desktop or an application.



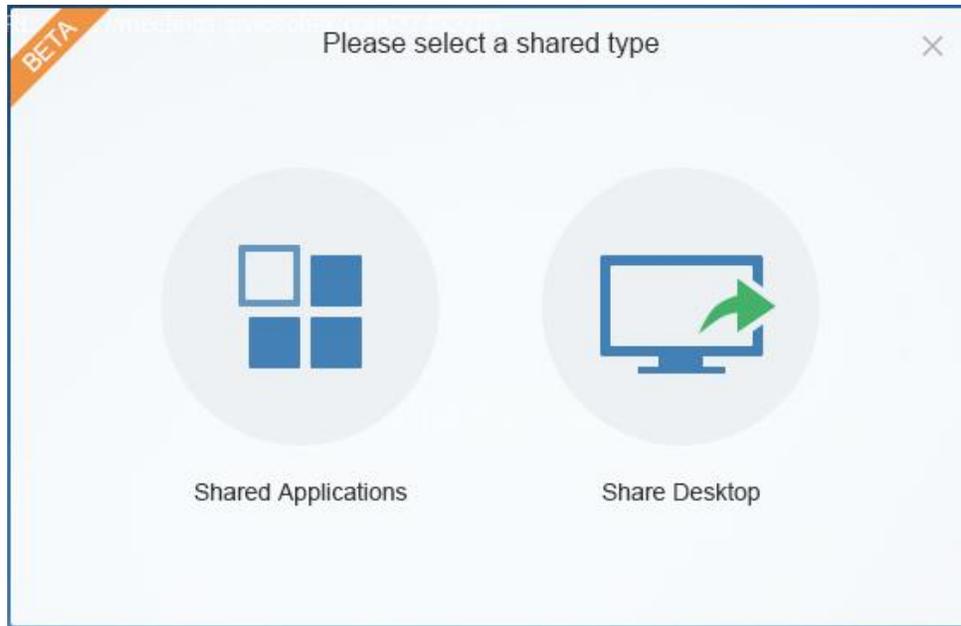


Figure 34: Select Share Content

3. If users would like to share desktop, on the popped-out window, choose "Whole Screen" and click on "OK" to start sharing.
4. If users would like to share an application, on the popped-out window, choose the application to share.
5. If the application window is minimized, the application cannot be shared.

Stop Sharing

When users start to share screen/application, users may stop sharing at any time by clicking the icon



at the bottom of the browser.



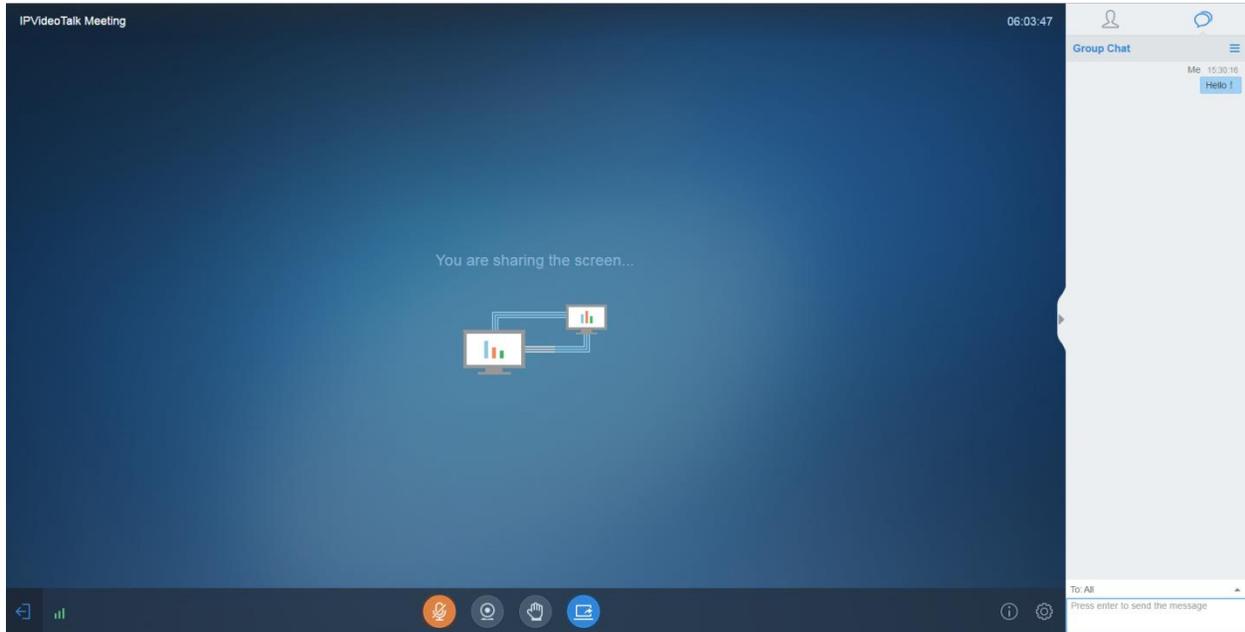


Figure 35: Stop Sharing

All Group Chat

Group chat is supported on WebRTC. The WebRTC participants can chat in group during the meeting.

1. Select to send to "All" in the dropdown list.
2. Simply enter message in the chat window and send the message.



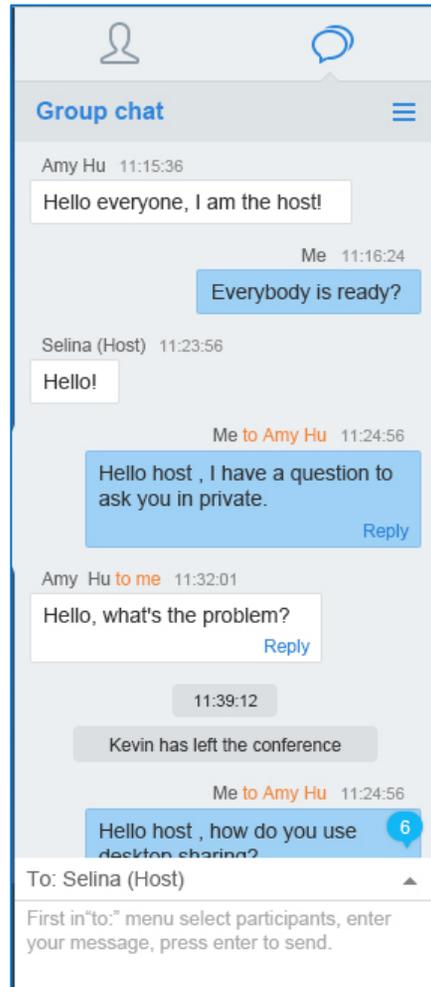


Figure 36: Group Chat Interface on WebRTC Client

To clear chat messages, click on button  at the upper right corner. Please note if the host disables chat, no participant is allowed to chat.

Panelists Group Chat

The panelists group chat is an internal chat group between the meeting host and panelists.

Note: This feature is only supported in IPVideoTalk Webinar mode

1. The meeting host and panelists could send messages to this group, and receive messages from it.
2. The general meeting participants cannot check the messages in panelists chat group, nor send messages to it.



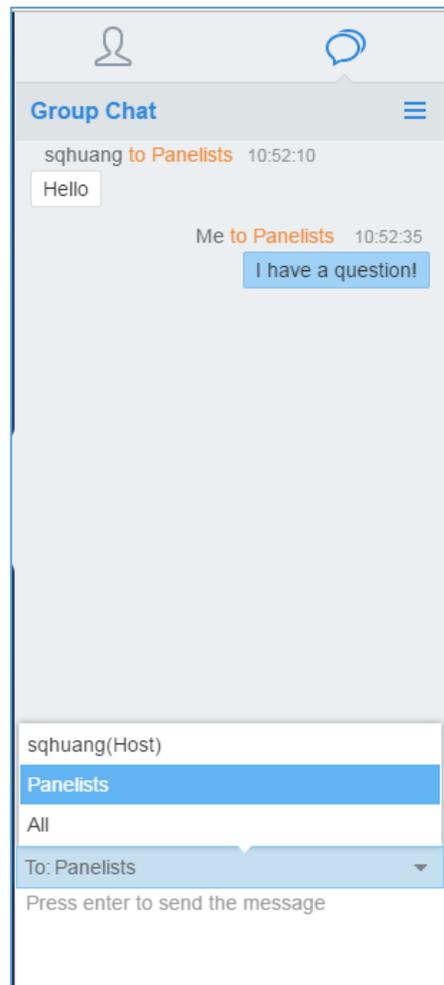


Figure 37: Panelists Group Chat

Private Chat

Private chat is supported on WebRTC. The WebRTC participant can send a message to the host or other participants in the group during the meeting.

1. Select the person you want to send the message to in the dropdown list.
2. Once the message is sent, the message will be marked as "Private".
3. You can click the name to reply private message quickly.



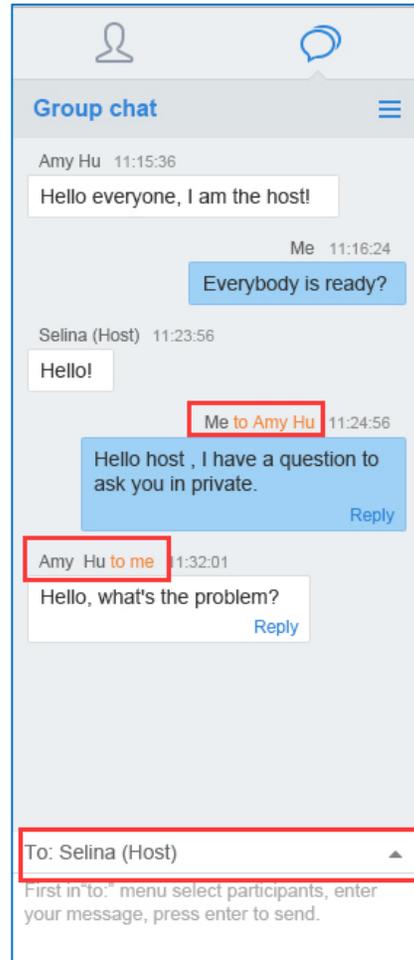


Figure 38: Private Chat Interface on WebRTC Client- Select Person

If the host prohibits you to check the participants list, you can only send private message to the host.

If the host prohibits chatting, the participants cannot send private messages to all participants.

Raise Hand

If a participant needs help or wants to be unmuted, he could click on button  to raise hand, and the meeting host could see the icon in Participants List, as the figure shows below:



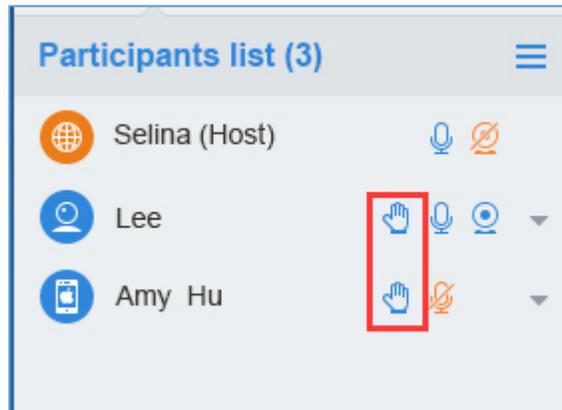
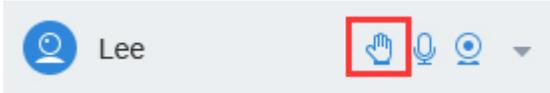


Figure 39: Raise Hand

1. The participant could click on Raise Hand button  again to cancel the request.

2. The meeting host could click on the Raise Hand icon  to cancel the request, or click on button  to cancel all requests.

Quit a Meeting

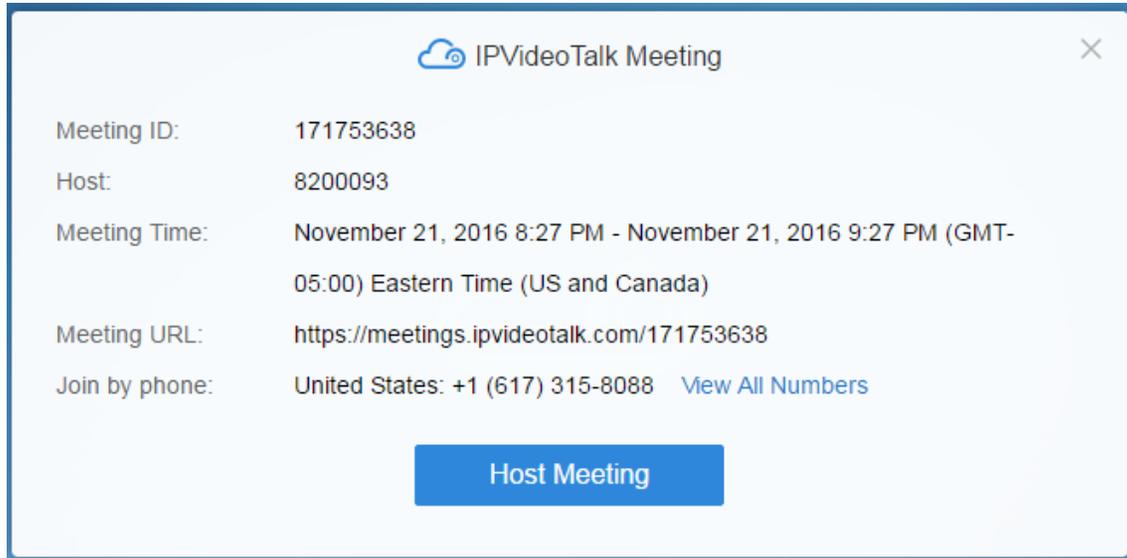
Users could quit a meeting at any time by clicking on the icon  at the bottom left corner on the browser, or users may close the browser directly to quit the meeting.

Host

Become Meeting Host

1. Click on button  on WebRTC interface to access Meeting info, and then click on "Host Meeting".



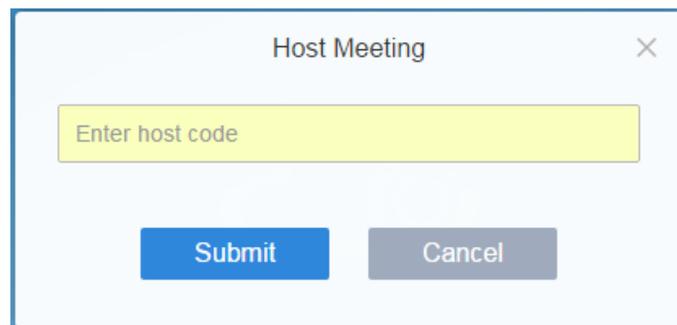


Meeting ID:	171753638
Host:	8200093
Meeting Time:	November 21, 2016 8:27 PM - November 21, 2016 9:27 PM (GMT-05:00) Eastern Time (US and Canada)
Meeting URL:	https://meetings.ipvideotalk.com/171753638
Join by phone:	United States: +1 (617) 315-8088 View All Numbers

[Host Meeting](#)

Figure 40: WebRTC Interface - Meeting Info

2. Enter the correct host code to be the new host. To find host code, the user could go to IPVideoTalk Portal to find the host code of the meeting; or, if the host has filled up host Email when scheduling the meeting, the Email notification will list the host code there. Host Code is also found in **Meeting Info** during a meeting of the GVC3200/GVC3202 host.



Host Meeting

[Submit](#) [Cancel](#)

Figure 41: Input Host Code

3. Once host code is submitted successfully, this WebRTC user will become the new host and other participants will receive the prompt "XXX is now the host".



Multiple Meeting Hosts

IPVideoTalk allows to have multiple hosts in the same meeting.

- The GVC3200/GVC3202 which establishes the IPVideoTalk meeting will be the meeting host by default.
- If the WebRTC user becomes an IPVideoTalk meeting host with host code, the user will be the meeting host until leaving the meeting.
- If the WebRTC user joins an IPVideoTalk meeting with host code before the meeting starting time, the user will be the meeting host until leaving the meeting.
- If the user joins an IPVideoTalk meeting by pressing the URL in host Email, the user will join the meeting as meeting host as default.

Notes:

- Meeting's hosts have the same privileges including all options in Meeting Control and ability to end the meeting.
- Meeting's hosts are able to mute/unmute and remove each other out of the meeting.

Meeting Control

During the meeting, WebRTC user could apply to be the meeting host to control the meeting.

Panelists

1. Select a participant in Participants Lists.
2. Click on the button  next to the participant's name.
3. Select "Set as Panelist" to set the participant to be a panelist.

When the participant is set as a panelist, the user will obtain some new privileges:

- The user could unmute himself even if muted by the meeting host.
- The user could start presentation at any time during an IPVideoTalk meeting.
- The user could share the webcam at any time during an IPVideoTalk meeting.
- The user could check the Participants List. (This will not be affected by Meeting Control option).
- The user could chat with all panelists in the same group, and private chat with all participants. (This will not be affected by Meeting Control option).



Mute/Unmute

- **Mute all**

Click on button  at the bottom right corner and select "Mute all". There will be a prompt showing "Mute all success". All participants on the Participants list will be muted except the host. Please note participants who join the meeting via GVC3200/GVC3202 device cannot be muted. Users could also click on Settings button  at the upper right corner, and click on "Mute All" option to mute all participants.

- **Unmute all**

Click on button  at the bottom right corner and select "Unmute all". There will be a prompt showing "Unmute all success". All participants on the Participants list will be unmuted except the host. Users could also click on Settings button  at the upper right corner, and click on "Unmute All" option to unmute all participants.

- **Mute/Unmute selected participant**

Select one participant on participants list to mute/unmute, the corresponding icon will be changed.

Stop Sharing the Webcam

The meeting host is able to stop the sharing webcam for all other participants. To stop sharing webcam for a participant, click on the webcam icon  of the participant, the webcam sharing for that participant will be stopped, and will receive a prompt.



Figure 42: Stop to Share Webcam

In Participant's list, if sharing the webcam is started, the icon  will be displayed. If the video sharing is stopped, and the icon will be hidden.



Require Webcam Sharing

If the GVC3200/GVC3202 client in the IPVideoTalk meeting does not share the webcam, the meeting host is able to request the GVC3200/GVC3202 client to share the webcam.

The meeting host could select the button  next to the GVC3200/GVC3202 participant, and select “Require Webcam Sharing” to send the sharing request. The GVC3200/GVC3202 participant will receive the notification and show a prompt to accept/reject the request. If accepts, the GVC3200/GVC3202 participant will share the webcam to the IPVideoTalk meeting immediately.

Notes:

- The GVC3200/GVC3202 client has to be version 1.0.3.23 or later firmware.
- If the GVC3200/GVC3202 client is the general participant in an IPVideoTalk Webinar, this feature will not be available. In this case, the meeting host could set the GVC3200/GVC3202 client to a panelist, and request the GVC3200/GVC3202 client to share the webcam.

Disable/Enable Chat Function

- **Disable chat**

Click on button  at the bottom right corner and select "Disable All to Chat", no participant is able to send chat anymore. The WebRTC participants will receive prompt "Disable all to chat".

- **Enable all to chat**

Click on button  at the bottom right corner and select "Enable All to Chat", and all participants are able to chat. The WebRTC participants will receive prompt "Enable all to chat".

Note: If it is an IPVideoTalk Webinar, the panelist will not be affected by this option.

Mute Attendees on Entry

Click on the icon  and check “Mute Attendees On Entry”. Then, the meeting participants who join into the meeting will be muted as default by the host automatically. This option will not effect on the participants who are already in the meeting.



Allow All View Attendee List

Click on the icon  and check “Allow All View Attendee List”. Then, all the participants in the meeting will see the meeting participants list. If the user unchecks this option, all the participants will only see the host and himself/herself on the participants list.

Note: If it is an IPVideoTalk Webinar, the panelist will not be affected by this option.

Add Participants during a Meeting

During an IPVideoTalk meeting, the meeting host could invite GVC3200/GVC3202 participants or WebRTC participants at any time by IPVideoTalk ID or Email address, respectively.

Click on button , and select “Add Participant”, the user could input the IPVideoTalk ID or Email address and click on “Add” to invite more participants. When done, IPVideoTalk system will call GVC3200/GVC3202 directly, or send an invitation to the given Email address.

If the GVC3200/GVC3202 rejects the invitation, the meeting host will receive the failed prompt; If the participants amount reaches the limitation, the meeting host cannot add more participants during the meeting; If the participant accepts to join the meeting, but the participants amount reaches the limitation at current time, the participant cannot join the meeting.

Remove Participant

Select one participant in participants list, and click on “Remove” to confirm as shown below:

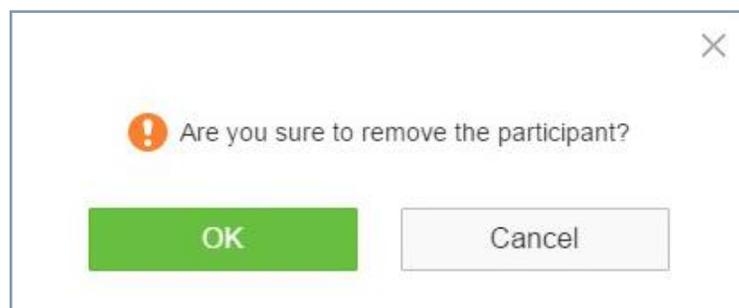


Figure 43: Confirm to Remove Participant



End/Leave Meeting

When the host clicks on  icon at the upper right corner, the host could choose whether to end meeting or leave meeting alone.

- If choosing "End meeting", the meeting hosted on GVC3200/GVC3202 device will be ended and all participants will be disconnected from the meeting.
- If choosing "Leave meeting alone" only the host will leave, please make sure to end the meeting manually from IPVideoTalk portal after all participants left. Otherwise, it will be ended automatically after 6 hours.

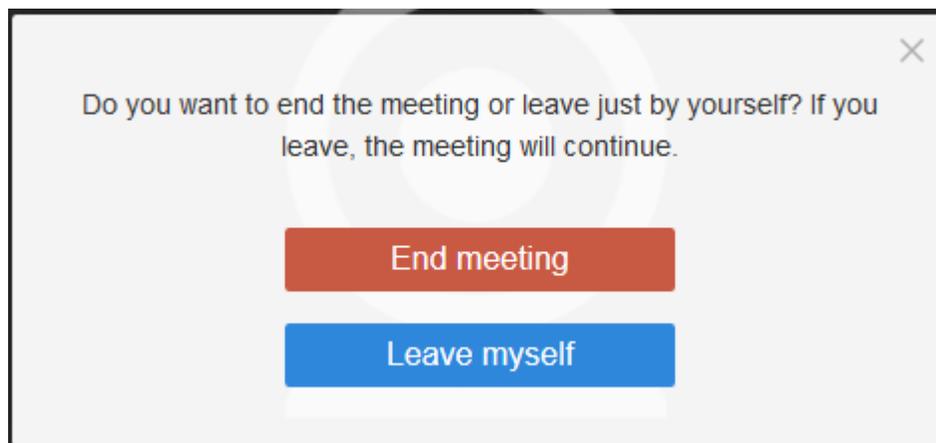


Figure 44: Choose How to End Meeting



MOBILE CLIENT

Users could join a meeting via IPVideoTalk mobile app on Android device (currently on beta) or IOS device (currently on beta).

Operating System

- Operating system: Android 4.1 or later, IOS 8.0 or later.
- Internet connection: 3G/4G connection or Wi-Fi
- Hardware: Android mobile device or IOS mobile device, microphone and speaker

The latest version of IPVideoTalk mobile app for Android device is available for downloading here:

www.ipvideotalk.com

How to Join a Meeting

Download IPVideoTalk Mobile app

Please go to website www.ipvideotalk.com to download and install IPVideoTalk mobile application on your mobile device.

You can also install IPVideoTalk application from Google Play Store.

Join a Meeting via Mobile app

1. Start IPVideoTalk mobile application on the mobile device.
2. Input the meeting ID, name and Email address in order to inform other participants. The name and Email address that the user have entered will be saved on the device and will be automatically used next time when joining a meeting again.



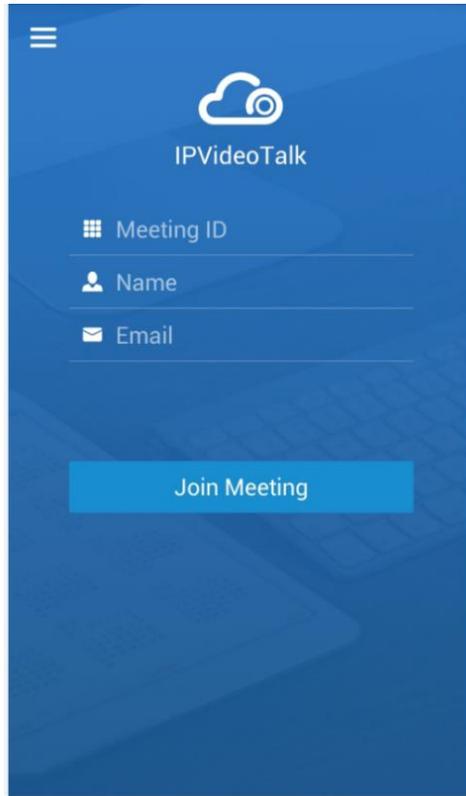


Figure 45: IPVideoTalk Application Join Meeting Interface

3. If the meeting requires the participant to register, it will direct to the register page automatically. If the Email has been registered or invited, the user could join into the meeting directly.
4. If the meeting host has set password authentication for the meeting, users need to input the password in order to join the meeting.

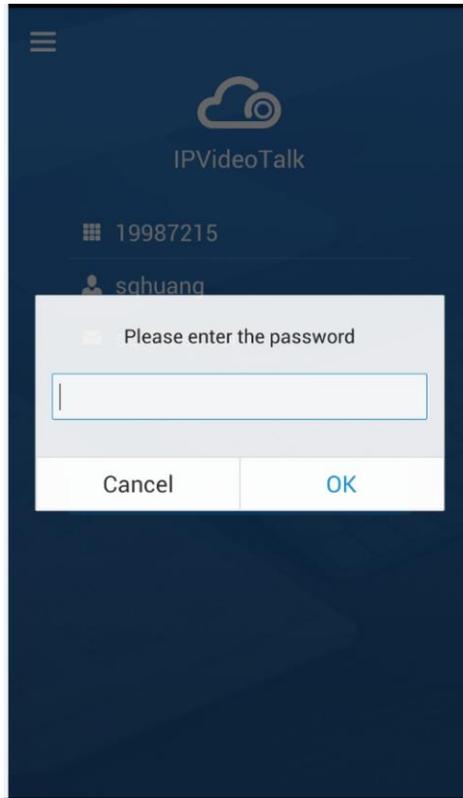


Figure 46: IPVideoTalk Application Join Meeting Interface - Enter Password

5. If the meeting host has not joined the meeting, other participants need to wait until the host joins the meeting. The participants will hear waiting tone before the host joins the meeting.

Meeting Interface



Figure 47: IPVideoTalk Meeting Interface on Mobile Client

Users could set landscape mode during the meeting under "Setting" option on device for better video viewing effect.





Figure 48: IPVideoTalk Landscape Mode

Please check the options below on the UI of IPVideoTalk mobile app. See **Figure 47: IPVideoTalk Meeting Interface**.

- **Video**

The received video or presentation will be displayed here. The user could place two fingers on the screen, then pinch them together to zoom out, or spread them apart to zoom in, in order to resize the screen to get clearer video.

- **Participants list**

Display all participants during a meeting. Users may only view the host due to permission restriction. The meeting host has the authority to allocate permissions.

Users could see the participants' clients type in Participants List, the icon will be seen in front of the participants' name. Here are all clients type icons:



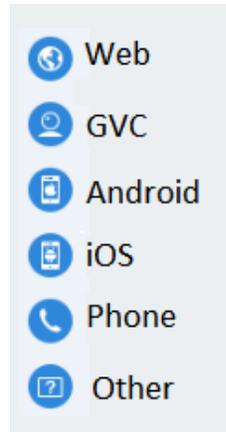


Figure 49: Clients Type Icons

- **Chat**

Support group chat and private chat. Click "Chat" icon to send messages, and view new messages. The recently talked participants will be displayed in chat list.

- **Mute Local Microphone**

Users can mute or unmute the microphone.

- **Share Camera (beta)**

Users are able to click this option to share the camera to the meeting.

- **Raise Hand**

If the participant needs help or wants to be unmuted, the participant could click on Raise Hand button, and the meeting host will see the Raise Hand icon in Participants List.

- **Turn ON/OFF receiving video feed**

If the network condition is not ideal, users can choose not to receive video in order to ensure the audio quality. Users can enable or disable it at any time.

- **Meeting Duration**

This is used to show the meeting duration.

- **Check meeting info**

Click meeting subject to view more meeting info such as meeting ID, meeting host, meeting time and etc.



- **Settings**

Users could check the name and Email that users use to join the current meeting, mute himself/herself when joining the meeting or check the firmware version here.

Users could also configure the media channel manually, and switch the media channel any time.

Currently, the IPVideoTalk mobile app does not support online chatting or desktop sharing feature.

Audio Control

Connect Audio

By default, most of the mobile devices should already have built-in microphone/speaker to support audio in the meeting, without additional audio devices connected. Users can adjust the volume on the mobile device.

Mute/Unmute

- Click the microphone icon on participants list to mute the user, and the icon will turn to .
- Click again to unmute the microphone, and the icon will change back to . If the participant is muted by the meeting host, the MIC icon will be . At this time, the participant cannot unmute himself/herself, only the meeting host can unmute the participant. To apply to unmute the MIC in the meeting, the participant could click to raise hand to indicate the meeting host.

Media Channel

When users join into the meeting, users could set the media channel manually.

1. Users could click on button  to open the configuration interface, and select the media channel as the figure shows below.
2. If users have the Bluetooth headset connected with the device, the media channel will be selected as “Bluetooth Headset”. Otherwise, the media channel is “Speaker” as default.
3. If users have a new 3.5mm headset or Bluetooth headset connected with the device, the media channel will be switched to use the new media device.
4. If users disconnect the 3.5mm headset or Bluetooth headset, the media channel will be switched to use other 3.5mm headset or Bluetooth headset as default. Otherwise, the media channel will be switched to “Speaker”.



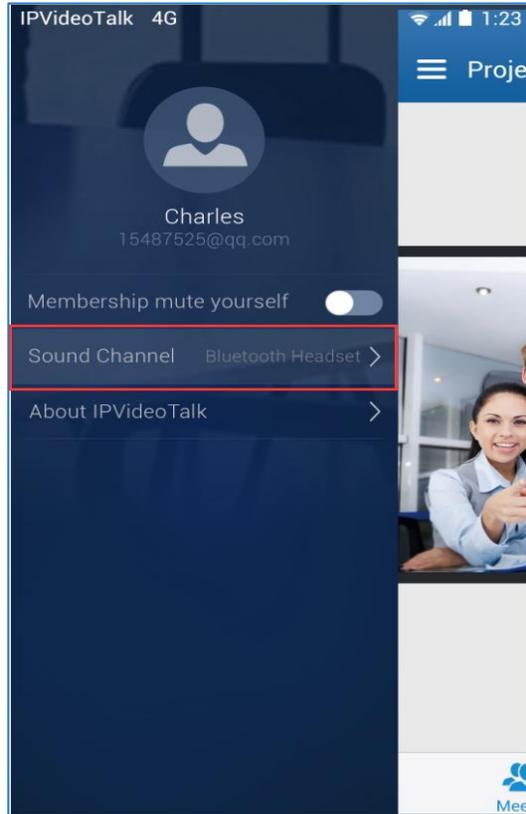


Figure 50: Media Channel Configuration Interface



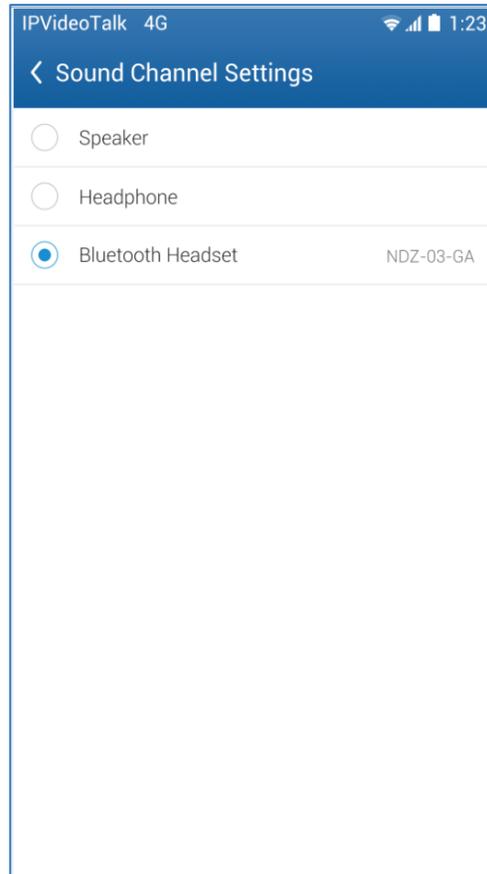


Figure 51: Sound Channel Settings

Invite Participants

Users could share the meeting information to invite more participants, share the meeting via Messaging or Email function on the device.

Tap on "Participants" icon on the screen below and tap on ; or tap on meeting name and select "Share".

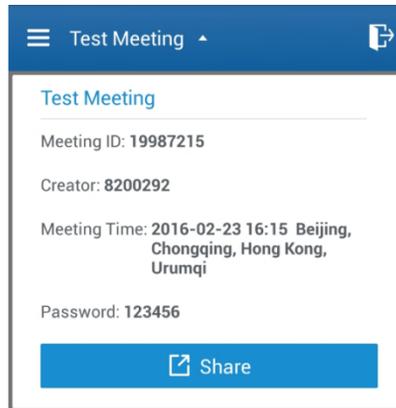


Figure 52: Invite Participants by Share Icon

Video

Users can use “Share your own camera” feature (currently on beta) to share their cameras to the conference.

To share your camera, click on the icon  on the bottom of the meeting page, there will a preview window and users could click on “Share” to broadcast the local video to the meeting participants.

- If the amount of shared video cameras reaches the maximum, the user cannot start to share the video until someone stops sharing his/her video.
- If users want to switch the camera between back and front camera, or stop sharing camera, users could press on button  to access the preview interface.
- If the user is a participant in an IPVideoTalk Webinar, the user cannot share the camera to the meeting.



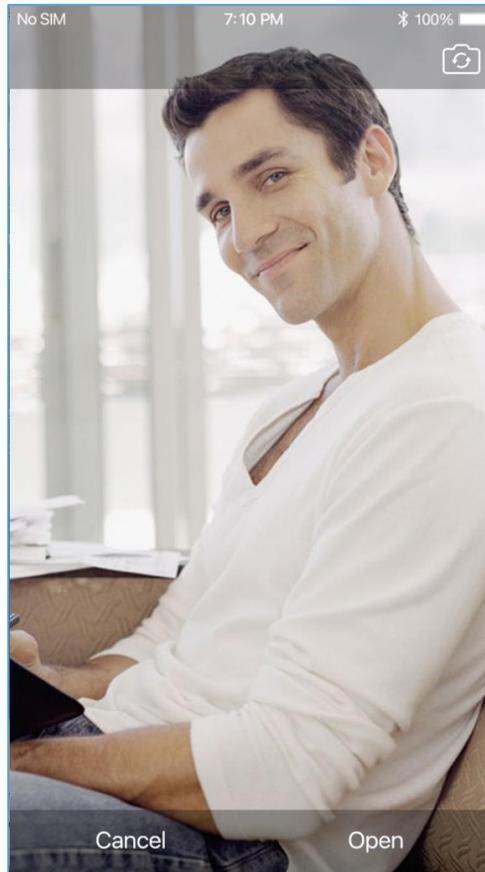


Figure 53: Share Webcam

Group Chat

Group chat is supported on Mobile App. The Mobile participants can chat in group during the meeting.

1. Select "Group Chat";
2. Simply enter a message in the chat window and send the message;
3. When receive a new message, you will see the numeral prompt at the upper right corner of the "Chat"

icon  .



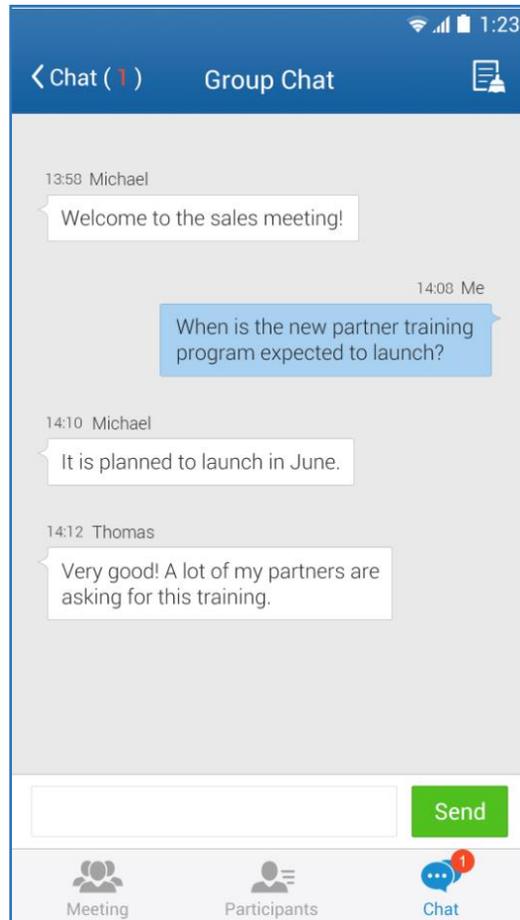


Figure 54: Group Chat Interface on Mobile Client

To clear chat messages, click on button  at the upper right corner. Please note if the host disables chat, no participant is allowed to chat.

Panelist Group Chat

This feature is only supported in IPVideoTalk Webinar. The panelist chat group is an internal chat group for the meeting host and all panelists.

- Only the meeting host and panelists could send/receive messages via this chat group.
- The other participants cannot check the messages in this chat group, they are unable to send/receive messages via this chat group.



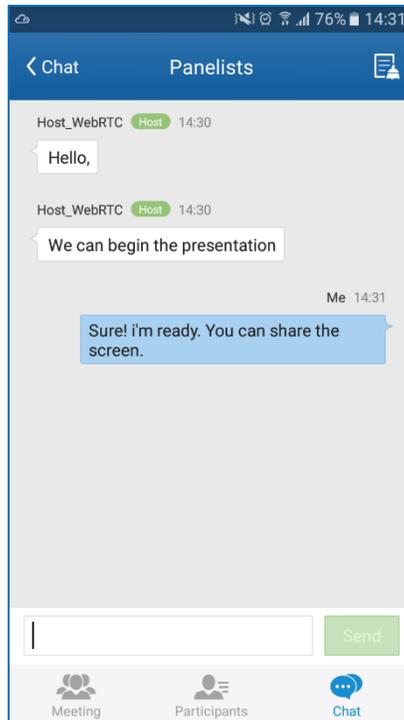


Figure 55: Panelist Chat on Mobile

Private Chat

Private chat is supported on Mobile application. The Mobile participants can send messages to the host or other participants in group during the meeting.

1. Select the participant you want to send the private message to in the Participants List, or click the icon  at the upper right corner in your chat list to create a new chat, and select the participant;
2. The recently talked participants will be displayed in chat list.



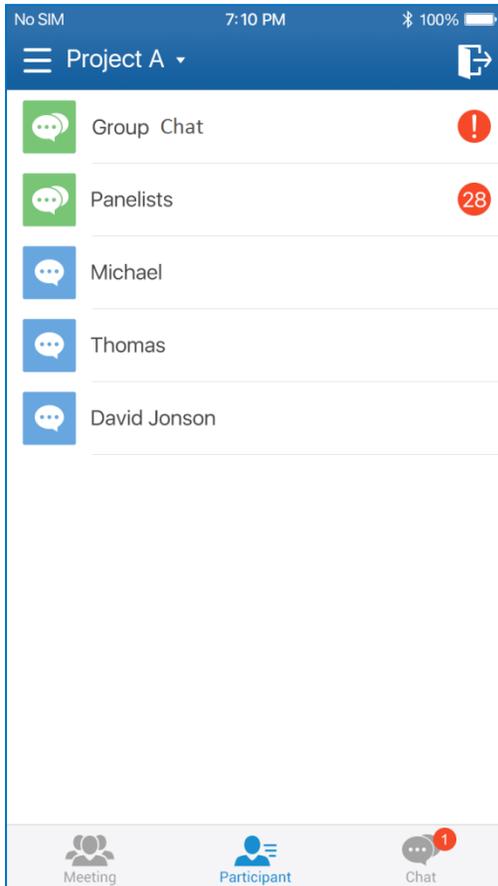


Figure 56: Chat List

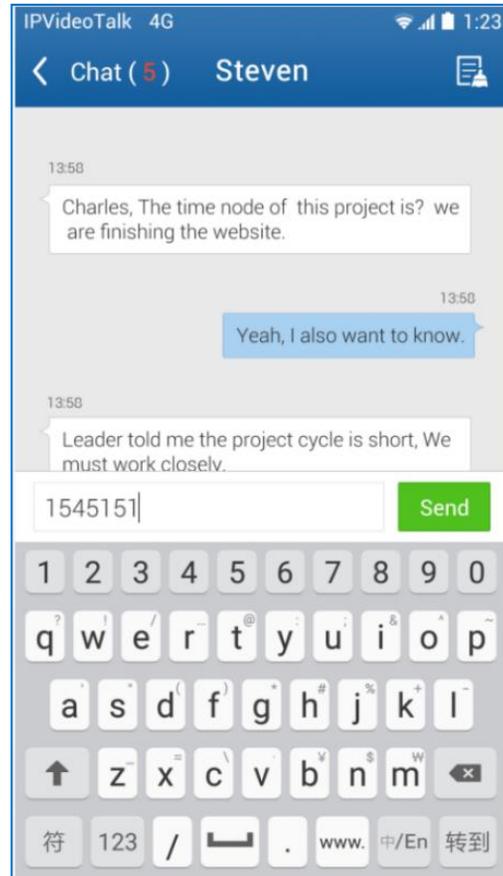


Figure 57: Private Chat with Other Participants

- If the host prohibits you to check the participants list, you can only send the private messages to the host.
- If the host prohibits chatting, the participants cannot send private messages.

Exit Meeting

Users could tap on icon  at the upper right corner to exit meeting at any time.

About

Users could check the software version of the App, terms of service and privacy policy here.





PHONE CALL-IN

Users could join a meeting via a phone by calling in specific PSTN numbers directly. Please note if the meeting does not support PSTN calling-in feature, users will hear the error prompt tone. Currently, only the meeting which is hosted by Pro users allows the participants calling in directly via PSTN.

1. If the meeting supports users to call in directly, users will see the dialing number in the invitation Email. Or, users could get the dialing number on the “Meeting Info” page on WebRTC client or Mobile client (click on “View All Numbers” to check all dialing numbers).

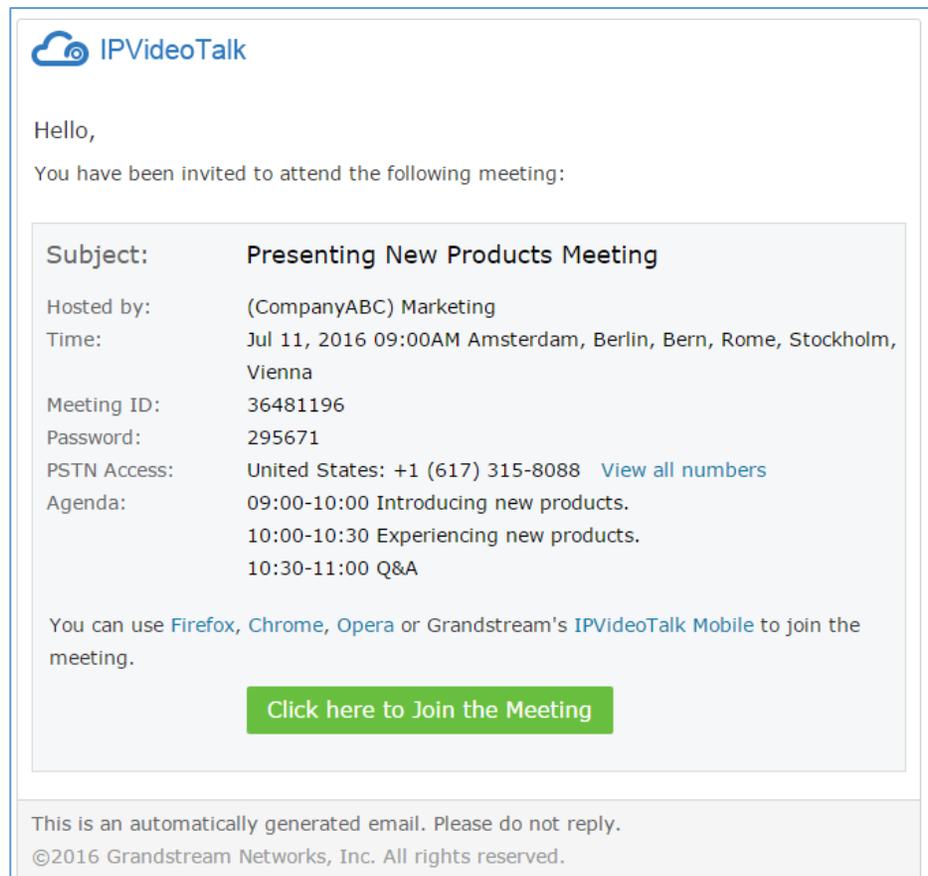


Figure 58: View All Numbers

2. Please dial the number depending on your current country with your phone, in order to avoid international long-distance fees. If there is no dialing number for your current country on the meeting information page, you may select one among the PSTN numbers list to dial in.

3. Please follow the IVR to input your meeting ID followed by # key to join the meeting. If the meeting requires a password, please input the meeting password following the prompt.



4. When the PSTN participant joins into the meeting successfully, the participant could click on the buttons below:

- Press “*” key to get the menu of all options.
- Press “1” key to mute/unmute the MIC. If the PSTN participant is muted by the meeting host, the participant cannot unmute himself/herself.
- Press “2” key to raise hand in the current meeting, the meeting host will see the Raise Hand icon. The PSTN participant could cancel the request by himself/herself by pressing “2” key.

IPVIDEOTALK PORTAL

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 and etc.

Sign Up

1. Log in our official website <http://www.ipvideotalk.com> to sign up.
2. Fill in related information as shown below:
 - **Business 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.
 - **Contact Name:** Fill in the user's contact name.
 - **Phone:** Fill in user's phone number.
 - **Link Device:** Fill in the MAC address of GVC3200/GVC3202 device, the authentication will be sent automatically to the device. Once confirmed on the device, users can see this device as online and can start using it on the IPVideoTalk Portal. Users could also link device after signup.
 - **Verification Code:** Fill in the characters on the right for verification purpose.

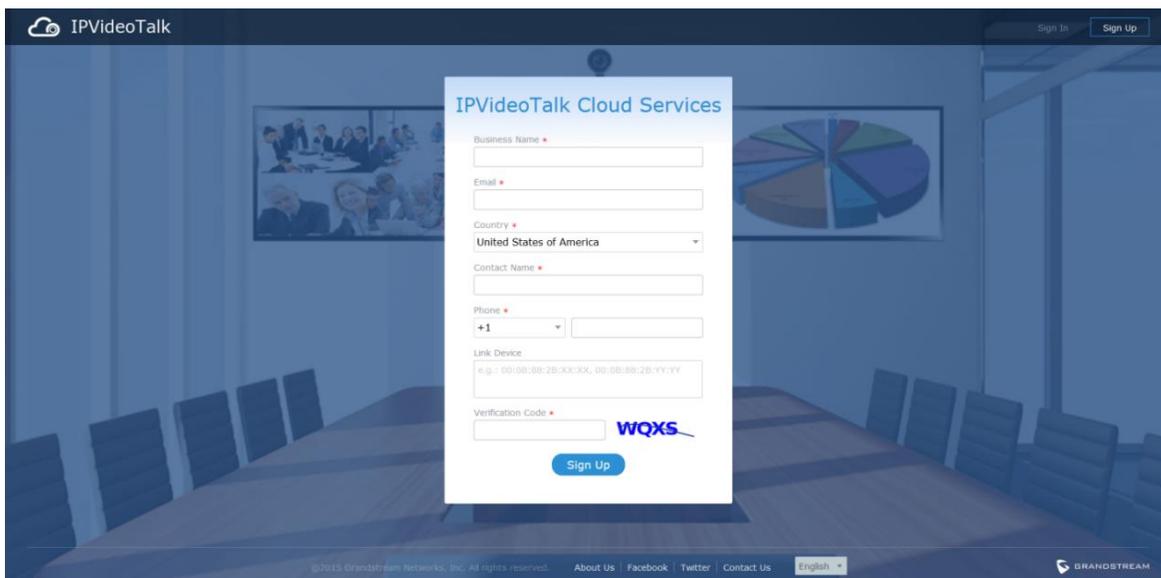


Figure 59: IPVideoTalk Sign up Screen



3. Click on "Sign Up" button. A prompt will pop up to remind users to log in Email to activate IPVideoTalk account.
4. Click **Activate Now** 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 <http://www.ipvideotalk.com>.
2. Fill in account name and password.
3. Click on "Sign In".

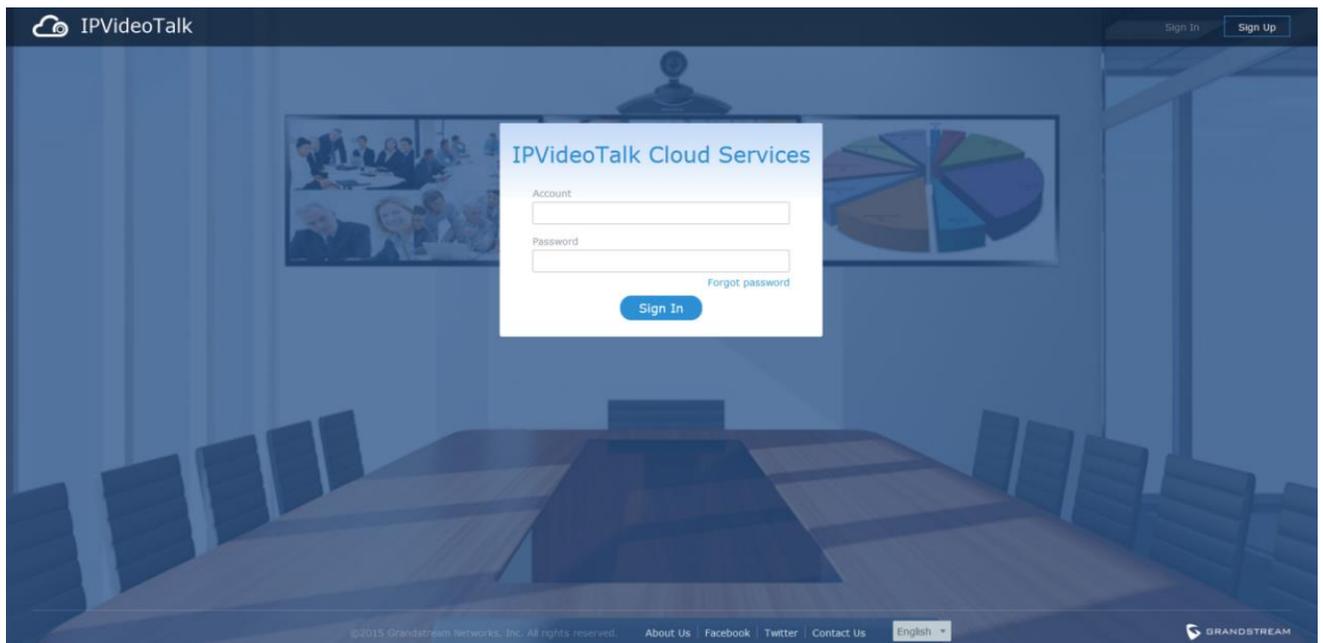


Figure 60: IPVideoTalk Sign in Screen

Users can set language to English or Chinese 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  to access the "Basic Profile" screen. Users could view account name and change time zone there.

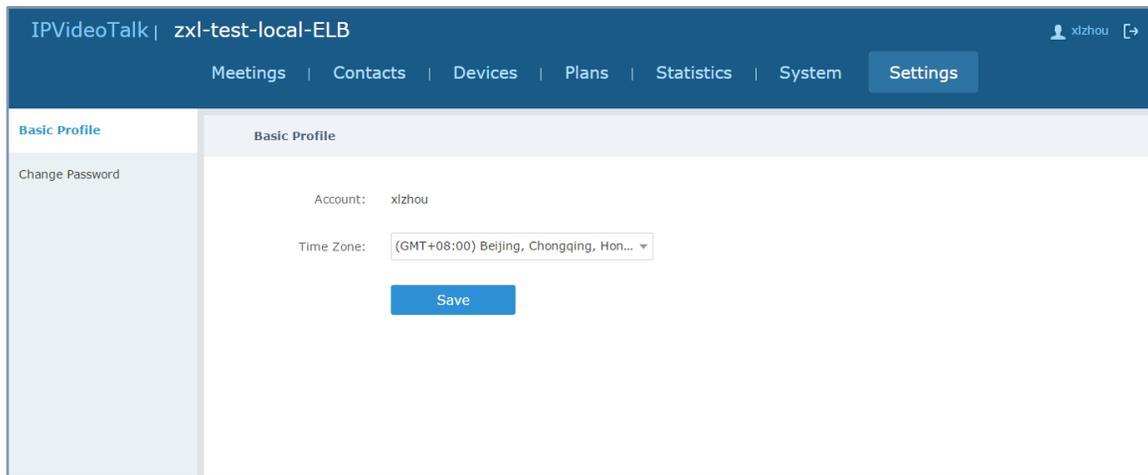


Figure 61: Account Info Screen

- On the left panel, the users can click on "Change Password" to reset login password.
- Click  to exit.

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.

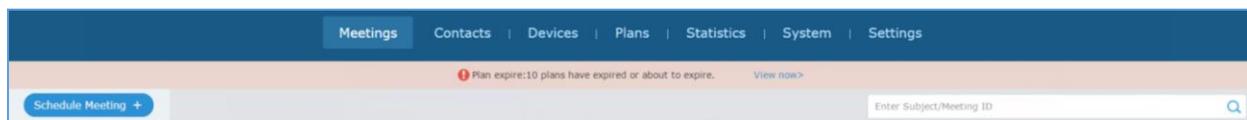


Figure 62: IPVideoTalk Portal Main Page

- **Plan expiration notification.** It will prompt how many plans have expired or about to be expired, click



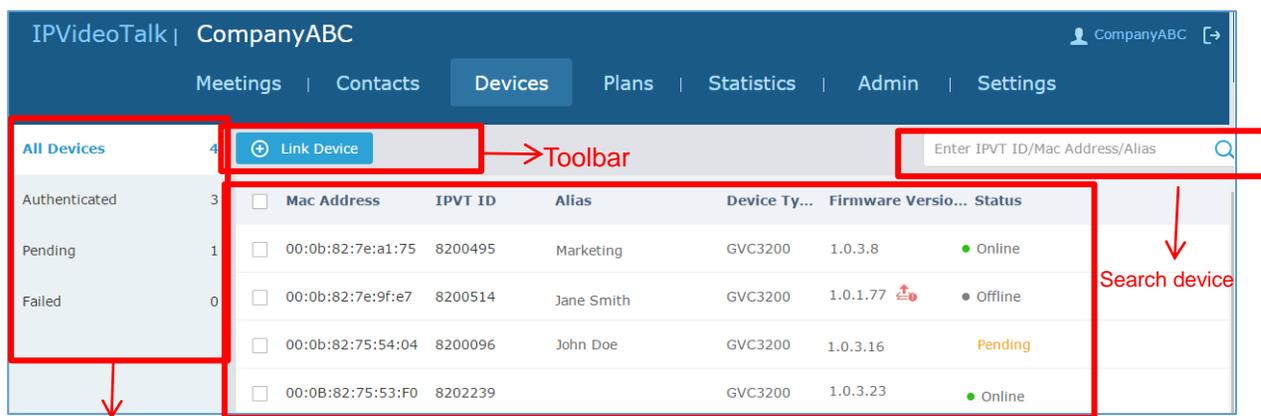
on "View now" to enter the Plans page to view details.

- **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.



All Devices

Figure 63: IPVideoTalk Devices Screen

Devices list

- **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.

- **Devices list**

Display all linked devices. The displayed contents are: MAC Address, IPVideoTalk ID, Alias, Device Type, Firmware Version, and Status.



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:

1. Click on .
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, please go to GVC3200/GVC3202 LCD menu->Applications->IPVideoTalk application->Settings and check "Device code".
 - Alias is used to identify and distinguish among different devices.

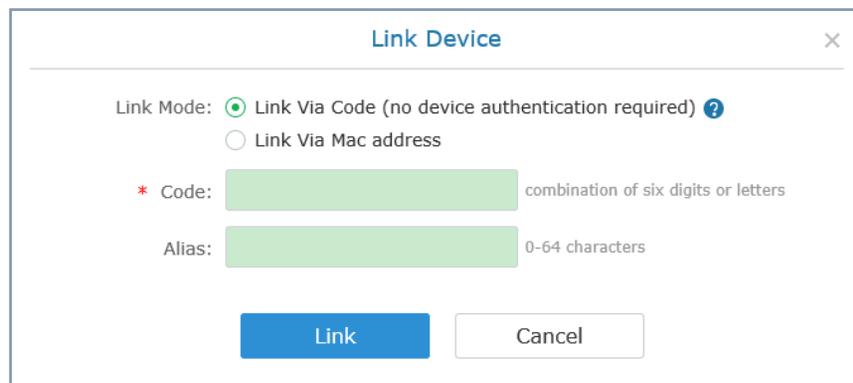


Figure 64: Link Device Screen - Link via Device Code

3. 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.

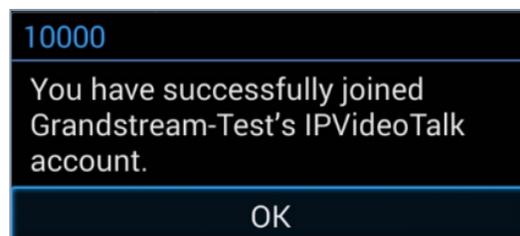


Figure 65: Linked Device Successfully

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:

1. Click on .
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 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.

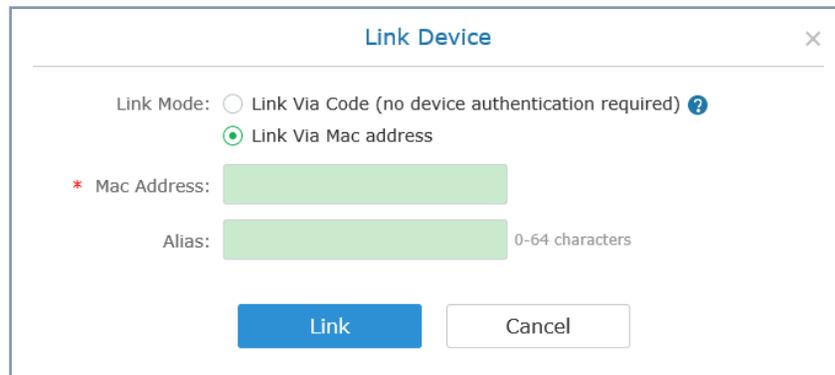


Figure 66: Link Device Screen - Link via MAC Address

3. 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.

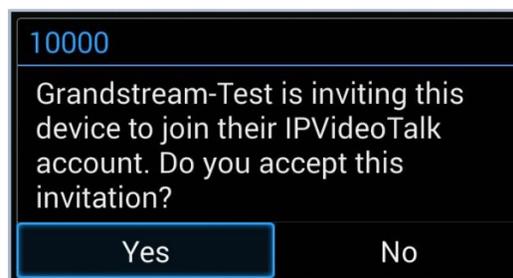


Figure 67: GVC3200/GVC3202 Link Authentication Screen



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.

<input type="checkbox"/>	Mac Address	IPVT ID	Alias	Device Ty...	Firmware Versio...	Status
<input type="checkbox"/>	00:0b:82:7e:a1:75	8200495	Marketing	GVC3200	1.0.3.8	● Online

Figure 68: Linked Devices in IPVideoTalk Portal

Device Status

Table 7: Devices Status Specifications

Status	Specifications
Authenticated	The device is authenticated. Users can monitor the online status of the device, schedule meeting or set privilege for the device.
Pending	No response received from the GVC3200/GVC3202 device. Please check your GVC3200/GVC3202 device LCD idle 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.
Failed (Refuse)	The GVC3200/GVC3202 device has refused the authentication request or the device is already linked to another company.
Frozen	Your device is using an IPVideoTalk plan that requires an additional GVC3200 device and service plan. If the device is frozen by IPVideoTalk server, the device cannot host or join IPVideoTalk meetings. Please contact your distributor or Grandstream support for



assistance solving this issue.

Authenticated Devices Management – 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.

<input type="checkbox"/>	Mac Address	IPVT ID	Alias	Device Type	Firmware Version	Status
<input type="checkbox"/>	00:0B:82:6F:8D:1F	8200292	sqhuang's device	GVC3200	1.0.3.8	<div style="display: flex; align-items: center;"> Delete Operate <div style="border: 1px solid #ccc; background-color: #fff; padding: 2px; margin-left: 5px; font-size: 0.8em;"> Synch Meeting Record Reboot Device Factory Reset </div> </div>

Figure 69: Remote Control Screen

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

Authenticated Devices Management – Delete Device

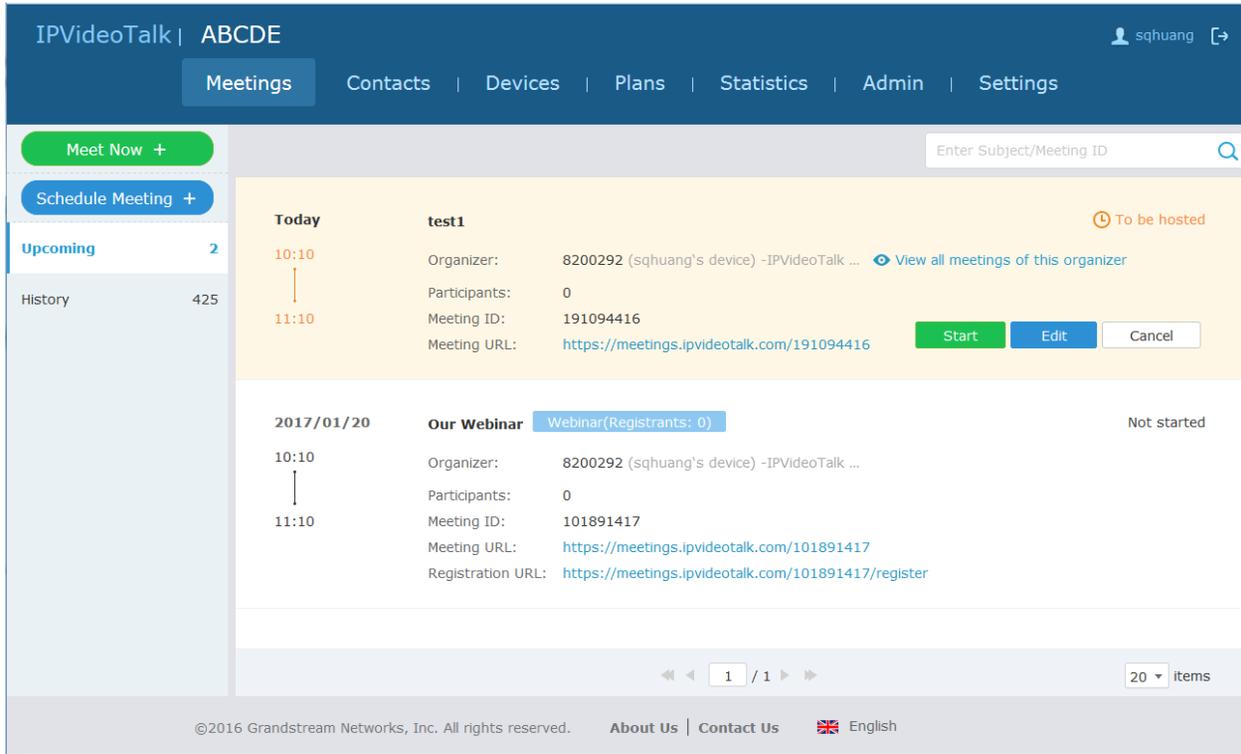
Users could delete or batch delete devices:

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



The screenshot shows the IPVideoTalk Meetings interface. At the top, there's a navigation bar with 'Meetings' selected. Below it, there are buttons for 'Meet Now +' and 'Schedule Meeting +'. A search bar is present with the placeholder 'Enter Subject/Meeting ID'. The main content area is divided into sections: 'Today' (with a calendar view showing 10:10 and 11:10 slots) and '2017/01/20' (with a calendar view showing 10:10 and 11:10 slots). Each section displays details for a meeting, including the organizer (8200292 (sqhuang's device) -IPVideoTalk ...), participants (0), meeting ID, and meeting URL. There are 'Start', 'Edit', and 'Cancel' buttons for the meetings. A footer contains copyright information and links for 'About Us' and 'Contact Us'.

Figure 70: Meetings Screen

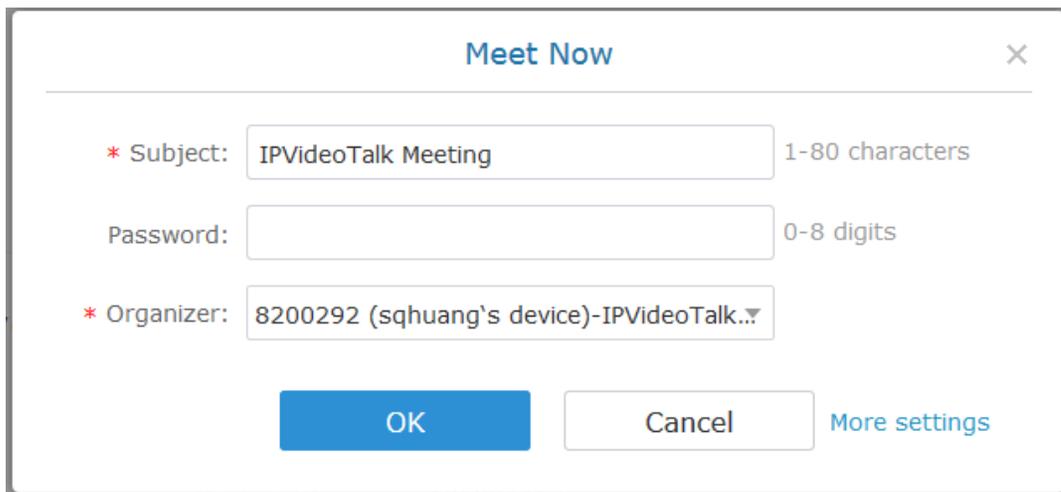
Meet Now

Users are able to start an instant meeting on IPVideoTalk Portal.

1. Go to IPVideoTalk Portal and click on .
2. Enter the meeting information into the appropriate fields, and the meeting will be considered as an instant meeting by default:
 - **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.
 - **Organizer:** Select the host device for the meeting. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Please note only



authenticated device can be assigned as meeting host.



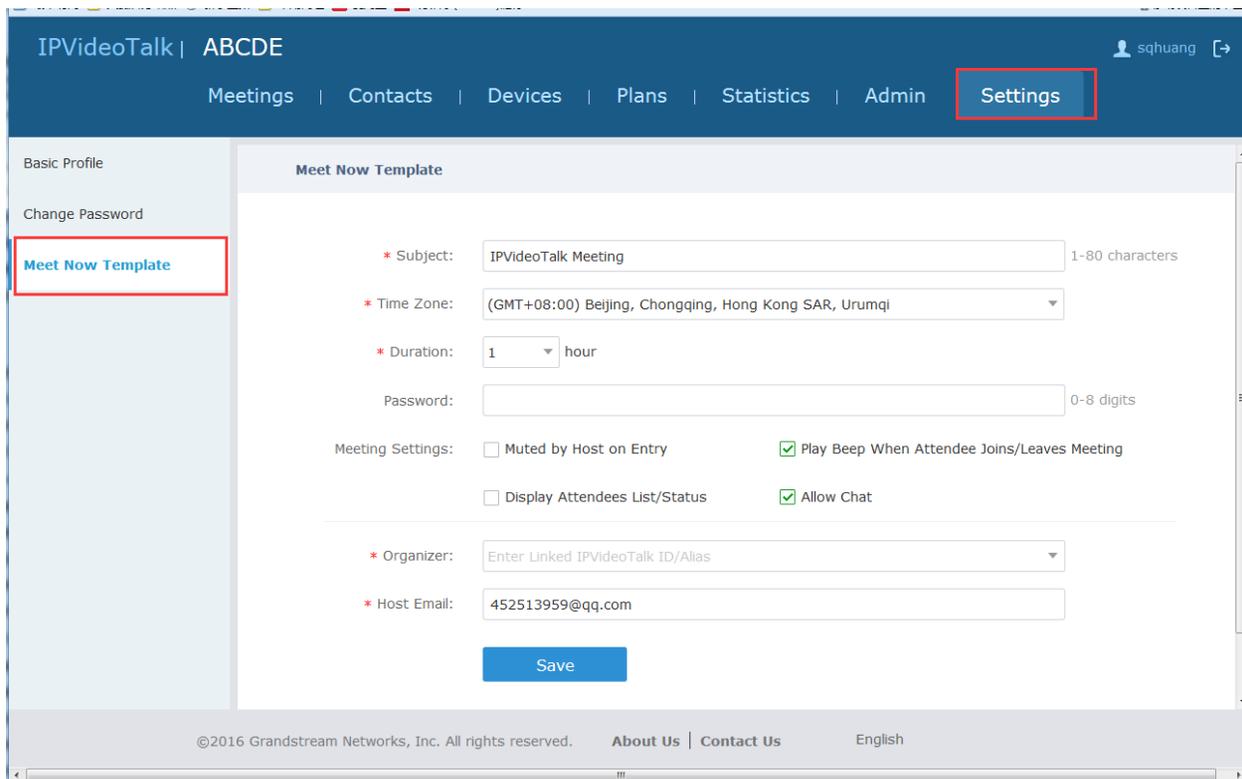
The image shows a 'Meet Now' dialog box with the following fields and options:

- Subject:** IPVideoTalk Meeting (1-80 characters)
- Password:** (0-8 digits)
- Organizer:** 8200292 (sqhuang's device)-IPVideoTalk...

Buttons: OK, Cancel, More settings

Figure 71: Meeting Now Options

- When done, click "OK" to confirm. Then, users will be directed to the WebRTC meeting starting interface, and will automatically initiate a call to the GVC3200/GVC3202 organizer.
- Users could modify the default information for "Meet Now". Go to IPVideoTalk Portal -> Settings -> Meet Now Template, users could modify the default meeting information.



The image shows the 'Meet Now Template' settings page in the IPVideoTalk portal. The page includes a navigation menu with 'Settings' highlighted. The 'Meet Now Template' section contains the following fields and options:

- Subject:** IPVideoTalk Meeting (1-80 characters)
- Time Zone:** (GMT+08:00) Beijing, Chongqing, Hong Kong SAR, Urumqi
- Duration:** 1 hour
- Password:** (0-8 digits)
- Meeting Settings:**
 - Muted by Host on Entry
 - Play Beep When Attendee Joins/Leaves Meeting
 - Display Attendees List/Status
 - Allow Chat
- Organizer:** Enter Linked IPVideoTalk ID/Alias
- Host Email:** 452513959@qq.com

Buttons: Save

Figure 72: Meet Now Template



Schedule a new Meeting

1. Access Meeting screen and click on , and select the meeting type.
2. Fill in meeting information.
 - **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 **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.
 - **Agenda:** Users could enter the agenda of the meeting. The participants will see it in the meeting invitation Email.
 - **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.
 - **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 are allowed to 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.
 - **Organizer:** Select the host device for the meeting. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Please note only authenticated device can be assigned as meeting host.
 - **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 GVC3200/GVC3202 devices. Users can also input name or the key words to search for company contacts.

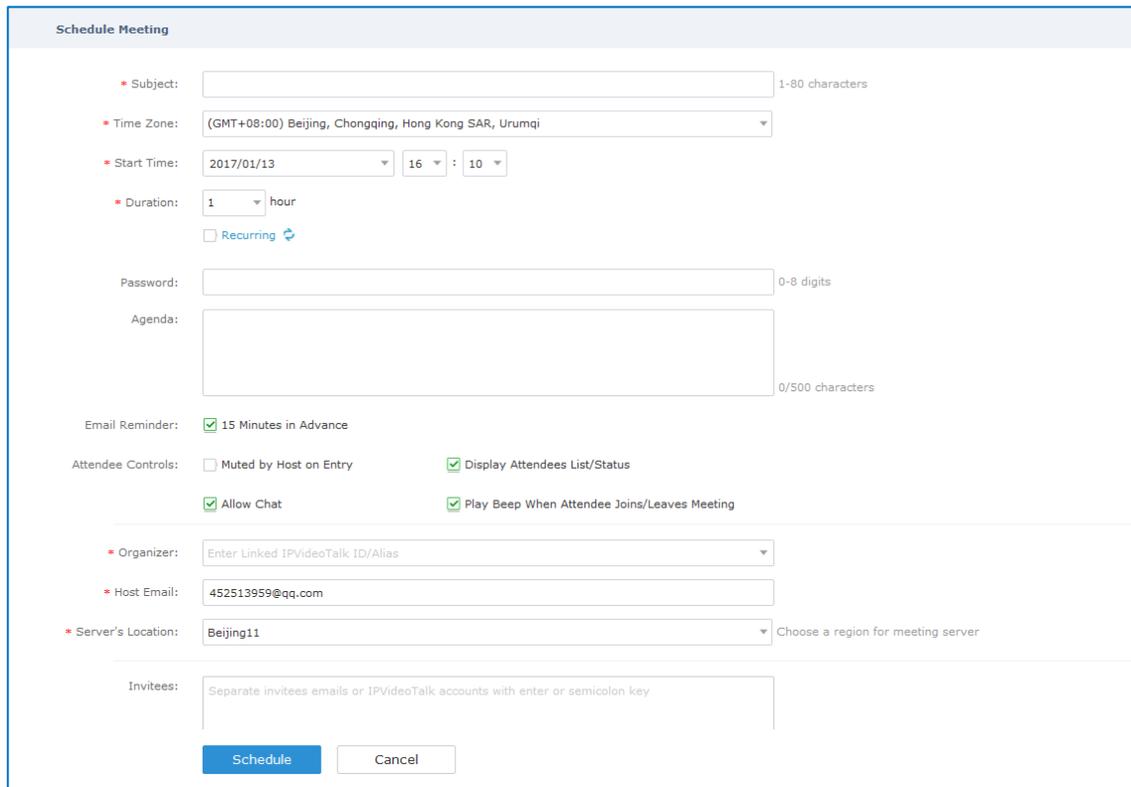


Figure 73: Schedule Meeting Screen

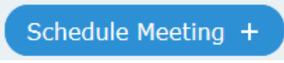
3. If the meeting is scheduled successfully, the system will send notification Email to the Email participants automatically. Users could also check the meeting detailed on the host GVC3200/GVC3202 schedule interface on LCD or Web UI. The host GVC3200/GVC3202 will initiate meeting automatically when 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.



 **Note:**

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

1. Access Meeting screen and click on , and select the meeting type.
2. Fill in meeting information.
 - **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 **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.
 - **Agenda:** Users could enter the agenda of the meeting. The participants will see it in the meeting invitation Email.
 - **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.
 - **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 are allowed to 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.

- **Organizer:** Select the host device for the meeting. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Please note only authenticated device can be assigned as meeting host.
- **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.
- **Add Panelists:** Users could input the Email addresses or the IPVideoTalk IDs in GVC3200/GVC3202 to add panelists. When the panelists receive the Email notification, they can click on the URL in the Email to join the meeting as a panelist. When the meeting starts, the invited IPVideoTalk IDs owners will receive the calls to join the meeting as panelists. The number of invitees depends on the organizer's plan.
- **Participants:** Users can enter Email to invite meeting participants, or enter IPVideoTalk ID of other GVC3200/GVC3202 devices. Users can also input name or the key words to search for company contacts. The amount of invitees is depending on the plan of the organizer.
- **Participants Registration:** If checked, the participants except invitees have to register before joining the meeting, this feature will help the host to collect the participants' information. The system will provide meeting registration link, all participants except invitees need to register the meeting via the link.
- **Thank-you Email:** If checked, the system will send a Thank-you Email to the meeting participants, the host can also customize the contents in the Email. For example, the host can include contact information in the Thank-you Email for other meeting participants to contact.

Schedule Webinar

* Subject: 1-80 characters

* Time Zone: (GMT+08:00) Beijing, Chongqing, Hong Kong SAR, Urumqi

* Start Time: 2017/01/13 16 : 15

* Duration: 1 hour
 Recurring

Password: 0-8 digits

Agenda: 0/500 characters

Email Reminder: 15 Minutes in Advance

Attendee Controls: Muted by Host on Entry Display Attendees List/Status
 Allow Chat Play Beep When Attendee Joins/Leaves Meeting

* Organizer: Enter Linked IPVideoTalk ID/Alias

* Host Email: 452513959@qq.com

* Server's Location: Beijing11 Choose a region for meeting server

Figure 74: Schedule Webinar - I

Panelists: Separate panelists emails or IPVideoTalk accounts with enter or semicolon key

Invitees: Separate invitees emails or IPVideoTalk accounts with enter or semicolon key

Participants Registration: Must register to join meeting (Webinar)
If checked, the system will provide a meeting registration link, all participants except invitees should join the meeting via the link.

Thank-you Email: Send to all participants after meeting

Hi, {Name of participant}
 Thank you for attending "{Subject}" meeting.
 Please contact the meeting organizer if you have any need or requirement. [Preview email](#)

28/500 characters

Figure 75: Schedule Webinar - II

- If the meeting is scheduled successfully, the system will send notification Email to the panelists and participants automatically. Users can also check the meeting details on the host GVC3200/GVC3202 schedule interface on LCD or Web UI. The host GVC3200/GVC3202 will initiate meeting automatically at scheduled meeting start time.



- If the meeting time of two scheduled meetings are overlapping during the same period, there will a prompt to indicate users to change the schedule. Users can still schedule the meeting 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:

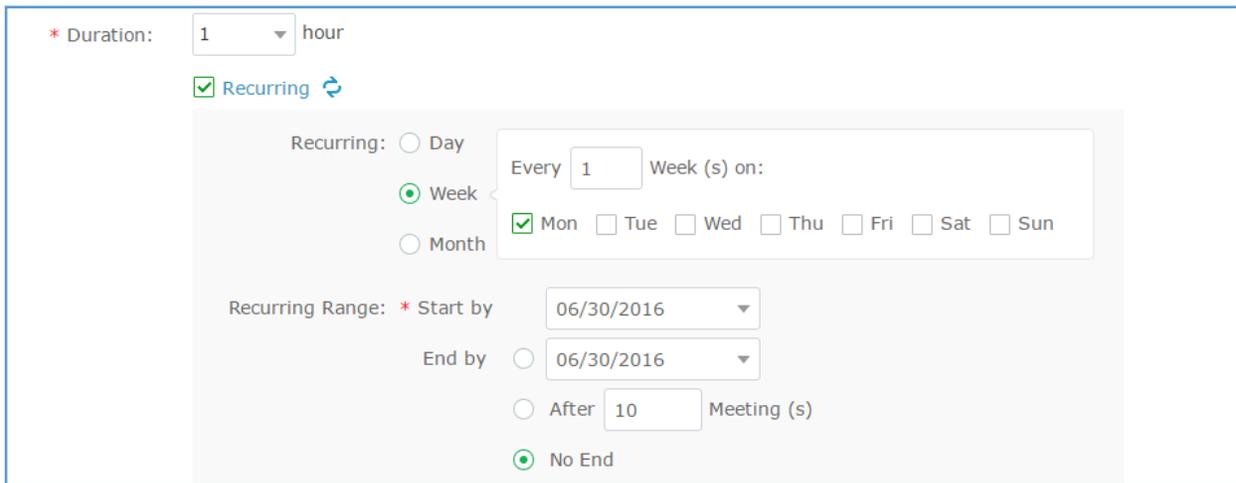


Figure 76: Set Recurring Meeting

Users can set the following recurring range:

Table 8: Recurring Range Specifications

Recurring	Options	Examples
Day	Every N day (s)	e.g.: have meeting per day
	Every workday (Monday to Friday)	e.g.: have meeting per day from Monday to Friday
Week	Every N week (s) + weekday (Optional: from Sunday to Saturday)	e.g.: have meeting on Monday 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	
End by	No end: recurring meeting always takes effect	
	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.

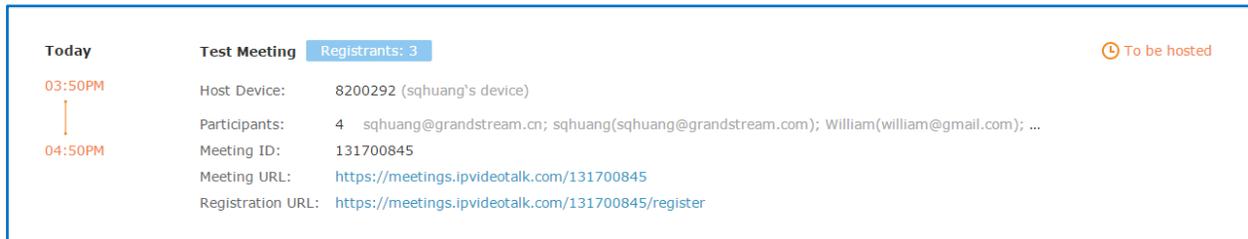
1. Click on "Upcoming" tab on the left to view upcoming meetings or the "History" tab to view history meetings.

Table 9: Meeting Status List

Status		Specifications
Upcoming	Not started	The meeting is not started, users can edit or cancel meeting.
	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.
History	Ended	The meeting is held successfully and ended. If the meeting ended unexpected, users can restart or reschedule meeting.
	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.



- 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.

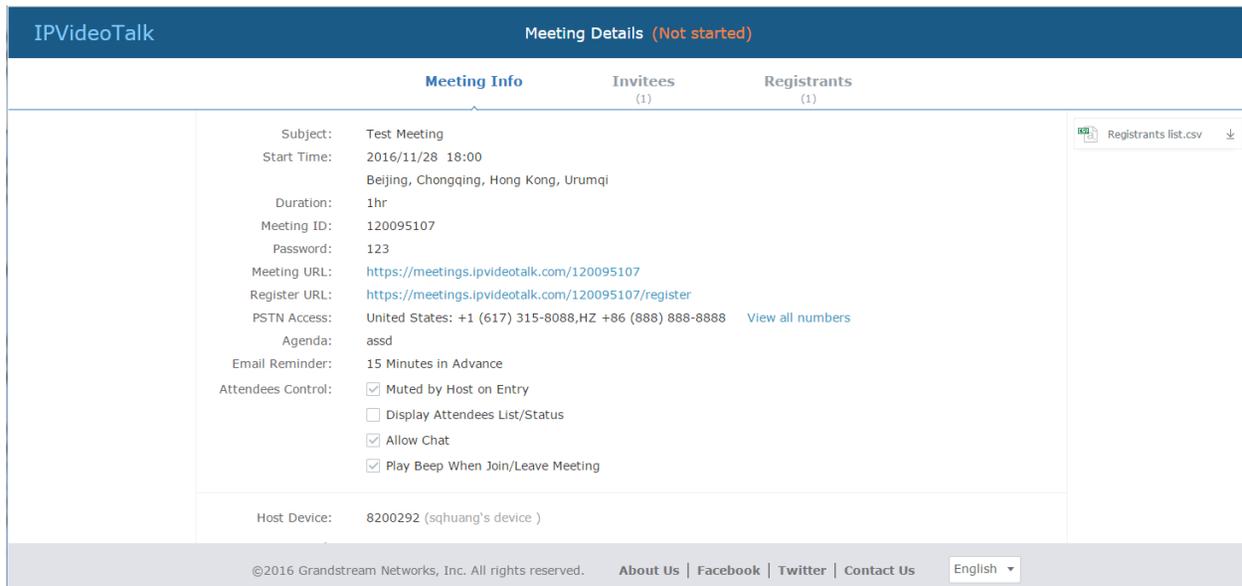


The screenshot shows a meeting card for a 'Test Meeting'. On the left, a vertical timeline indicates the meeting time from 03:50PM to 04:50PM. The card header shows 'Registrants: 3' in a blue box and a 'To be hosted' status with a clock icon. The meeting details are as follows:

Host Device:	8200292 (sqhuang's device)
Participants:	4 sqhuang@grandstream.cn; sqhuang(sqhuang@grandstream.com); William(william@gmail.com); ...
Meeting ID:	131700845
Meeting URL:	https://meetings.ipvideotalk.com/131700845
Registration URL:	https://meetings.ipvideotalk.com/131700845/register

Figure 77: Check the Registered Participants

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



The screenshot shows the 'Meeting Details (Not started)' page in IPVideoTalk. The page has three tabs: 'Meeting Info', 'Invitees (1)', and 'Registrants (1)'. The 'Meeting Info' tab is active, displaying the following details:

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:	<input checked="" type="checkbox"/> Muted by Host on Entry <input type="checkbox"/> Display Attendees List/Status <input checked="" type="checkbox"/> Allow Chat <input checked="" type="checkbox"/> Play Beep When Join/Leave Meeting	
Host Device:	8200292 (sqhuang's device)	

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Figure 78: Meeting Details – Meeting Info

- 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). Users could also download the Registrants List on this page.



IPVideoTalk Meeting Details (Not started)			
Meeting Info		Invitees (1)	Registrants (2)
Name/Email	Country	Registered at	
sqhuang sqhuang@grandstream.com	China	09/20/2016 06:16PM	
William william@gmail.com	China	09/20/2016 06:16PM	

Figure 79: Meeting Details - Registered Participants

5. 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), clients type, country, meeting duration and the leaving time.

Meeting Details (Ended)					
Meeting Info		Participants (2)	Invitees (1/1 100%)	Registrants (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	

Figure 80: Meeting Details

6. In the meeting detailed information, it will show the "Pie statistics graph" including the countries of all participants, and the clients' type of the participants.



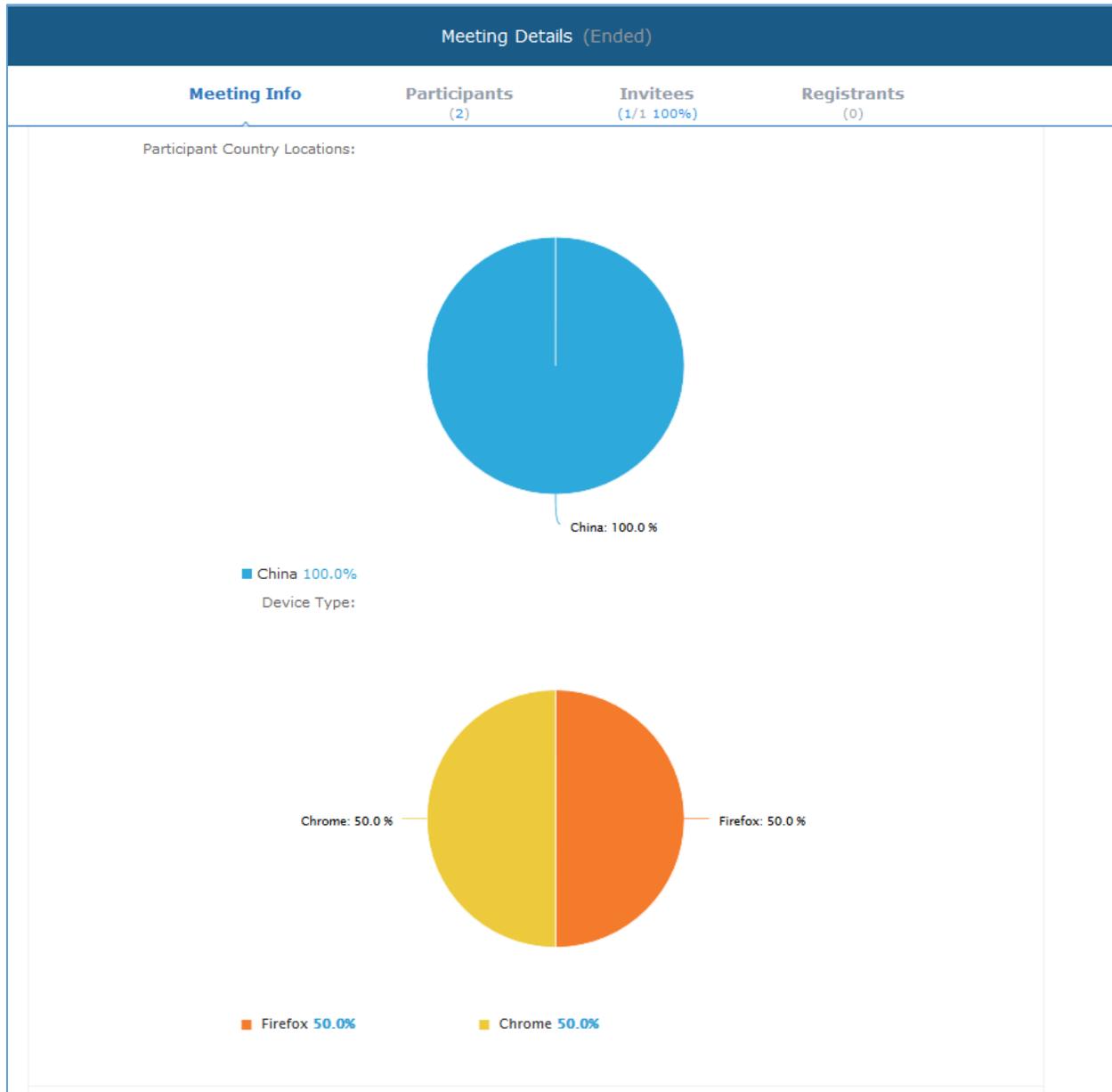


Figure 81: Pie Statistics Graph

7. After the meeting is ended, users could export the meeting report, including Meeting Details, Chat Content, Participants List and Registrants List. If the meeting does not request the participants to register, there will be no Participants List.



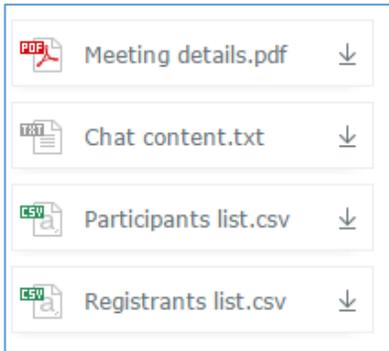


Figure 82: Exporting Reports

Start Meeting or Webinar

Users are able to 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 IPVideoTalk meeting, or the meeting is still in process, the meeting cannot be started manually.
3. When the meeting is started, the user will join the meeting automatically, and the user becomes the meeting host by default.
4. The meeting organizer will receive the call automatically if the meeting is started before the starting time.

Upcoming Meeting - Edit

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.
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".



 **Notes:**

- 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.
-

Upcoming Meeting – Cancel

1. Access "Upcoming" meetings list and move the mouse cursor on the meeting. Then click the Cancel button. 
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, 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 www.ipvideotalk.com to view the meeting details.

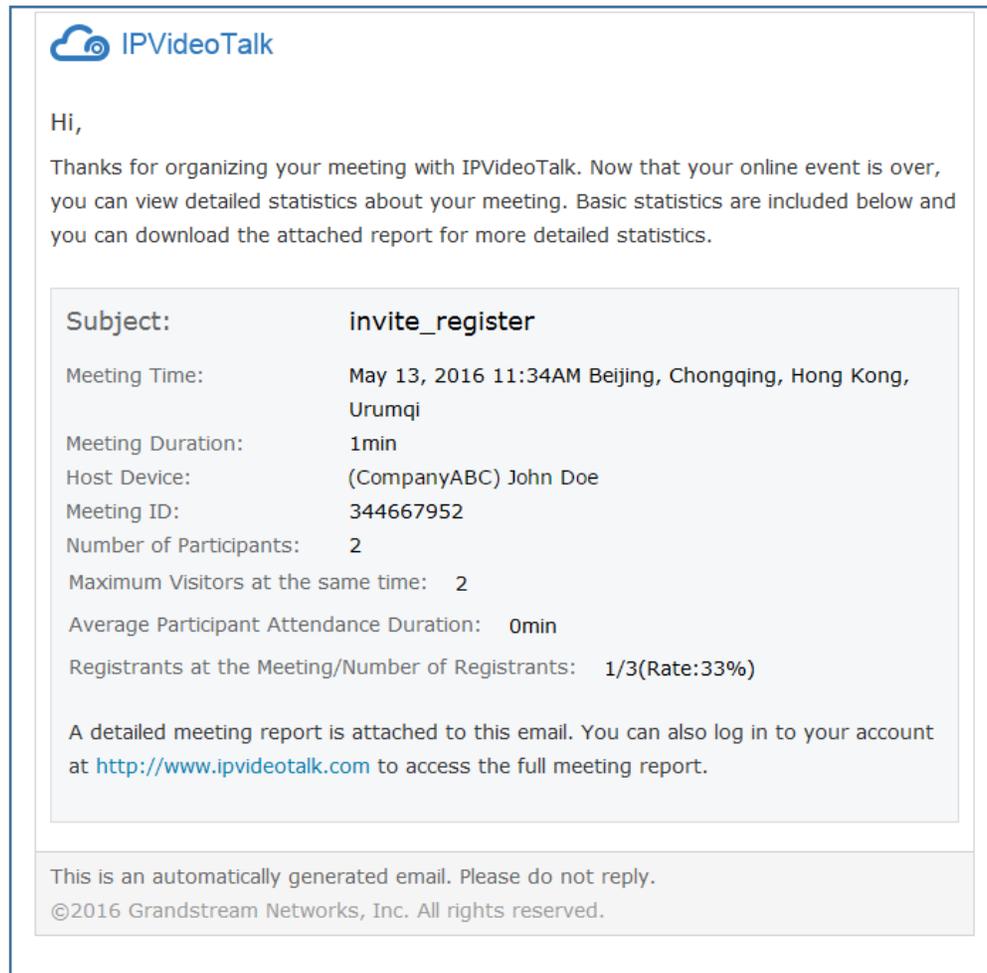


Figure 83: Report Email

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.

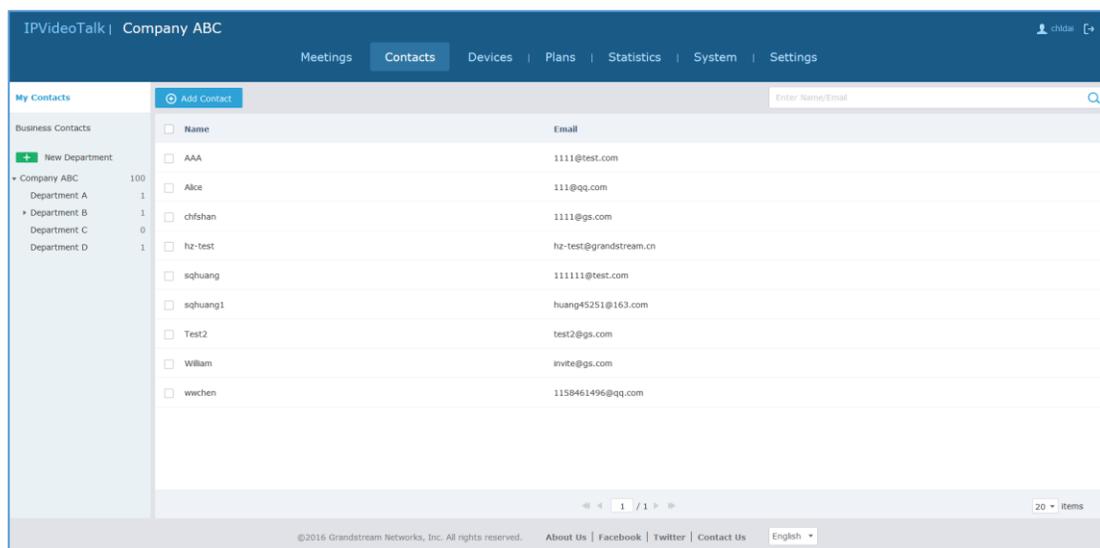


Figure 84: Contacts

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

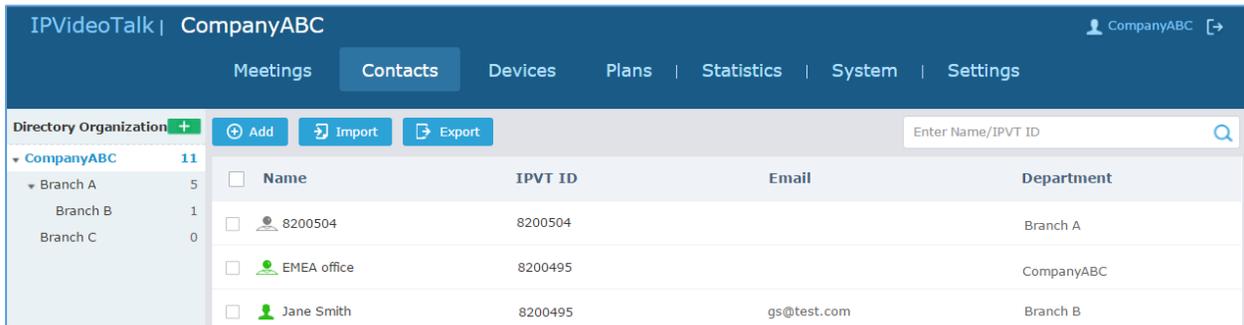
Users can check all contacts and devices of company as shown below:

-  **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.



Name	IPVT ID	Email	Department
<input type="checkbox"/> 8200504	8200504		Branch A
<input type="checkbox"/>  EMEA office	8200495		CompanyABC
<input type="checkbox"/>  Jane Smith	8200495	gs@test.com	Branch B

Figure 85: Contacts Screen

Add Contact

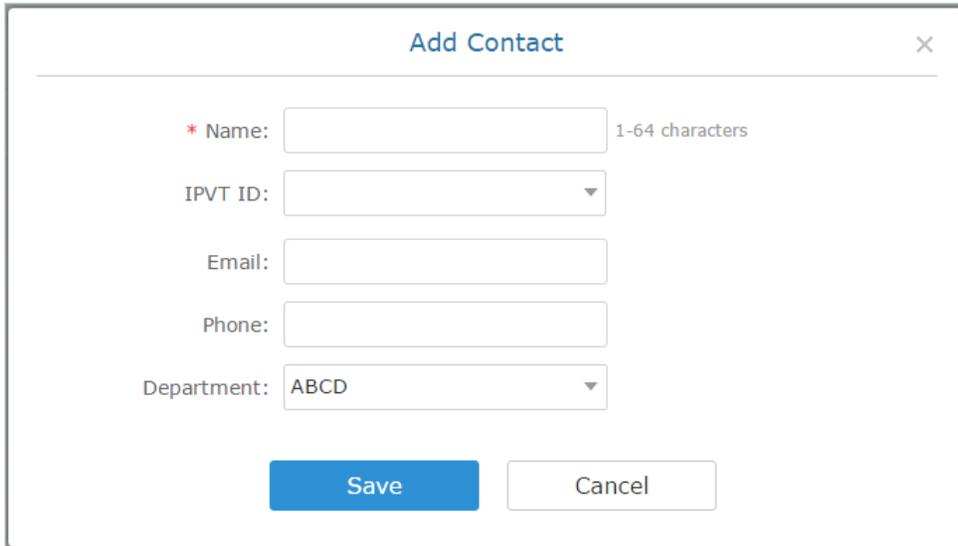
Users could add contact from its own company.

1. Click  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.



The screenshot shows a modal dialog titled "Add Contact" with a close button in the top right corner. The dialog contains the following fields and controls:

- Name:** A text input field with a red asterisk indicating it is required. To its right, it says "1-64 characters".
- IPVT ID:** A dropdown menu.
- Email:** A text input field.
- Phone:** A text input field.
- Department:** A dropdown menu with "ABCD" selected.
- Buttons:** A blue "Save" button and a white "Cancel" button with a grey border.

Figure 86: Add Contact Screen

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  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

Save

Figure 87: Add Public Device Screen

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



Departments

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



Directory Organization +	
▼ ABC Company	3
test group	1
Sales group	0
Development group	0

Figure 88: Directory Organization – Groups

Department - Add Department

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

New Department ×

* Department Name 1-64 characters

Superior Department

Figure 89: Add New Department Screen

2. Click "Save" to save department.

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.



Department - 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 ;
2. Download the template Excel form by clicking the link [Download the template](#) in the pop-up window.

Import Contacts
×

1.Support xls、xlsx、vcard format.

2.The department being imported should be in the form of excel or outlook.

3.If the department does not exist, the system will create a new one automatically.

4.Please ensure that your document template is correct (as pictured below). [Download the template](#)

	A	B	C	D	E	F
1	Note: <1>You cannot delete the first 3 lines; <2>The red field in Excel is required to fill in while the black field is optional; <3>Type: Defines whether is the contact or public device. 0: default, contact; 1: public device; <4>Name: Name of the contact, 64 characters; <5>Department: The upper limit is 4 levels, use "/" to separate higher and lower department. E.g.: Hangzhou Branch/R&D Department. The default is under the root directory if not fill in; <6>IPVideoTalk ID: the IPVideoTalk ID the device enables. It is a required filed as public device.					
2	Contacts					
3	Type	Name	Department	IPVideoTalk ID	Phone Number	Email
4						

5.  [Select the file](#)

Import
Cancel

Figure 90: Batch Import Devices Screen

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 [Select the file](#) to import Excel form.
 5. 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 .
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.

Table 10: Plans Status Specifications

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.



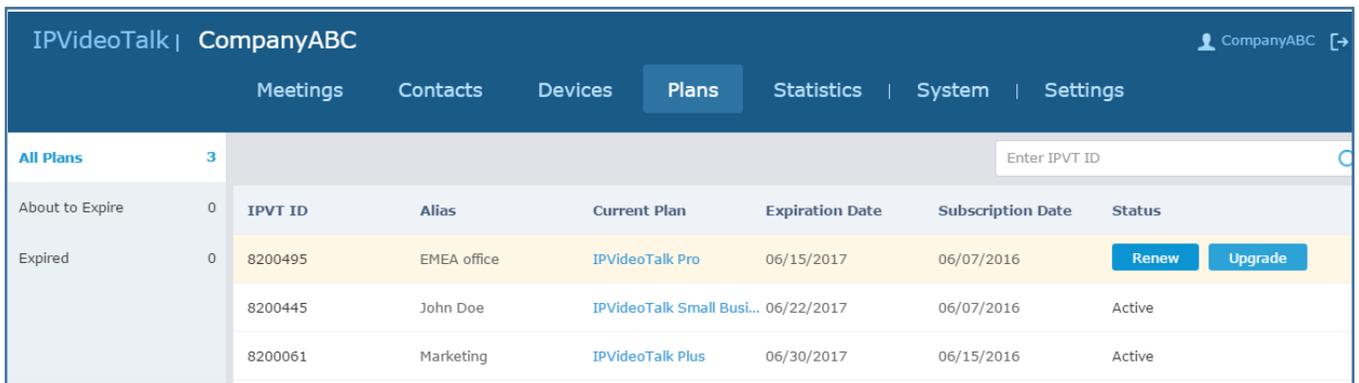
- Input IPVideoTalk ID in search box to search for device by IPVT ID.

Purchase/Renew/Upgrade Plan

If you want to purchase/renew/upgrade your plan, you may pay for the plan via PayPal.

Please check our official website www.ipvideotalk.com to view more details of the Plans.

1. If you want to purchase/renew your plan, please click on “Renew”, and follow the instructions to pay for the Plan.



All Plans		Enter IPVT ID					
IPVT ID	Alias	Current Plan	Expiration Date	Subscription Date	Status		
8200495	EMEA office	IPVideoTalk Pro	06/15/2017	06/07/2016	Active	Renew	Upgrade
8200445	John Doe	IPVideoTalk Small Busi...	06/22/2017	06/07/2016	Active		
8200061	Marketing	IPVideoTalk Plus	06/30/2017	06/15/2016	Active		

Figure 91: Renew/Upgrade Plan

2. If you want to upgrade your plan, please click on “Upgrade”, and follow the instructions to pay for the Plan.

3. Users could upgrade the current plan, please check the price and features on our website: www.ipvideotalk.com

4. Users could select to continue the plan for 1 year, 2 years, or 3 years. The price will be calculated depending on the price of the plan and the period.

5. If the user wants to upgrade the plan, 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) / 30 * the remaining days of the current plan

6. Billing Address is a necessary option. Please fill this option with the actual address. Users could change the Billing Address in “System” -> “Business Profile”. This Billing address will be updated from your next bill.



7. When users check out, the system will jump to PayPal page. Users could pay the bill with PayPal account or other credit cards.

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

Note: Once the payment is completed, the user could start to use the new plan. If the order is incomplete, the support team will contact with the user.

Renew

Device: sqhuang's device(8200292)

Current Plan: IPVideoTalk Small Business

Expiration Date: 12/20/2016

Select Renewal Duration:

* Billing Address: [Edit](#)

Renewal	IPVideoTalk Small Business: 1 year (12/20/2016-12/20/2017)	Price:	\$300.00 USD
		Taxes:	\$0.00 USD
		Payment Amount:	\$300.00 USD

Accepted Payment Methods:     

Figure 92: Upgrade Current Plan

 **Note:**

For users who want to upgrade current plan, please contact with our sales for the latest price of the Plan, in order to avoid the order will be canceled.

View Plan Subscription

Click on “Device”, users could check all of the order histories on the device.

- Users could check the order date, order number, upgraded plan, the duration of the new plan/upgraded plan, total price, tax, and billing address.



- If the payment status is pending, it means the payment is process successfully, and the user could start to use the new plan. If the order cannot be processed, it will be regarded as “Invalid”, and the support team will contact with the user.
- No matter the reviewing is successful or failed, the user will receive an Email with the notification.

Current Plan: IPVideoTalk Pro		Expiration Date: 03/21/2017	Plan Status: Trial	
Subscribed Date/Order No	Type	New plan	Price	Status
09/20/2016 20160920083422244273	Renewal	IPVideoTalk Pro 12/21/2016--03/21/2017	\$0.00 Taxes: —	Approved

<< < 1 / 1 > >> 20 ▾ items

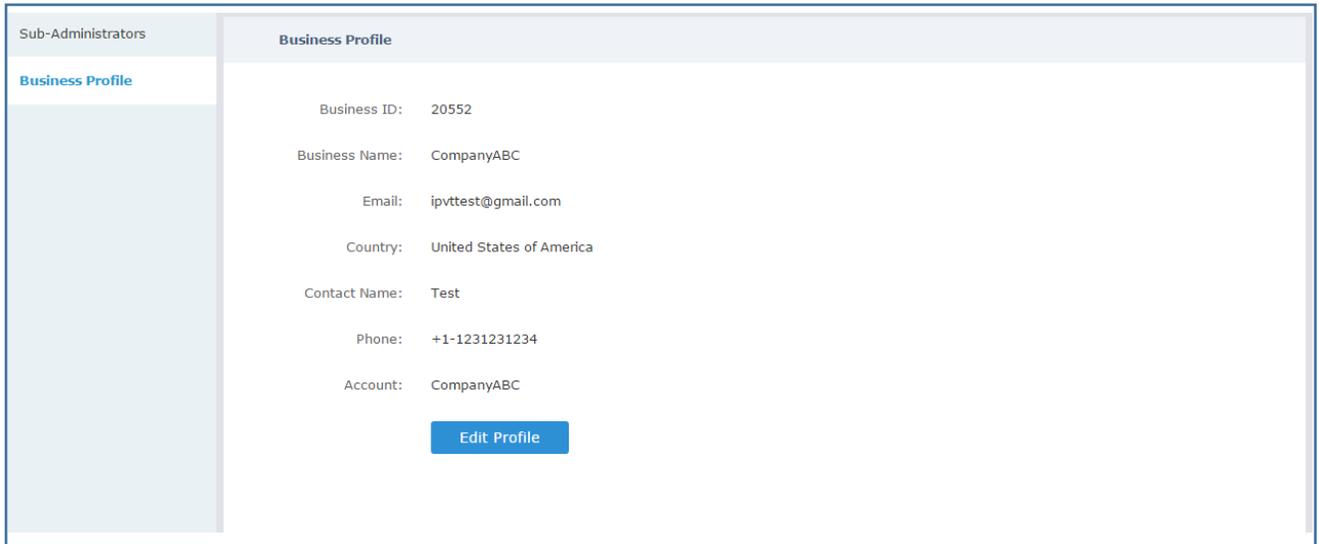
Figure 93: Plan Subscription Screen

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".





Sub-Administrators	Business Profile
Business Profile	
	Business ID: 20552
	Business Name: CompanyABC
	Email: ipvtttest@gmail.com
	Country: United States of America
	Contact Name: Test
	Phone: +1-1231231234
	Account: CompanyABC
	Edit Profile

Figure 94: Company Profile Screen

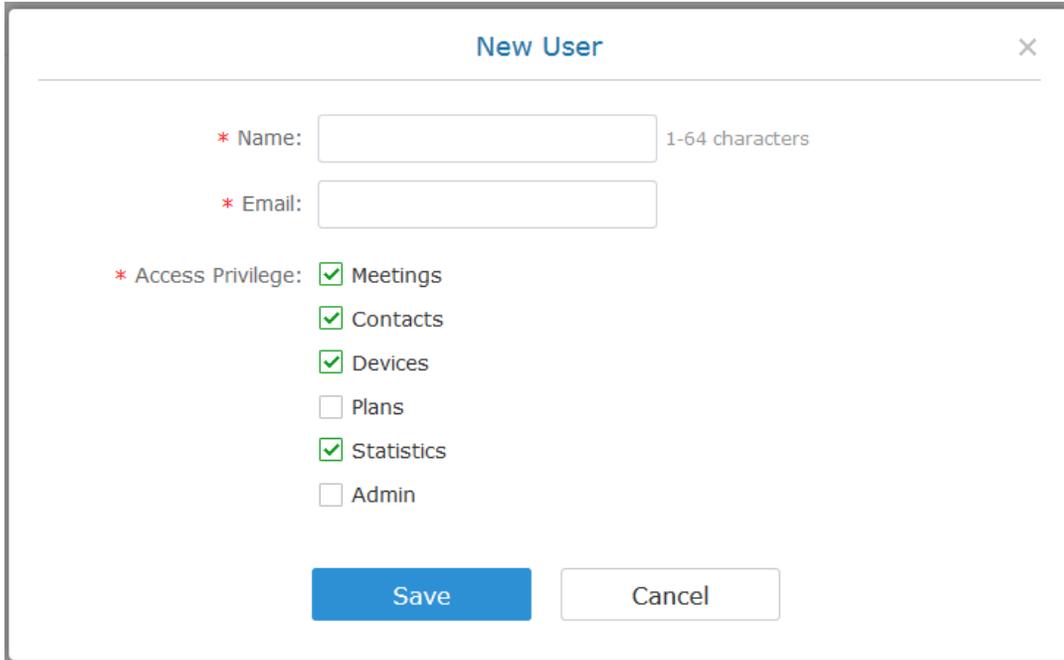
User Management

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

Add Users

1. Click on .
2. Fill in required information for user.





New User [X]

* Name: 1-64 characters

* Email:

* Access Privilege:

- Meetings
- Contacts
- Devices
- Plans
- Statistics
- Admin

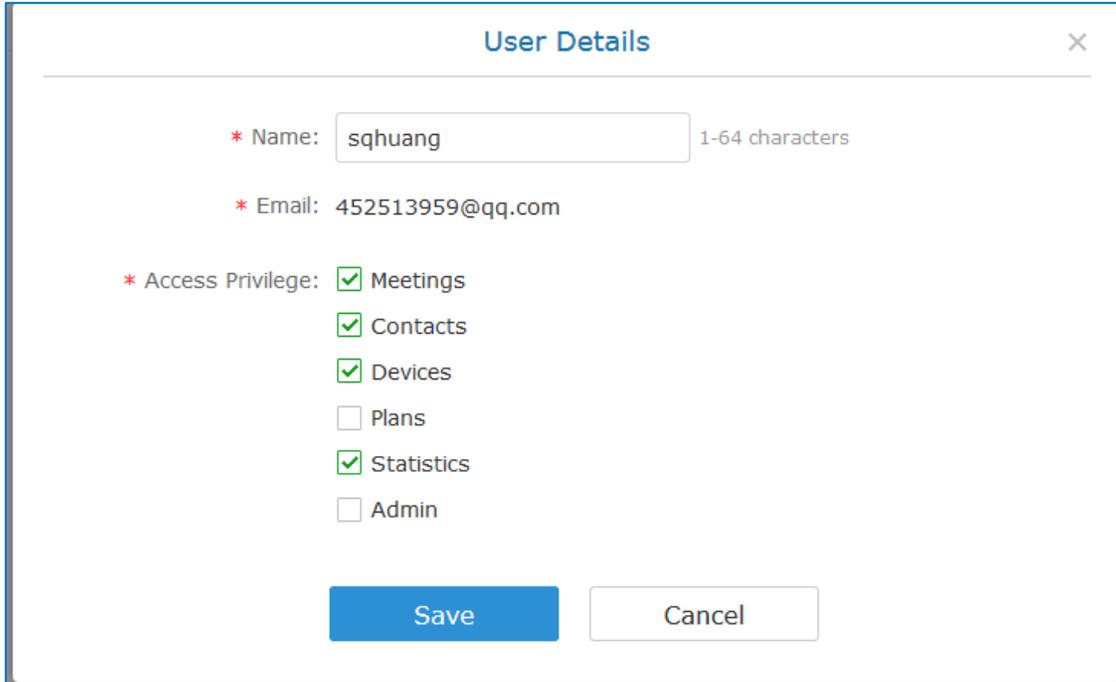
Figure 95: Add New User Screen

- **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.

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: 1-64 characters

* Email: 452513959@qq.com

* Access Privilege:

- Meetings
- Contacts
- Devices
- Plans
- Statistics
- Admin

Figure 96: Edit user Screen

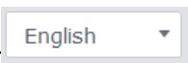
Delete Users

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

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.
- **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 and English. The language in the Email notification will be selected by this setting.



IPVideoTalk | Grandstream APAC sqhuang123 [→]

Meetings | Contacts | Devices | Plans | Statistics | Admin **Settings**

Basic Profile

Change Password

Meet Now Template

Basic Profile

* Name: 1-64 characters

Account: sqhuang123

Email: sqhuang@grandstream.cn [Change Email](#)

Date: YYYY/MM/DD MM/DD/YYYY DD/MM/YYYY

Time: 12-hour time 24-hour time

Time Zone:

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Figure 97: Settings



EXPERIENCING IPVIDEOTALK

Please visit our website <http://www.ipvideotalk.com> to receive the most up-to-date updates on firmware releases, additional features, FAQs, documentation and news on new products.

We encourage you to browse our product related documentation, FAQs and User and Developer Forum for answers to your general questions. If you have purchased our products through a Grandstream Certified Partner or Reseller, please contact them directly for immediate support.

Our technical support staff is trained and ready to answer all of your questions. Contact a technical support member or [submit a trouble ticket online](#) to receive in-depth support.

Thank you again for purchasing Grandstream IPVideoTalk Service. It will be sure to bring convenience and color to both your business and personal life.