Grandstream Networks, Inc.

IPVideoTalk Cloud Conferencing System

User Guide

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 1.0.0.11

- Server:

IPVideoTalk Server 1.0.2.11

- Client:

  WebRTC Client 1.0.1.20

  GVC3200/GVC3202 1.0.1.74

  GVC3200 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 (SasS) 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.711μ/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, internal number for quick dial
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

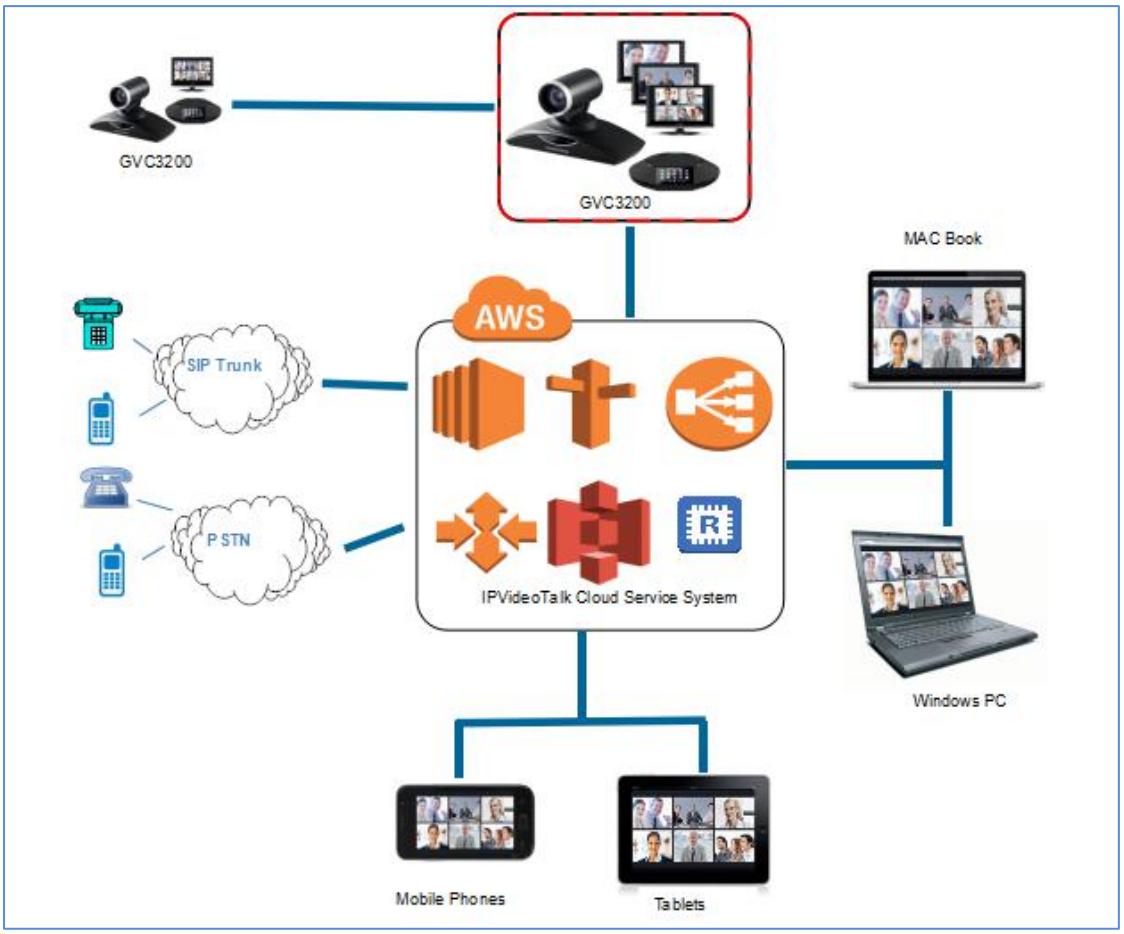


Figure 1: IPVideoTalk Cloud Conferencing System Architecture

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	IPVIdeoTalk Basic	IPVIdeoTalk Pro
Client Devices	GVC3200/GVC3202 video conferencing device, Chrome and Firefox browsers for PC and Mac, IPVideoTalk Mobile	GVC3200/GVC3202 video conferencing device, Chrome and Firefox browsers for PC and Mac, IPVideoTalk Mobile	GVC3200/GVC3202 video conferencing device, Chrome and Firefox browsers for PC and Mac, IPVideoTalk Mobile
Automated NAT Traversal	Yes	Yes	Yes
HD Voice (G.722, G.711)	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
Max Participants	Up to 8	Up to 25	Up to 50
Max Video Resolution	Up to 1080P, 30fps, 2M for GVC3200/GVC3202; 720p 15fps video (700k) for other (PC/Mac/mobile) participants	Up to 1080P, 30fps, 2M for GVC3200/GVC3202; 720p 15fps video (700k) for other (PC/Mac/mobile) participants	Up to 1080P, 30fps, 2M for GVC3200/GVC3202; 1080p 15fps video (1M) for other (PC/Mac/mobile) participants
Max Video Feeds*	Up to 3	Up to 3	Up to 8

Max Remote Screen Resolution	1080P, 5fps, 450kbps	1080P, 5fps, 450kbps	1080P, 5fps, 450kbps
Host Control	WebRTC	WebRTC	WebRTC
VoIP call-in	Pending	Pending	Pending
Phone call-in	No	No	Yes
Streaming Video Encryption	128-bit AES	128-bit AES	128-bit AES

Note:

IPVideoTalk Pro/Plus plan supports 4 1080p video feeds, 5 720p video feeds or 8 VGA video feeds. IPVideoTalk SMB/Basic plan supports 2 1080p video feeds or 3 720p video feeds.

ADMIN CENTER

Please refer to chapter **ADMIN CENTER** if users want to manage devices/contacts and schedule meetings online. Users can perform the following operations after logging into Admin Center web 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, IPVideoTalk Mobile App, GVC3200/GVC3202, and using a phone to call in the meeting.

Table 3: Session Features

Session Features	GVC3200/ GVC3202	Mozilla Firefox	Google Chrome	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	√	×	×	×	×
View shared webcams	√	√	√	√	√
Host Control					
Add participant	√ (Add GVC3200/ GVC3202 participant only)	√ (Add Web participant only)	√ (Add Web participant only)	√ (Add Web participant only)	×
Delete participant	√ (Delete GVC3200/ GVC3202 participant only)	√ (Delete Web participant only)	√ (Delete Web participant only)	√ (Delete Web participant only)	×

Mute all	√ (Mute GVC3200/ GVC3202 participant only)	√ (Mute Web participant only)	√ (Mute Web participant only)	√ (Mute Web participant only)	×
Suspend/Turn off all video	√	×	×	×	×
End meeting	√	√	√	√	×
Chat					
Group chat	×	√	√	√	√
Private chat	×	√	√	√	√
Forbid group chat	×	√	√	√	×

To join meeting via WebRTC client, the users can use Firefox/Chrome/Opera browsers. 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, 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 1.0.1.62 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.

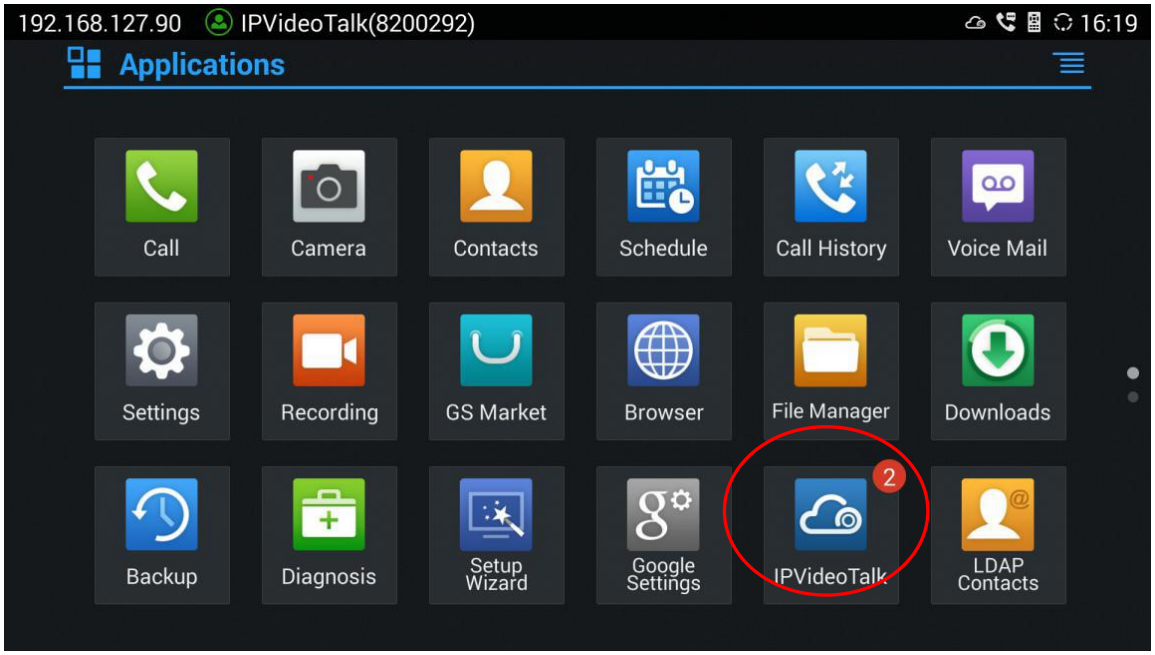


Figure 3: IPVideoTalk Application

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:

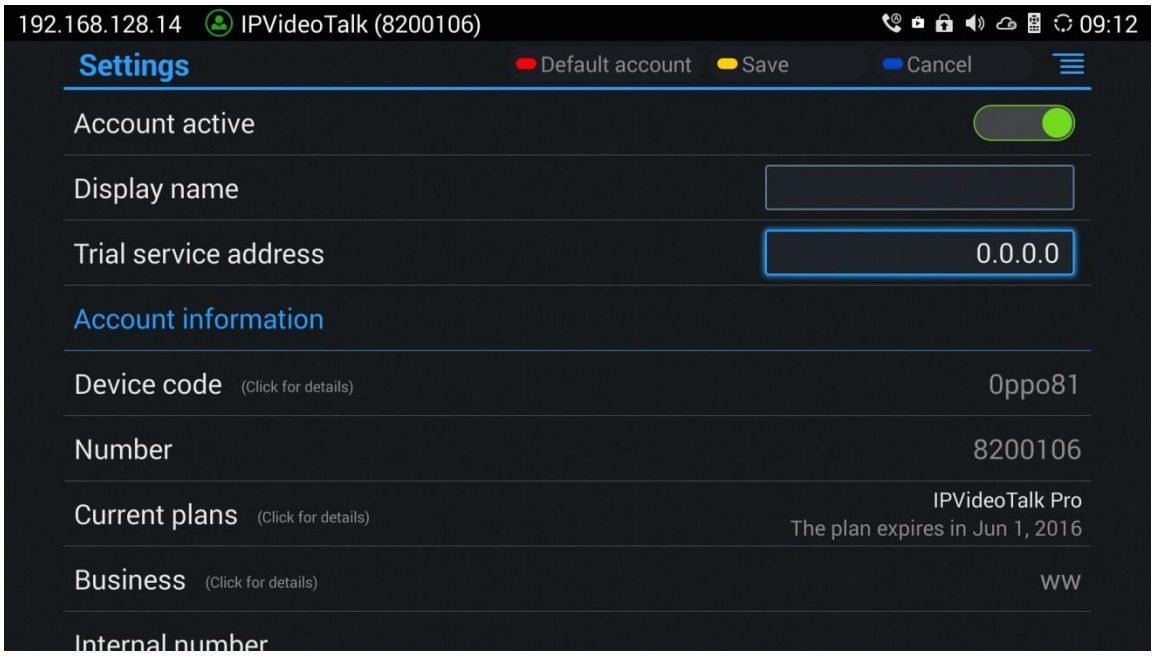


Figure 4: IPVideoTalk App->Settings

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 Admin Center web portal or check company contacts, users need to link the GVC3200/GVC3202 on Admin Center 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 Admin Center: 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.

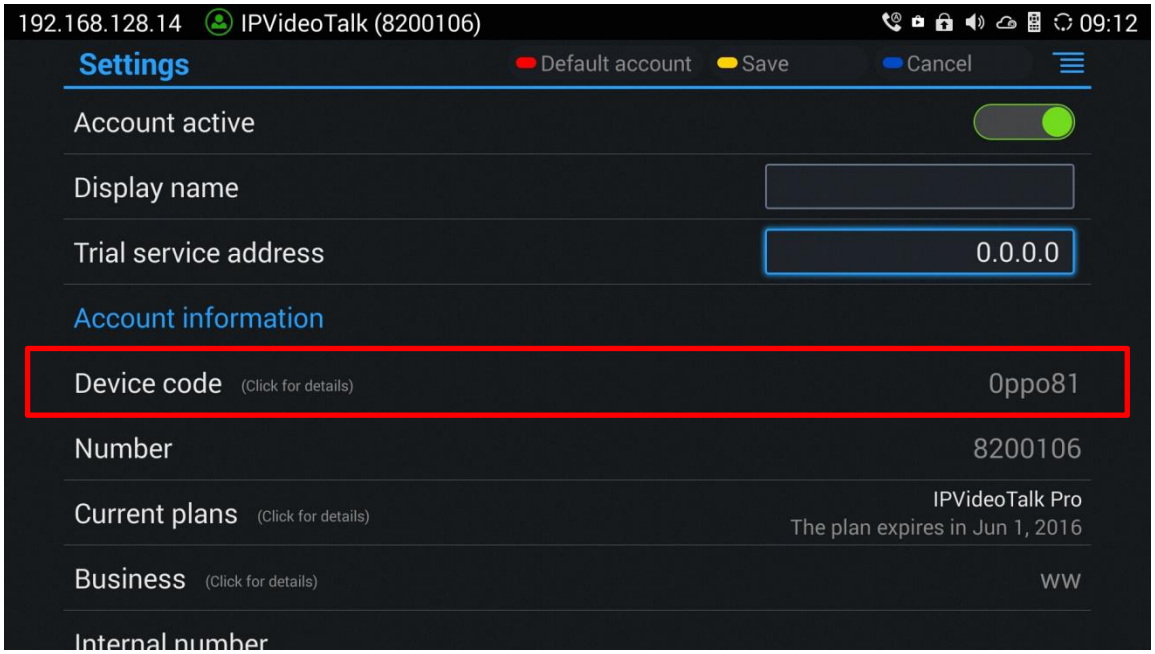


Figure 5: Find Device Code on GVC3200/GVC3202

2. Log in Admin Center web 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 Admin Center

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.

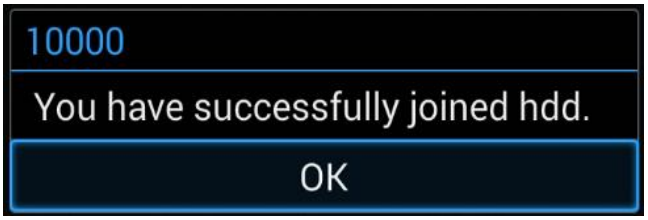


Figure 7: Joined Successfully

- **<u>To link device using MAC address, follow the steps below:</u>**

1. In Admin Center->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 selects "Yes" to confirm to link the device. Otherwise, select "No" to reject to link the device.

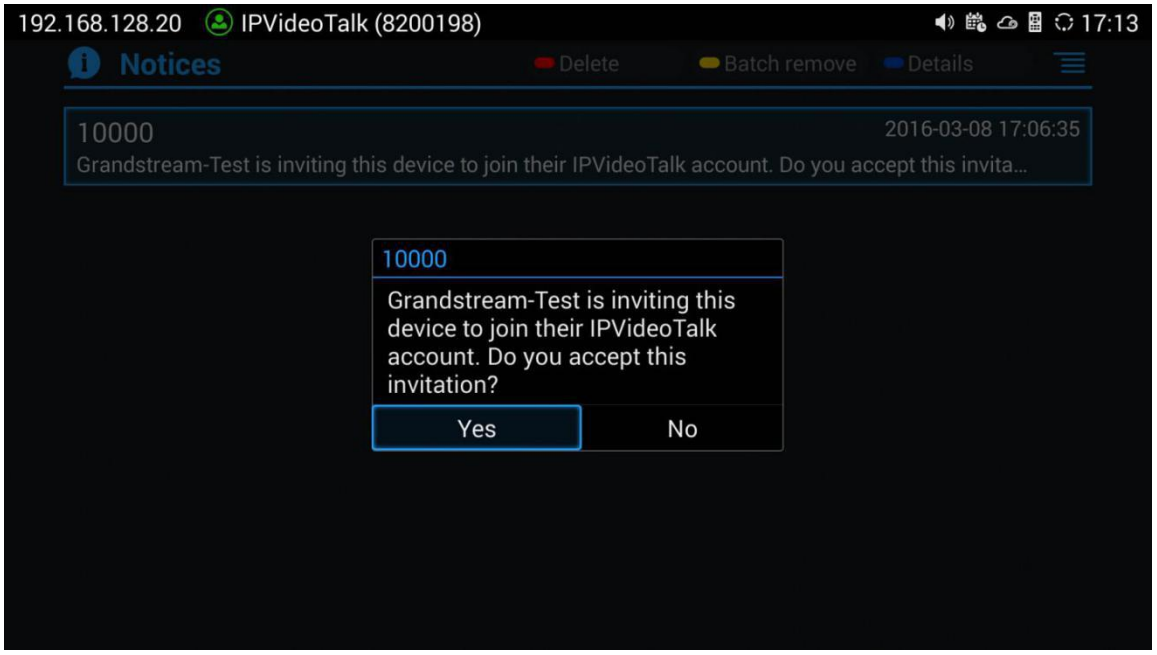


Figure 8: Device Authentication

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

START A MEETING

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

SCHEDULE A MEETING

Users could schedule a meeting on IPVideoTalk Admin Center web portal. For details, please check chapter **SCHEDULE A NEW MEETING**.

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.

- **Delete Member**

  Users could select and remove participant from the conference. Please note currently the GVC3200/GVC3202 users cannot view the participant list if the participant joins from WebRTC/IPVideoTalk Mobile App. Therefore, these participants cannot be removed from GVC3200/GVC3202 conference.

- **Conference Control**

  This is used to control basic meeting features, such as Mute , Block , Webcam Control and Suspend . Please note currently the GVC3200/GVC3202 users cannot view the

participant list if the participant joins from WebRTC/IPVideoTalk Mobile App. Therefore, these participants cannot be controlled from GVC3200/GVC3202 conference interface.

- **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.

- **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, Open DTMF and check Meeting Info.

- **End Meeting**

  If selected, all participants will be disconnected from the conference room and the call will be ended.

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 button again to stop recording, and the recording file will be saved in the GVC3200/GVC3202 automatically.

3. 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 1G. There will be a prompt to indicate the storage space is insufficient if the disk storage is full.

4. 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.

1. During meeting, click on More icon on GVC3200/GVC3202, then click on "Meeting Info".

2. GVC3200/GVC3202 will show the information prompt as below. The meeting Subject, Meeting ID, Host, Password and URL will be listed there.

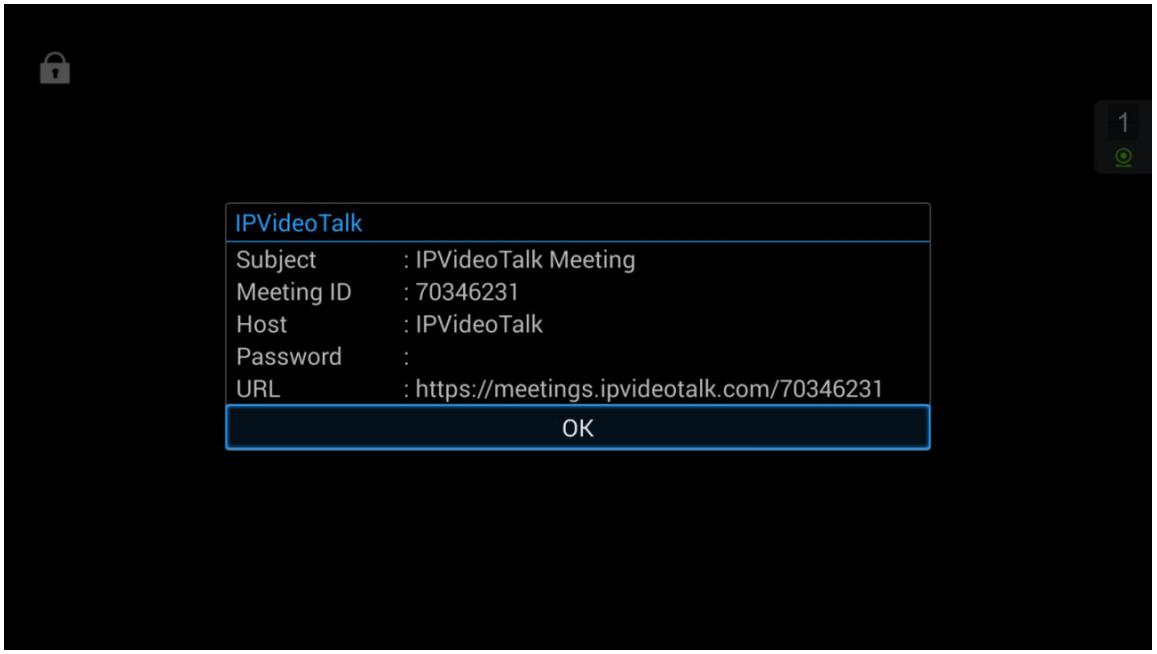


Figure 10: Meeting Information

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 meeting host's IPVideTalk ID number or the meeting ID, and press the dialing button to join the meeting.
- Users could join the meeting successfully once the host answers the call.
- 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 11: 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, or the host has left the meeting, the user can't join the meeting by dialing the meeting ID.

SCHEDULE MEETING

To schedule an IPVideoTalk meeting using IPVideoTalk service, the users need log in as admin in Admin Center web portal first. Please refer to chapter **SCHEDULE A NEW MEETING** for more details.

CHECK SCHEDULED MEETINGS

Once the meeting is scheduled on IPVideoTalk Admin Center, 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.

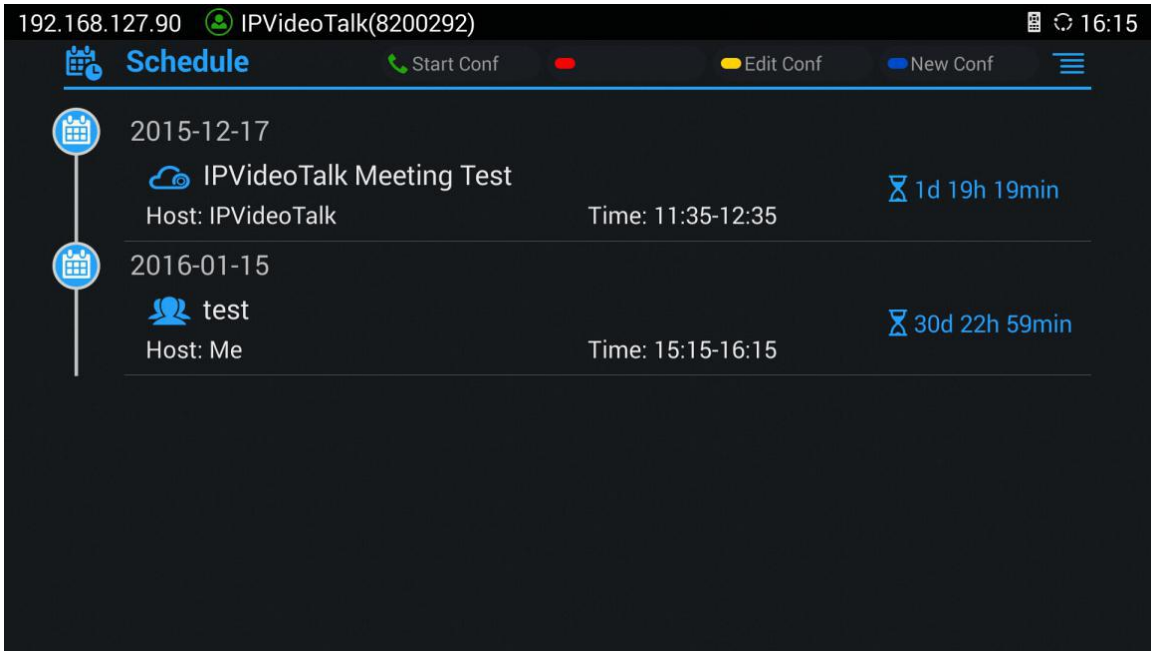


Figure 12: Schedule List

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:**

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.

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.

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

Figure 13: IPVideoTalk Application->Contacts

- **Group**

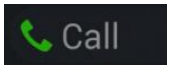
  This is used to check the contacts under this group.

- **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".

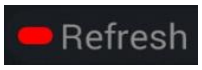
- **Public Device**

  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".

- 

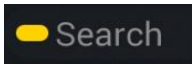
Call

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.

- 

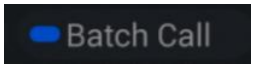
Refresh

  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 Admin Center using MAC address, the GVC3200/GVC3202 will receive a message to reply to authentication request.	Users could open this message and select "Yes" or "No" to reply. If “Yes” is selected, the device can be linked to Admin Center.
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 maybe 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:

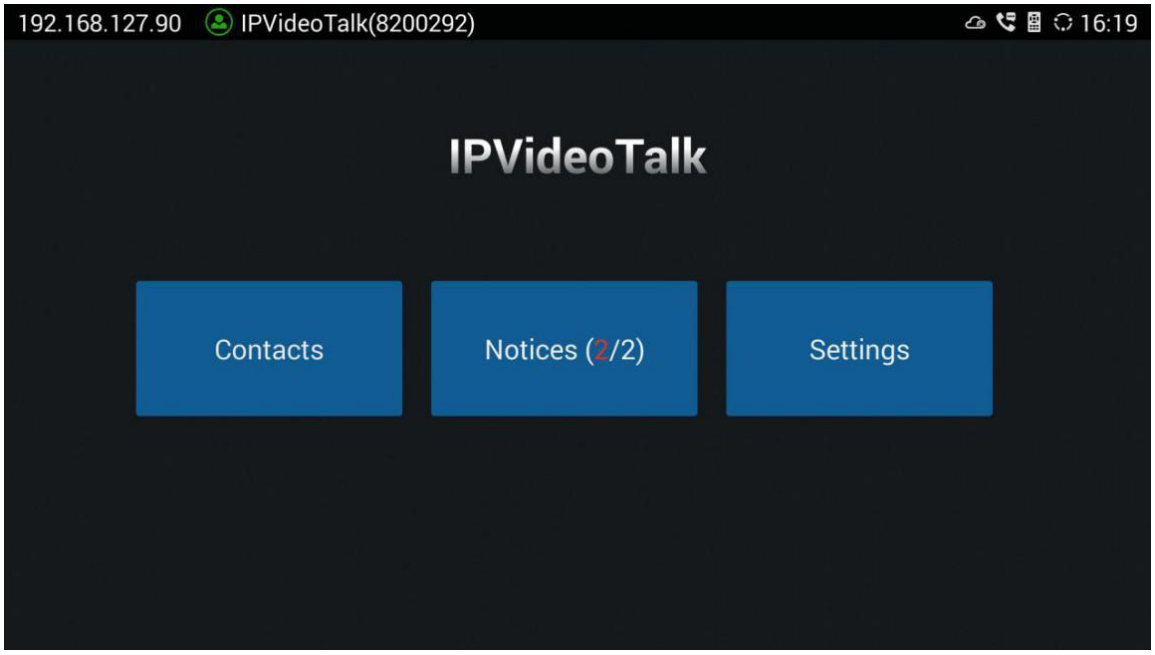


Figure 14: IPVideoTalk Application Interface

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 Admin Center when the link operation is done via MAC address.

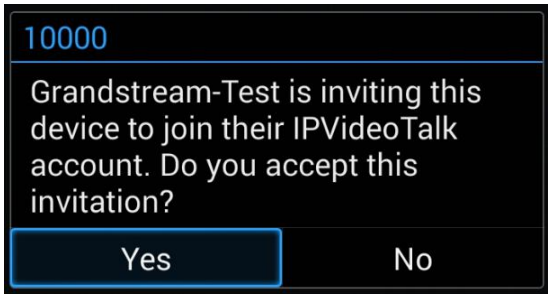


Figure 15: Notice Message - Authentication Request to Link Device via MAC Address

SETTINGS

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

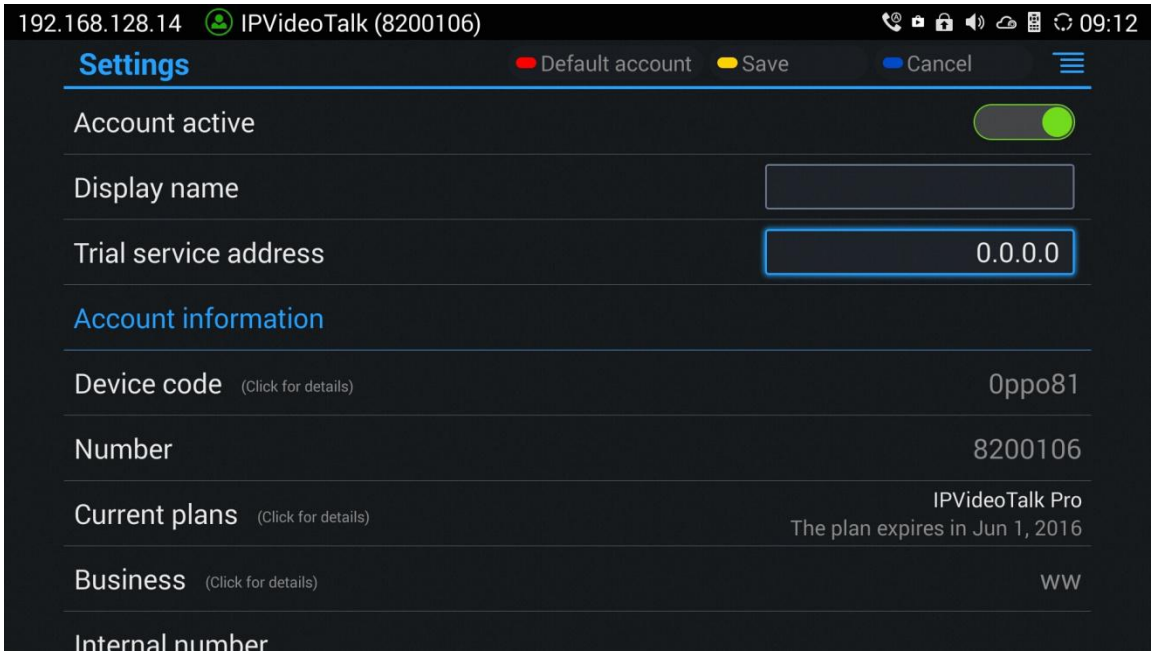


Figure 16: IPVideoTalk Application->Settings

- **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 Admin Center quickly. Authentication response is not required for the GVC3200/GVC3202 user to link the device if device code is entered in Admin Center.

- **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 Admin Center.

- **Internal Number**

  This is used to show the internal number on Admin Center for the device. The internal number can be different from the IPVideoTalk ID. It can be used to dial to other devices linked under the same Admin Center account.

- **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".

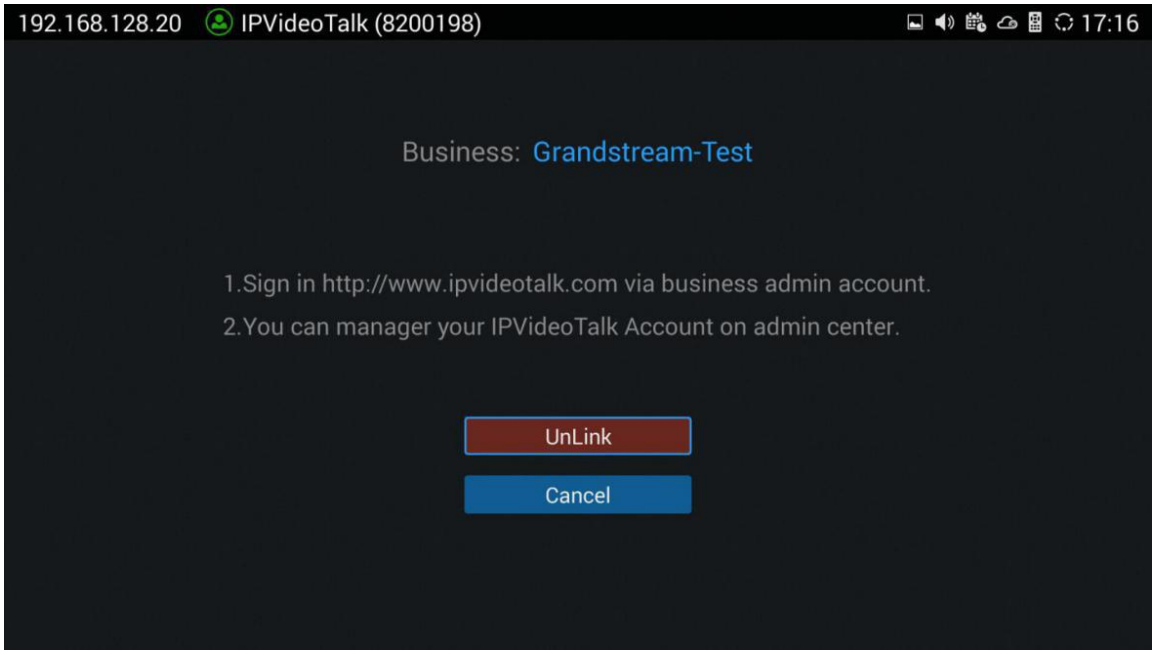


Figure 17: Unlink Enterprise - Unlink

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

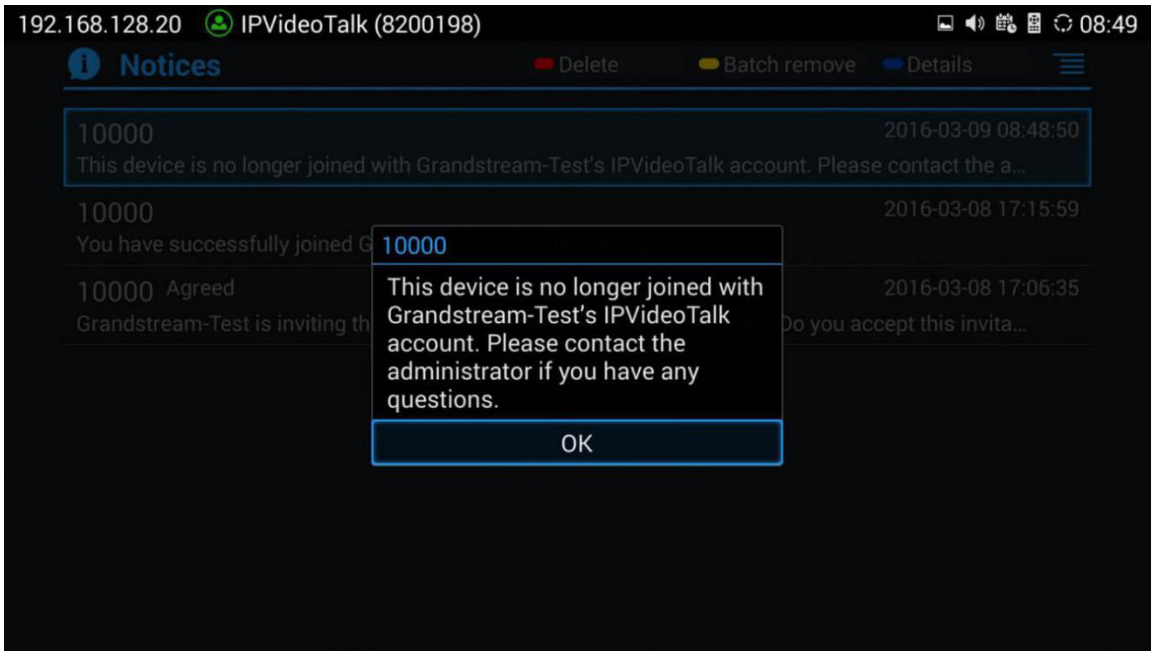


Figure 18: Unlink Enterprise - Confirm

MESSAGES ON GVC3200/3202 MAIN PAGE

The main page of the GVC3200/3202 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 GVC3200/3202 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 GVC3200/3202 is too low, please update the firmware as soon as possible.

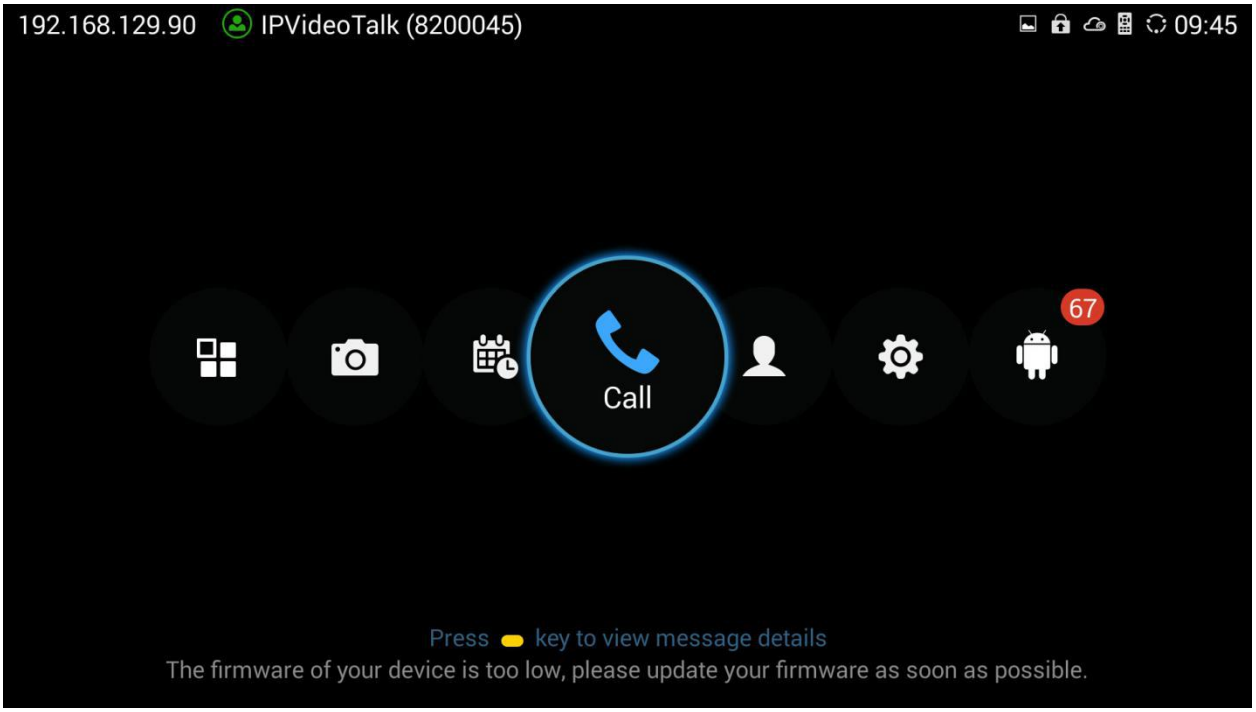


Figure 19: GVC3200/3202 Home Page

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.

BROWSER AND OPERATING SYSTEM

Table 5: Browser and Operating System

Operating System	• Windows • Mac • Linux/Ubuntu • Google Chrome OS
Web Browser	• Mozilla Firefox V36 or later • Google Chrome V39 or later • Win Opera V36 or later, MAC Opera V32 or later
Internet Connection	• 1 Mbps or better (broadband recommended) • 3G connection or better (Wi-Fi recommended for VoIP audio) for Chromebooks
Software/Hardware	• Screen sharing extension for Mozilla Firefox (if Presenter) • Microphone and speakers

FEATURES SUPPORTED ON DIFFERENT BROWSERS

Table 6: Supported Features with Different Browsers

Session Features	Mozilla Firefox	Google Chrome	Opera
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	×	×	×
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	√	√	√

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 properly join the meeting.

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.

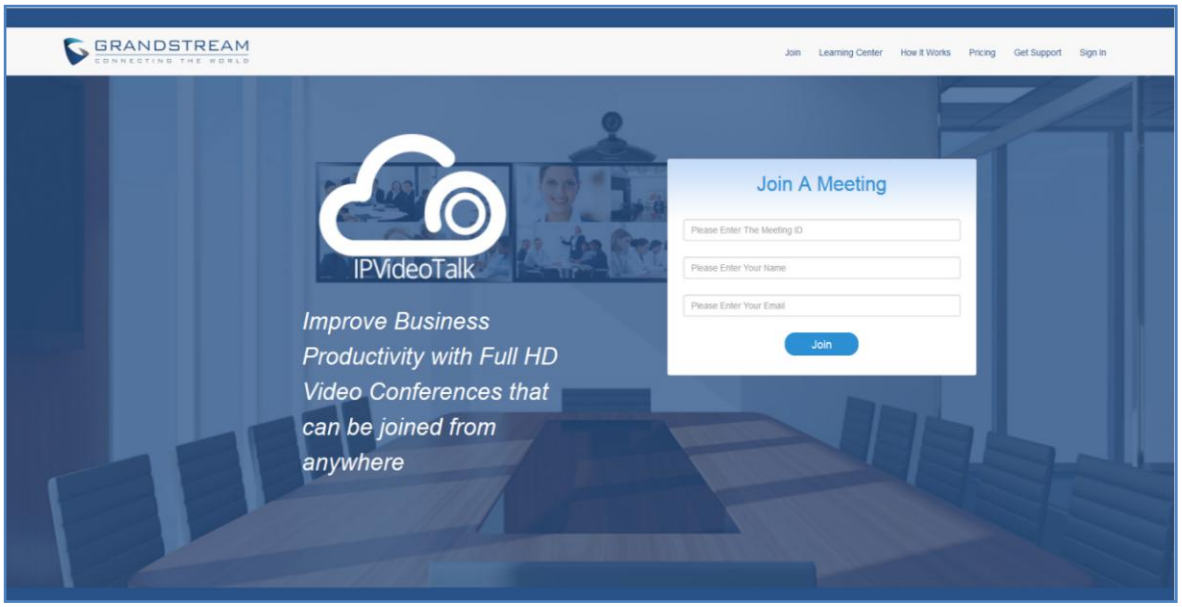


Figure 20: WebRTC "Join A Meeting" Interface

JOIN A MEETING VIA NOFITICATION 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 or Chrome so the meeting link can be automatically opened with the supported WebRTC browser.

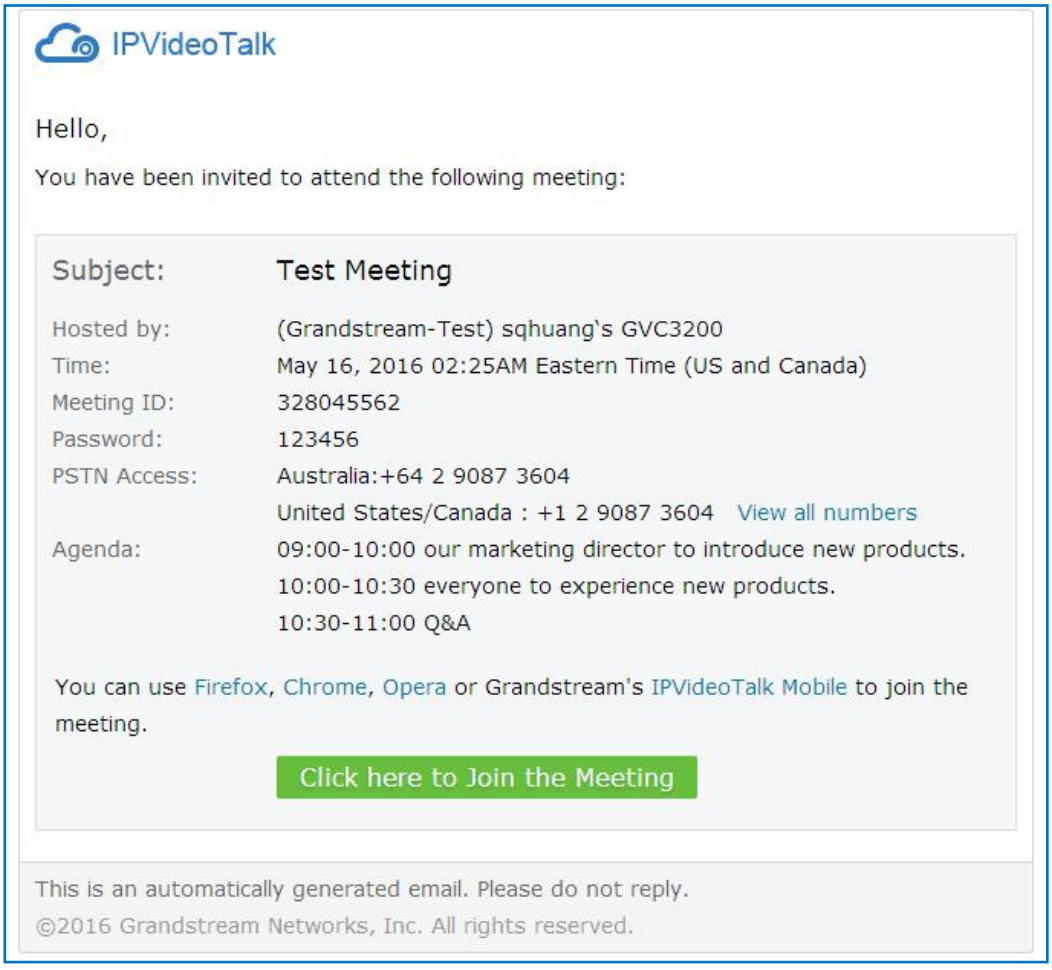


Figure 21: Notification Email

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

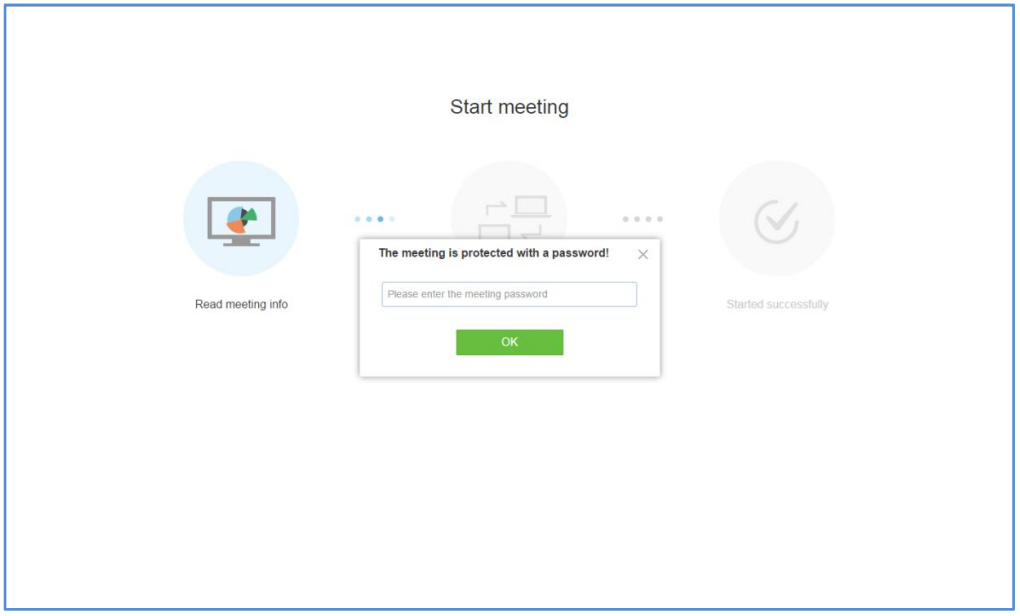


Figure 22: Input Meeting Password

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.)

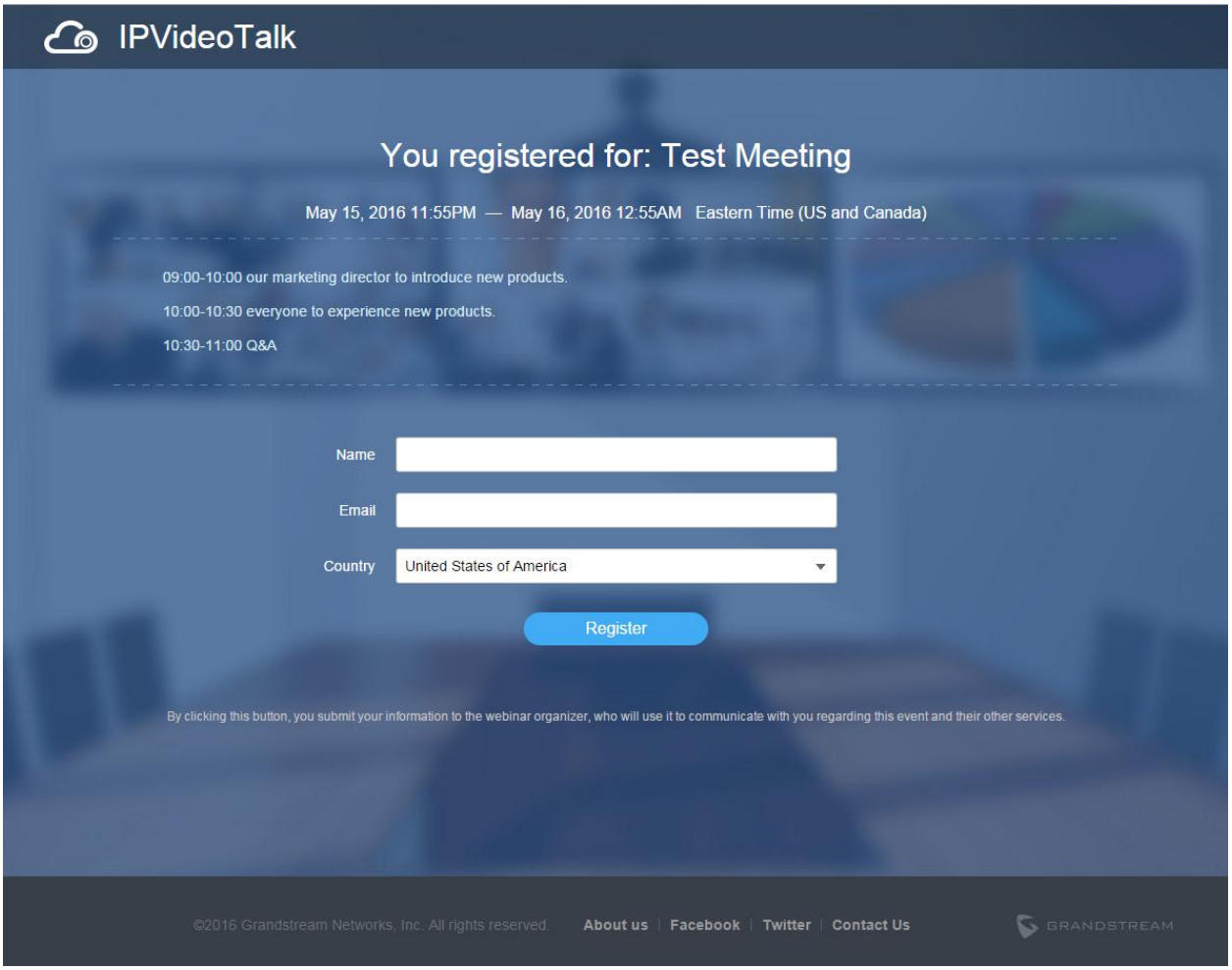


Figure 23: Sign-up Page

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.

MEETING INTERFACE

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

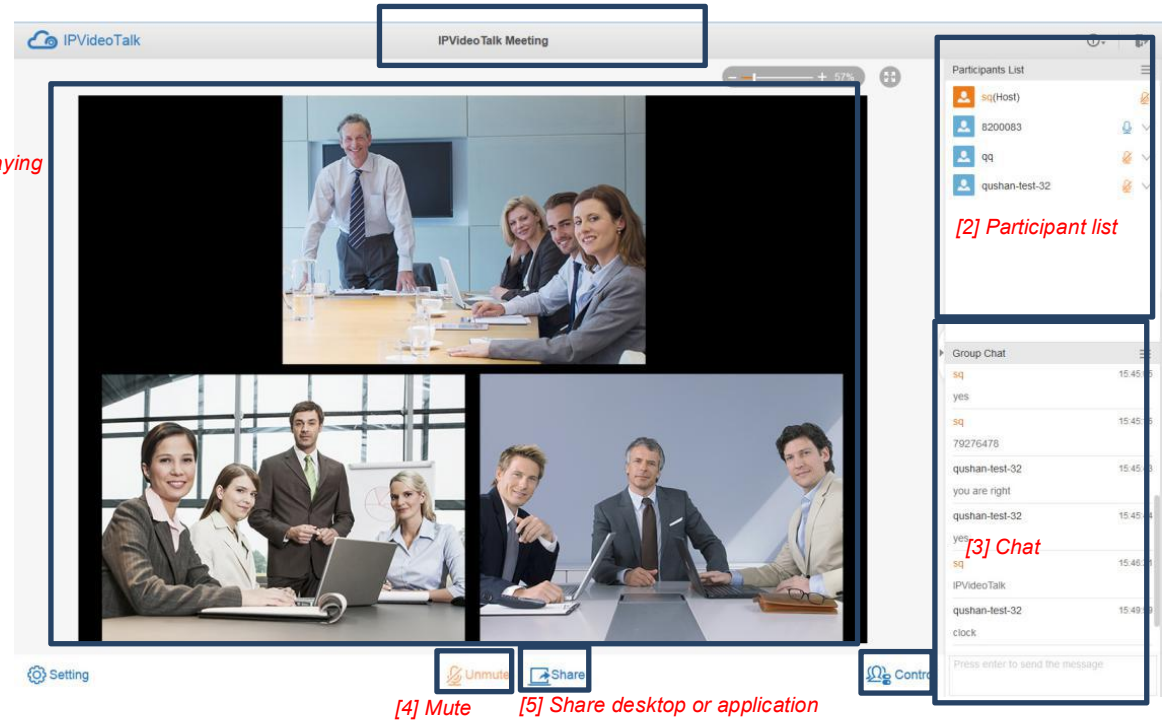


Figure 24: Meeting Interface on Firefox

[1] - Video displaying interface

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

[2] - 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.

[3] - Chat

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

[4] - Mute

This is used to enable/disable mute.

[5] - Share desktop or application

Share your desktop or an application during the meetings.

[6] - 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 to check the participant's authorization and etc.

[7] - Meeting information

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

AUDIO

Users need to have microphone device (built-in with PC, or plugged in to 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.

SHARE DESKTOP

Currently only Firefox and Chrome support desktop sharing.

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:

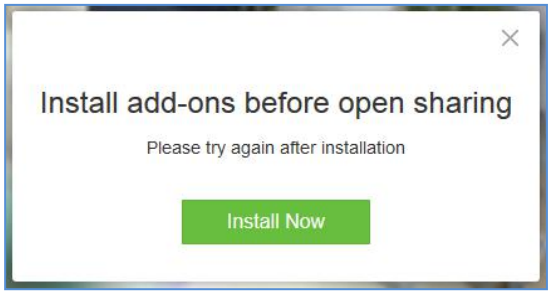


Figure 25: Install Add-ons Interface

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.

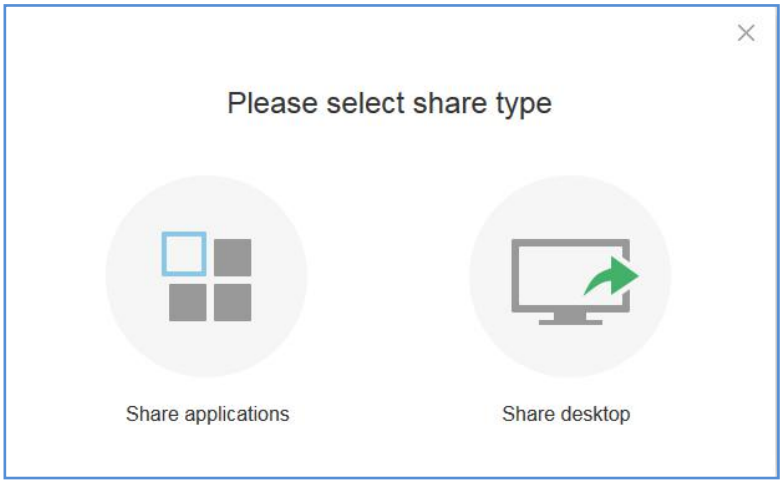


Figure 26: Select Share Content

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.

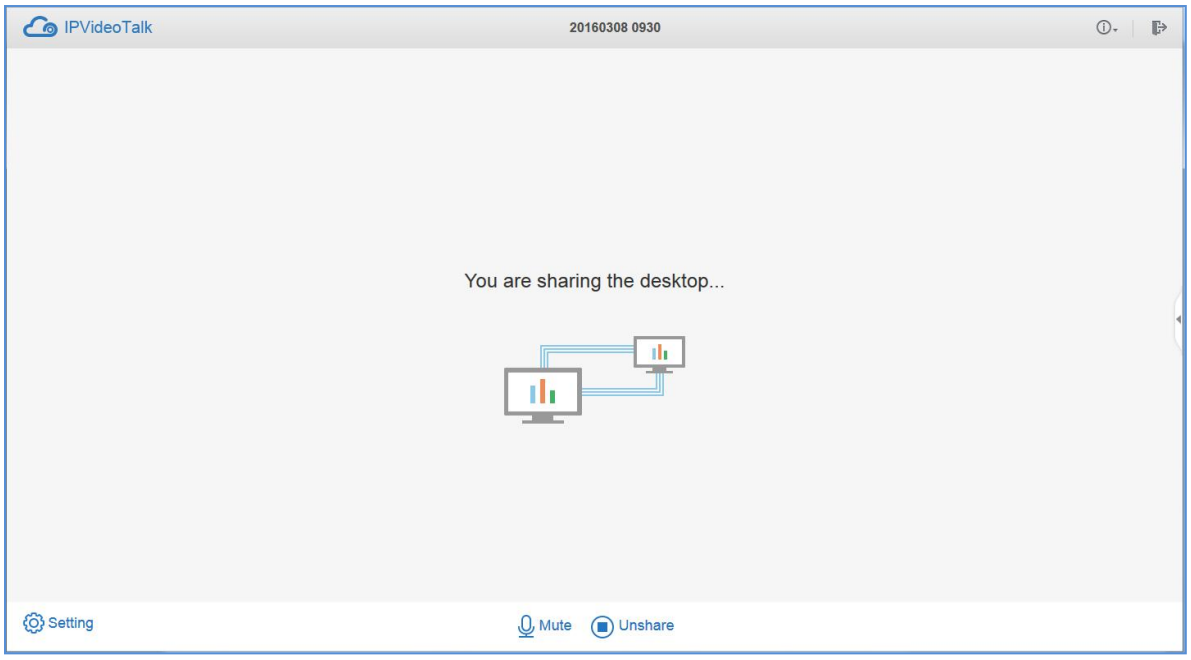


Figure 27: Stop Sharing

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.

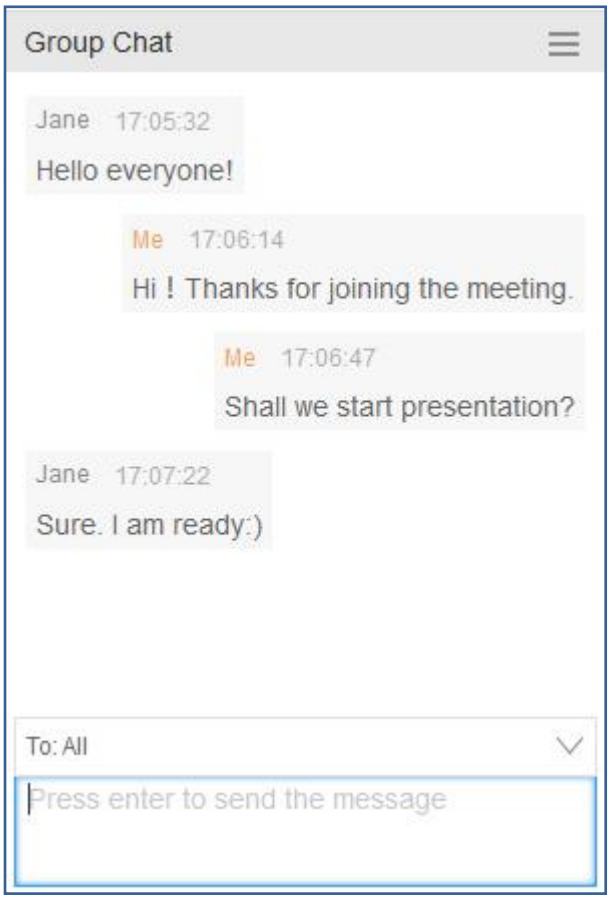


Figure 28: Group Chat Interface on WebRTC Client

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.

PRIVATE CHAT

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

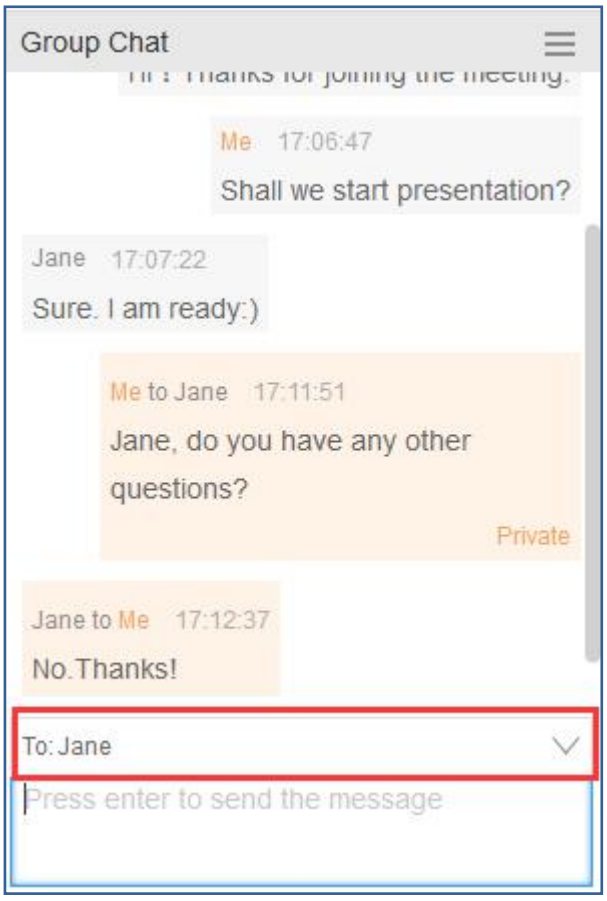


Figure 29: Private Chat Interface on WebRTC Client- Select Person

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.

QUIT A MEETING

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

MEETING CONTROL

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

BECOME MEETING HOST

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

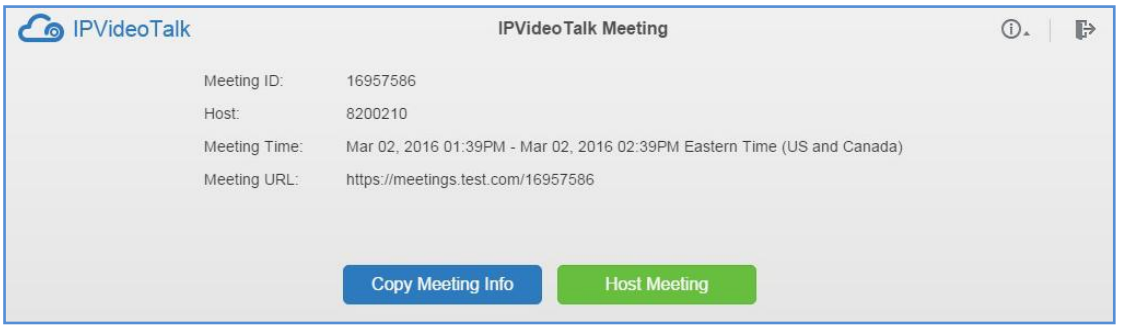


Figure 30: WebRTC Interface - Meeting Info

2. Enter the correct host code to be the new host. To find host code, the user could go to Admin Center 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.

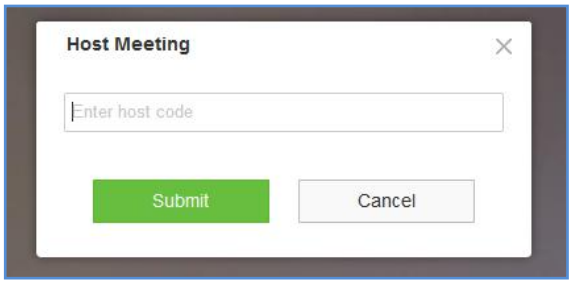


Figure 31: Input Host Code

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".

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.

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".

MUTE ATTENDEES ON ENTRY

Click on the icon Control 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 Control 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.

REMOVE PARTCIPANT

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

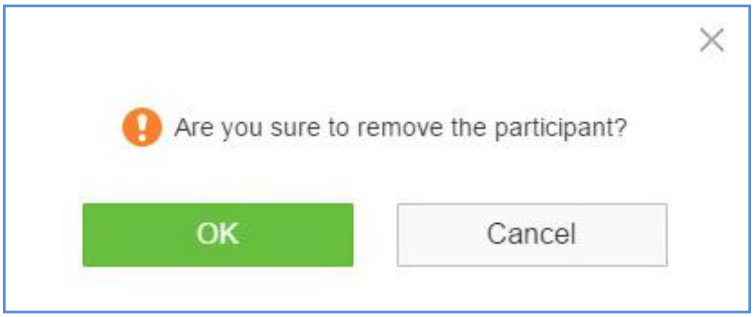


Figure 32: Confirm to Remove Participant

END MEETING

When the host clicks on icon at the upper right corner to exit the meeting, the host could choose whether to end meeting or exit meeting only. Please note if choosing "End meeting", the meeting hosted on GVC3200/GVC3202 device will be ended and all participants will be disconnected from the meeting.

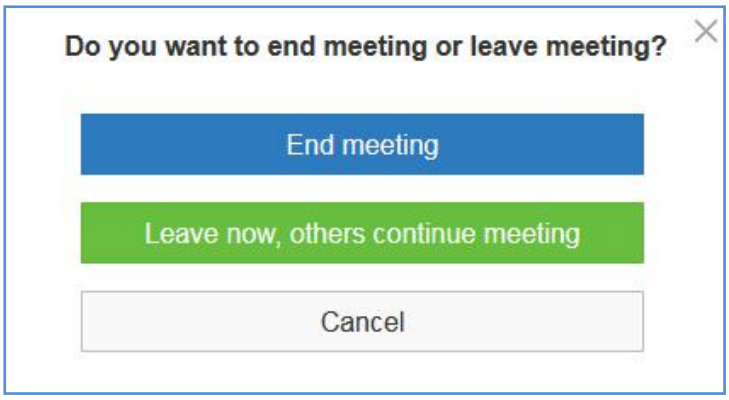


Figure 33: Choose How to End Meeting

MOBILE CLIENT

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

OPERATING SYSTEM

- Operating system: Android 4.0 or later
- Internet connection: 3G/4G connection or Wi-Fi
- Hardware: Android mobile device, microphone and speaker

The latest version of IPVideoTalk app for Android device is available for downloading here: www.ipvideotalk.com

HOW TO JOIN A MEETING

DOWNLOAD IPVIDEOTALK MOBLIE APP

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

JOIN A MEETING VIA MOBLIE 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.

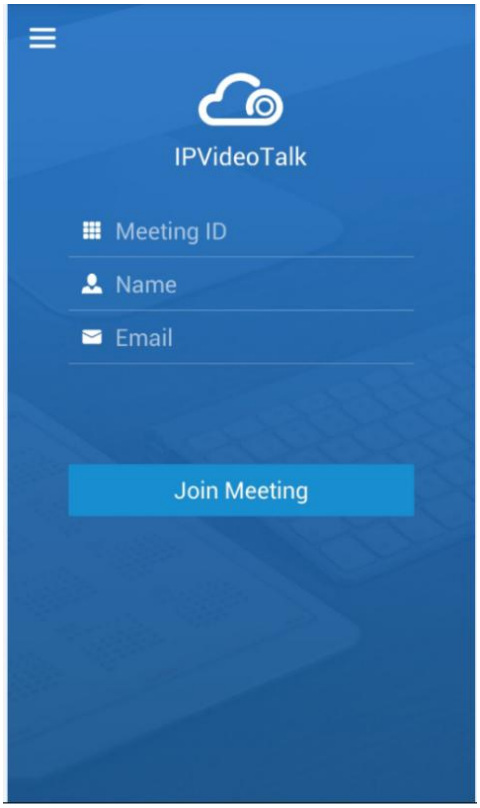


Figure 34: IPVideoTalk Application Join Meeting Interface

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.

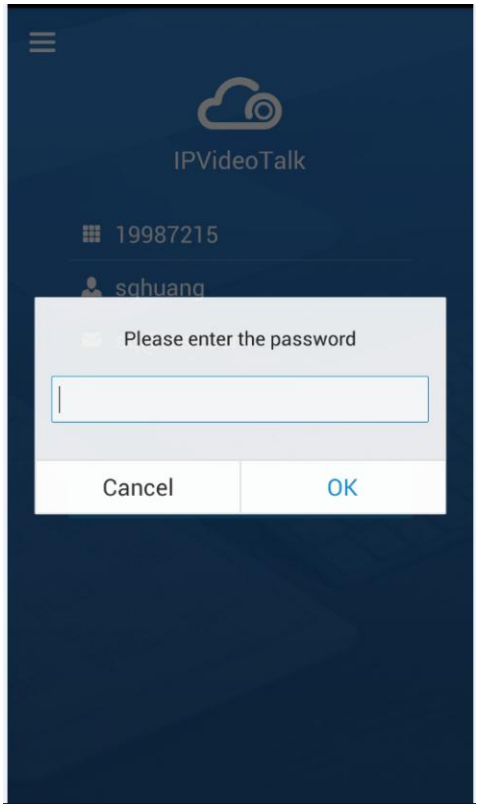


Figure 35: IPVideoTalk Application Join Meeting Interface - Enter Password

4. 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

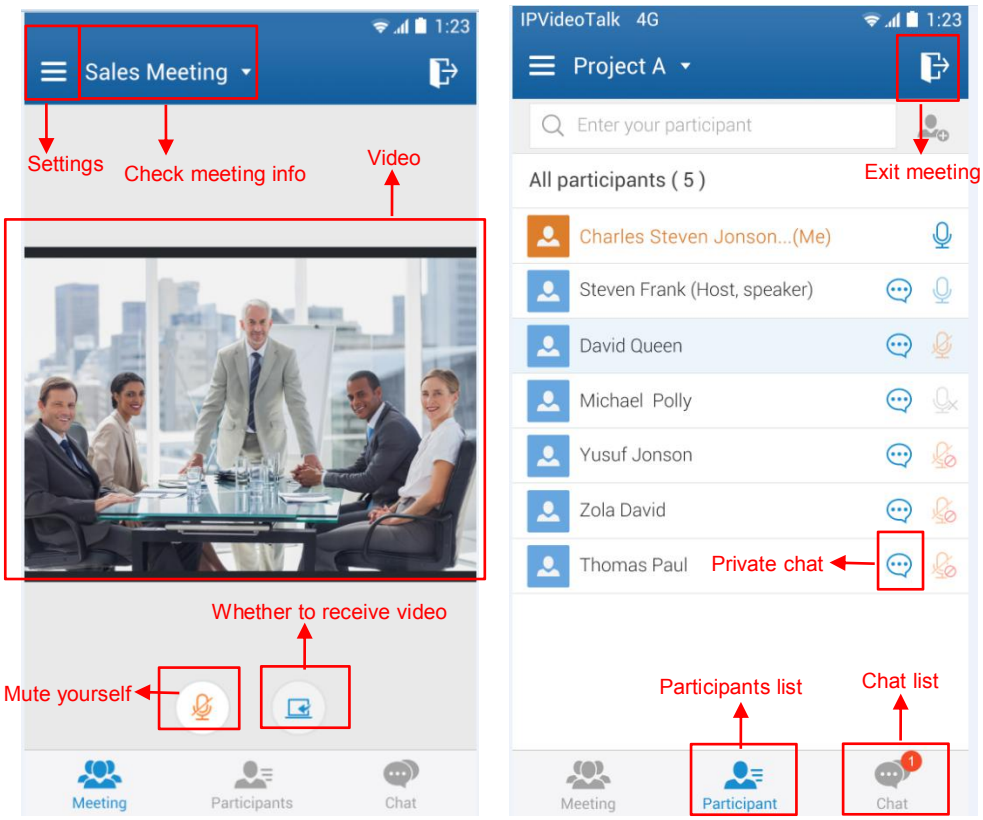


Figure 36: IPVideoTalk Meeting Interface on Mobile Client

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

Figure 37: IPVideoTalk Landscape Mode

Please check the options below on the UI of IPVideoTalk mobile app. See **Figure 36: 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.

- **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 yourself**

  Users can mute or unmute the microphone.

- **Whether to receive video**

  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.

- **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.

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 .

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”.

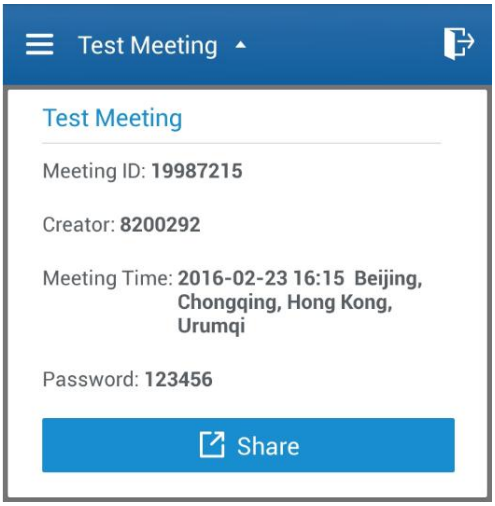


Figure 38: Invite Participants by Share Icon

GROUP CHAT

Group chat is supported on Moblie APP. The Moblie 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

.

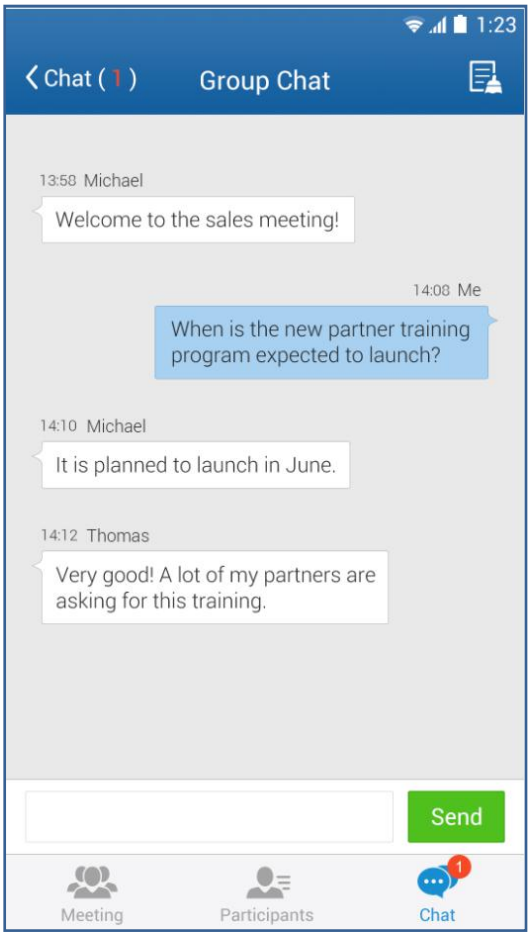


Figure 39: Group Chat Interface on Mobile Client

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.

PRIVATE CHAT

Private chat is supported on Moblie application. The Moblie 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.

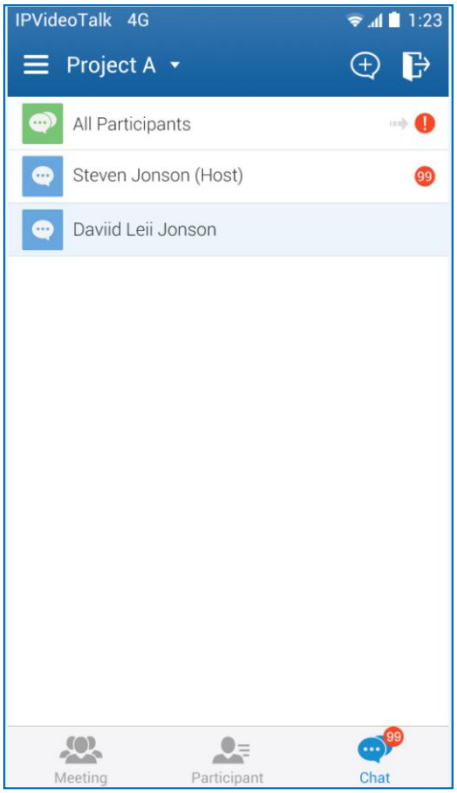


Figure 40: Chat List

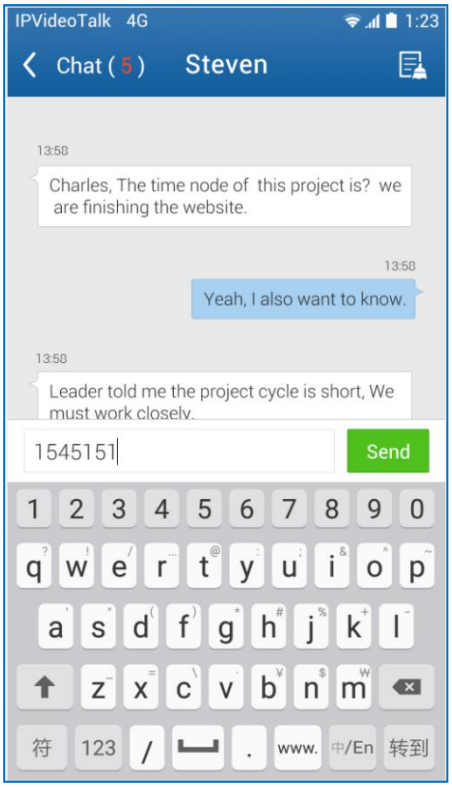


Figure 41: Private Chat with Other Participants

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).

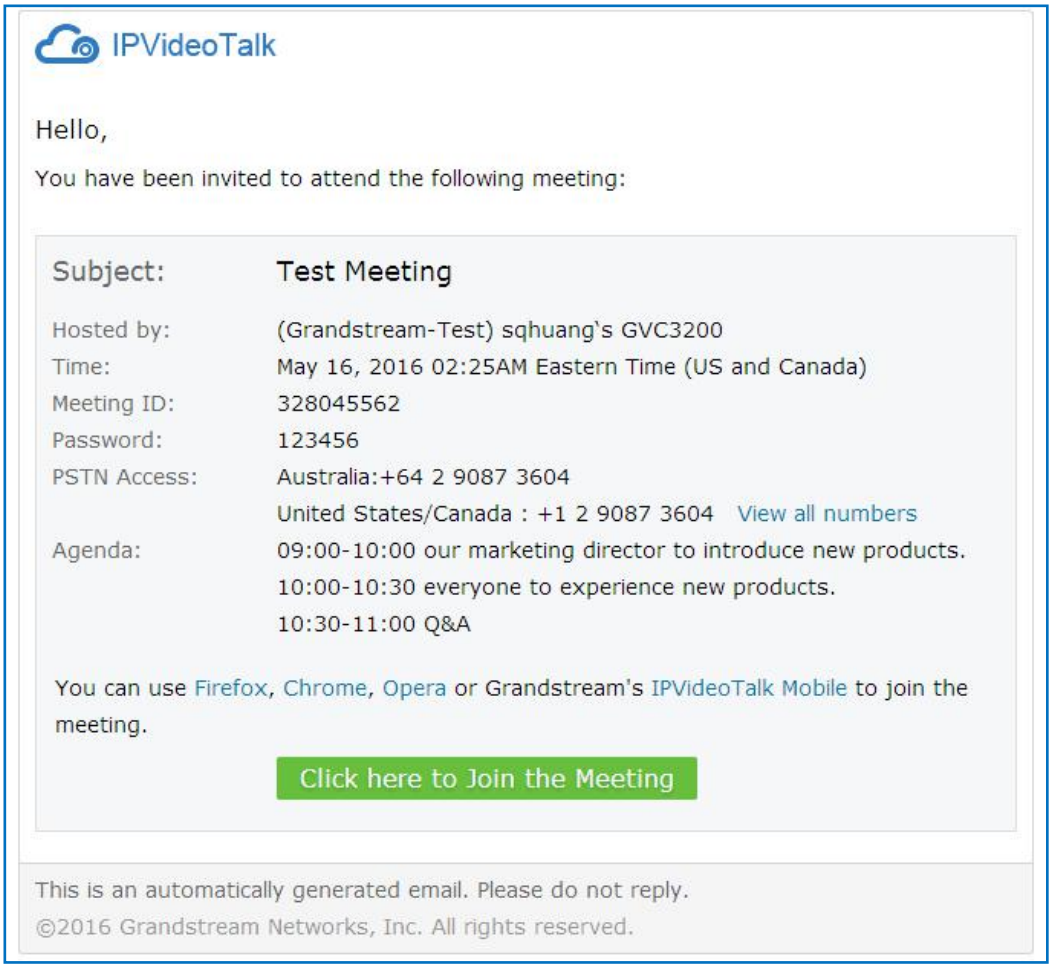


Figure 42: View All Numbers

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.

ADMIN CENTER

Admin Center 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 Admin Center. Users could also link device after signup.
   - Verification Code: Fill in the characters on the right for verification purpose.

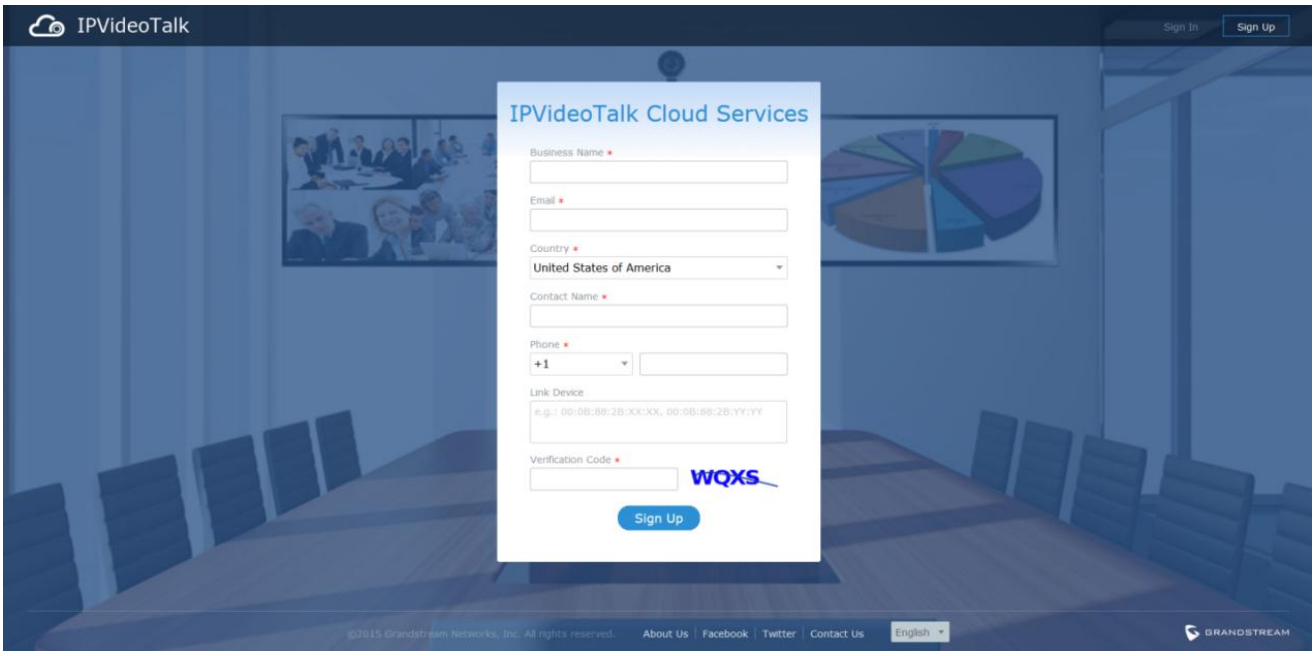


Figure 43: IPVideoTalk Sign up Screen

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

SIGN IN

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

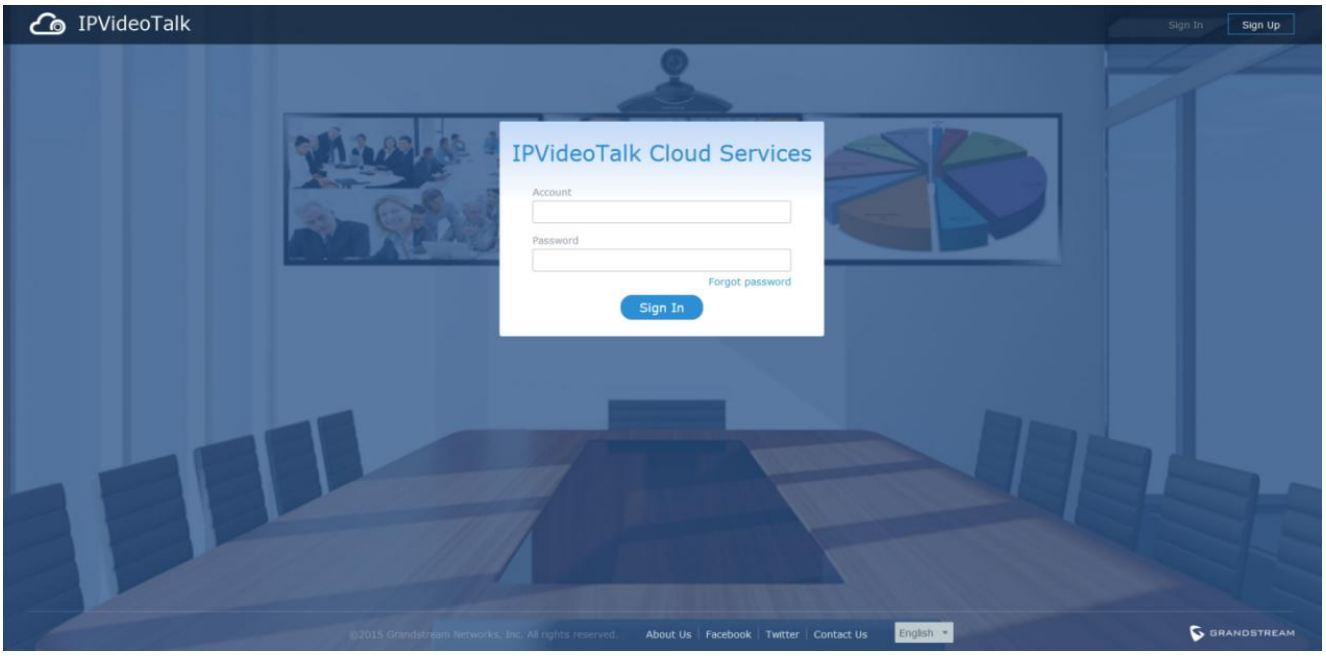


Figure 44: IPVideoTalk Sign in Screen

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

DEFINITIONS

This section describes the 5 sections in the IPVideoTalk Admin Center 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.

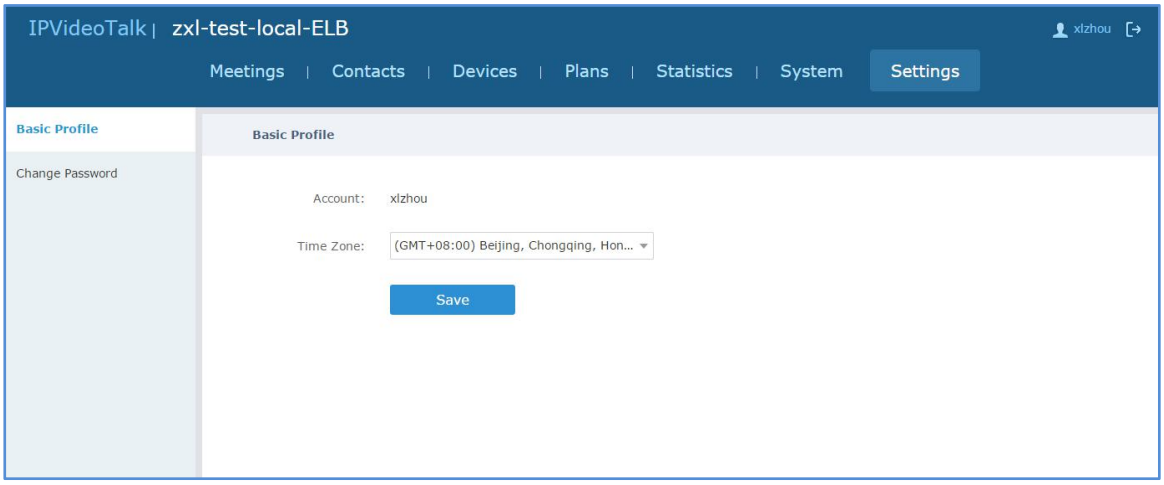


Figure 45: Account Info Screen

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

MESSAGES ON ADMIN CENTER

The main page of Admin Center 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.

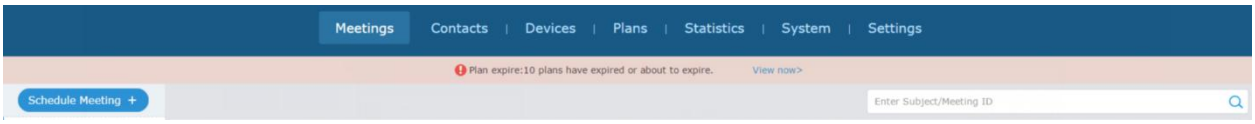


Figure 46: Admin Center Main Page

- **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.

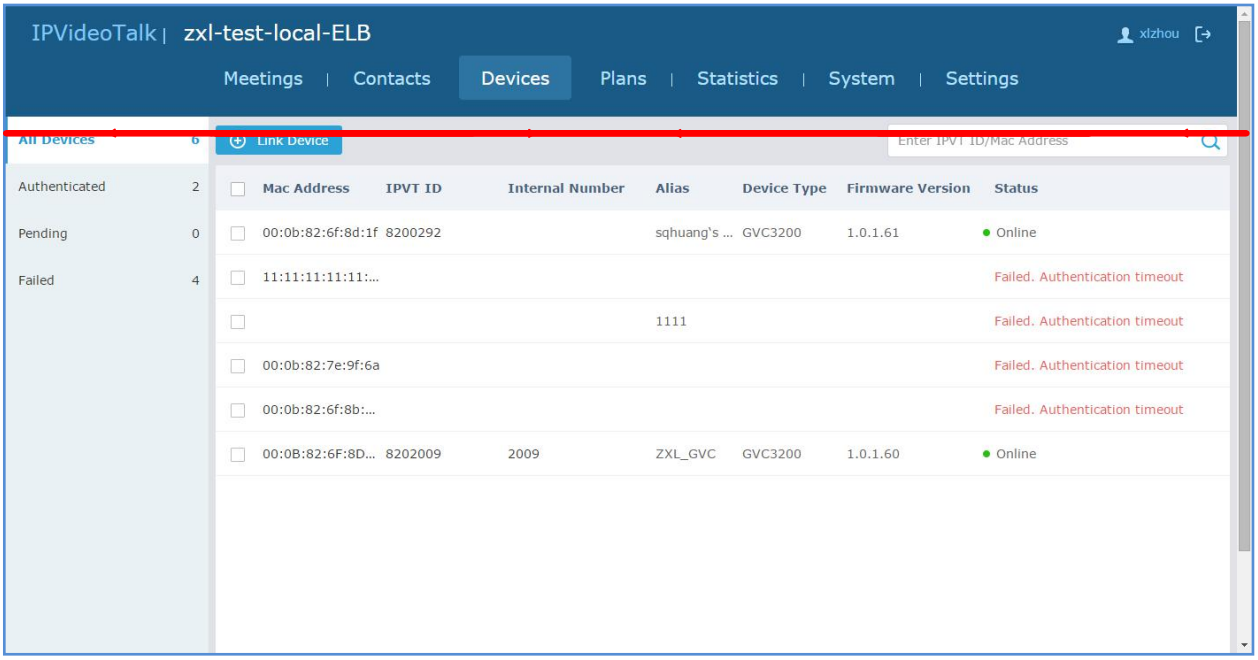


Figure 47: IPVideoTalk Devices Screen

- **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, Internal Number, 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 48: 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.

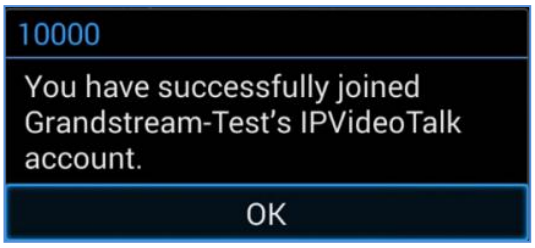


Figure 49: Linked Device Successfully

4. Once linked successfully, users could check the status of the device (online/offline) by signing in Admin Center web 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, Internal Number and 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.
    - Internal Number: This number can be used for internal calling. It cannot be duplicated with other devices within the same company account. For example, 1001, 1002 and etc.
    - Alias is used to identify and distinguish among different devices.

Figure 50: 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.

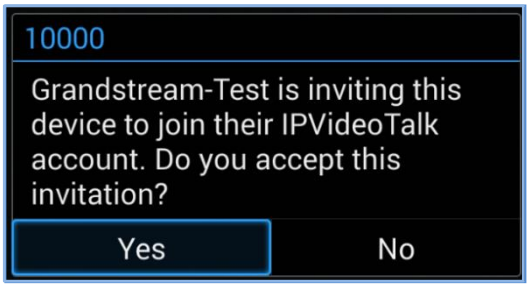


Figure 51: GVC3200/GVC3202 Link Authentication Screen

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 Admin Center web portal. If users click "No" to refuse the authentication request, the device will be shown as "Failed. Authentication is rejected" on the Admin Center web portal. If there is no response for a long time from the device, the status will show "Failed. Authentication timeout" on the Admin Center web portal.

Figure 52: Linked Devices in Admin Center

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 Admin Center, the users can send the authentication again to the device from the Admin Center.
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 – PRIVILEGE SETUP

Users could set the following privileges on authenticated devices.

- Answer external calls: If set to "No", all external calls will be rejected directly.
- Dial external numbers: If set to "No", dialing external number that does not below to the company account's device list is not allowed.

Please follow the steps below to set privilege for linked devices:

1. Access device list screen and click the checkbox to select the devices as shown below:

Figure 53: Devices List Screen

2. Click

on the top of the device list, check or uncheck the privilege in the pop-up dialog:

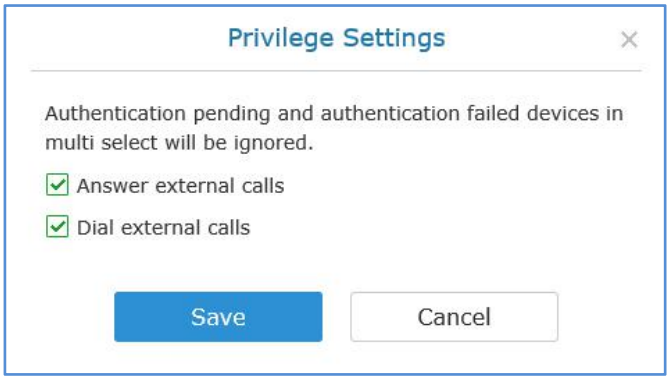


Figure 54: Privilege Settings Screen

Note:

External calls are the calls made to IPVideoTalk ID number that does not belong to any devices in the company's account.

AUTHENTICATED DEVICES MANAGEMENT – REMOTE CONTROL

Users could factory reset or reboot the authenticated device remotely from the Admin Center.

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

Figure 55: Remote Control Screen

2. 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:

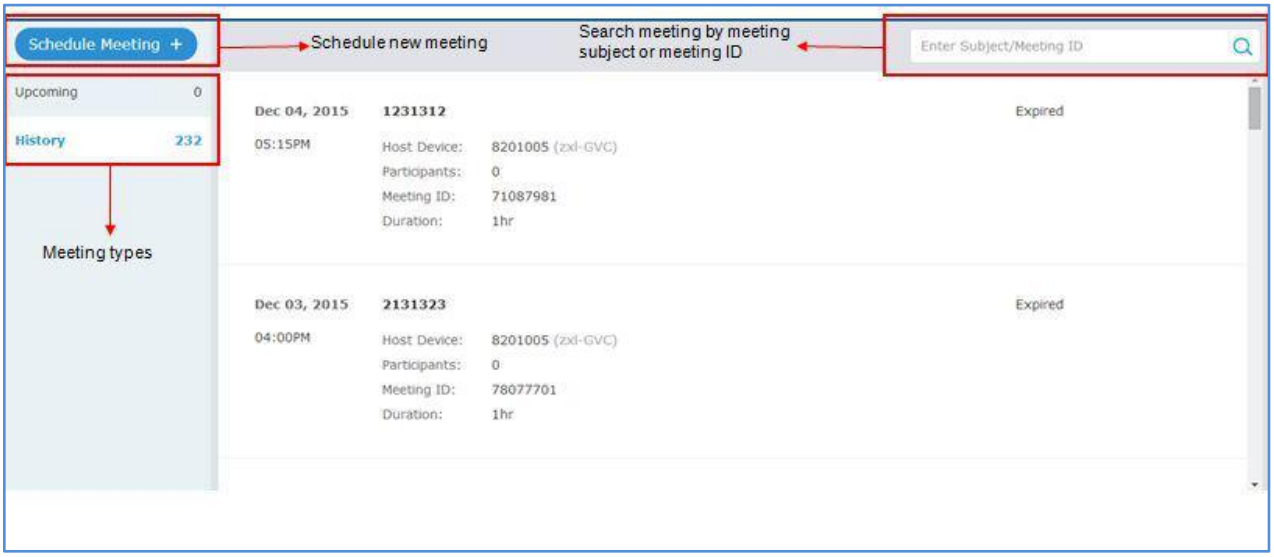


Figure 56: Meetings Screen

SCHEDULE A NEW MEETING

1. Access Meeting screen and click on Schedule Meeting +.
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.
   - **Repeat**: Repeat meeting on regular time basis. Please refer to chapter **SCHEDULE A NEW MEETING** for more details.
   - **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 - Auto Answer for Attendees' calls**: If set to "Yes", when the meeting has started, other participants want to join the meeting by dialing meeting ID/IPVideoTalk ID, the host GVC3200/GVC3202 will not show any prompt to indicate the meeting host to accept the participants joining the meeting. Otherwise, the host needs to manually accept the participants joining the meeting.
- **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.
- **Host Device**: 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 which the online meeting prefer to connect to. When the meeting starts, it will automatically connect to the server at the specified region, and all participants will connect to this server. To ensure the meeting quality, users should select the closest sever to the meeting location, or where most participants are located. e.g., Oregon - US area, Frankurt - EUP 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.
- **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 could also custom the contents in the Email. For example, the host could provide contact information in the Thank-you Email for other meeting participants to contact with if

needed.

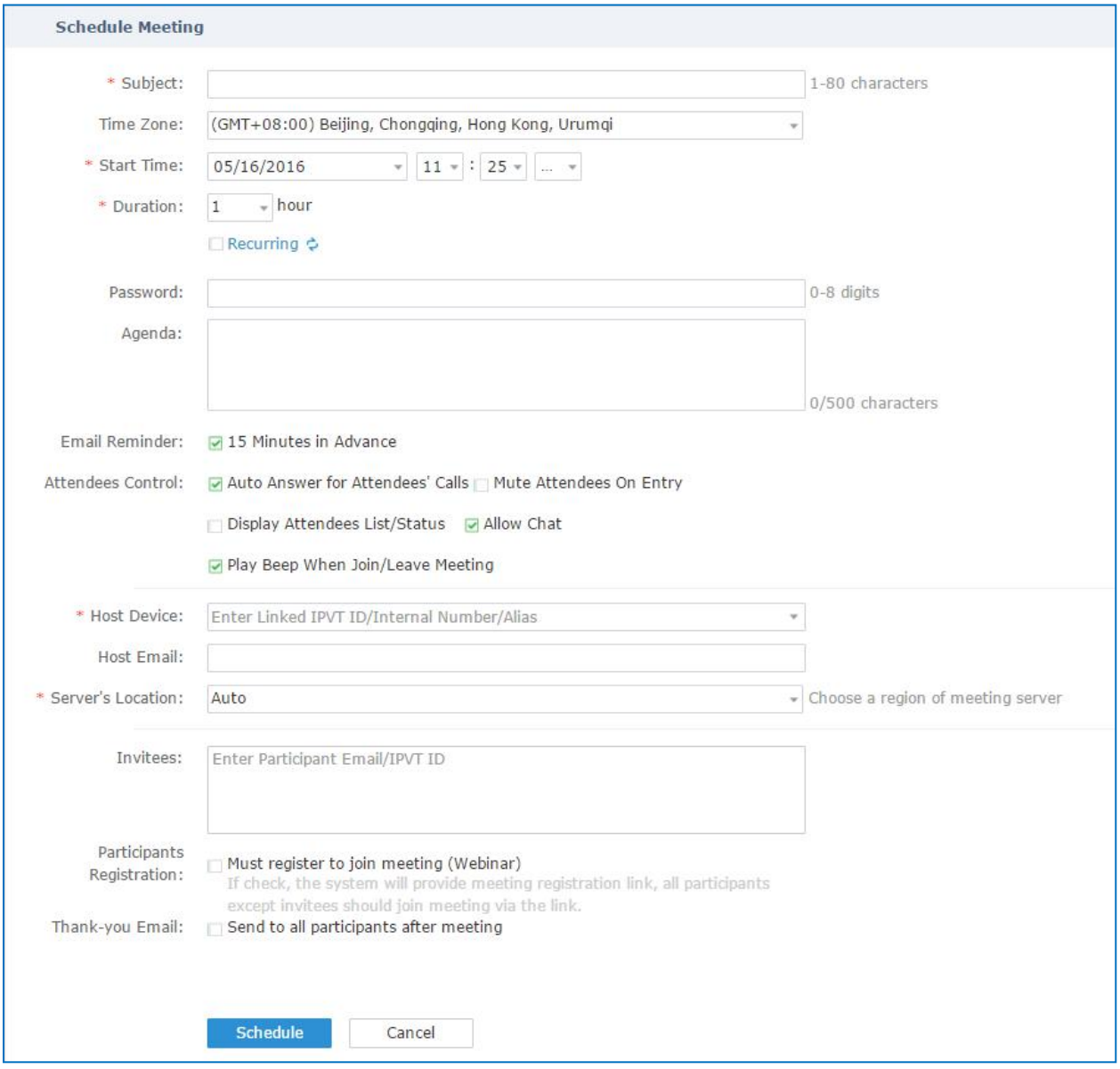


Figure 57: Schedule Meeting Screen

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.

Note:

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

SCHEDULE A REPEAT MEETING

Users could schedule to repeat a meeting if users want to have a meeting on daily/weekly/monthly basis.

Select "Repeat" below "End Time" option when scheduling a meeting as the figure shown below:

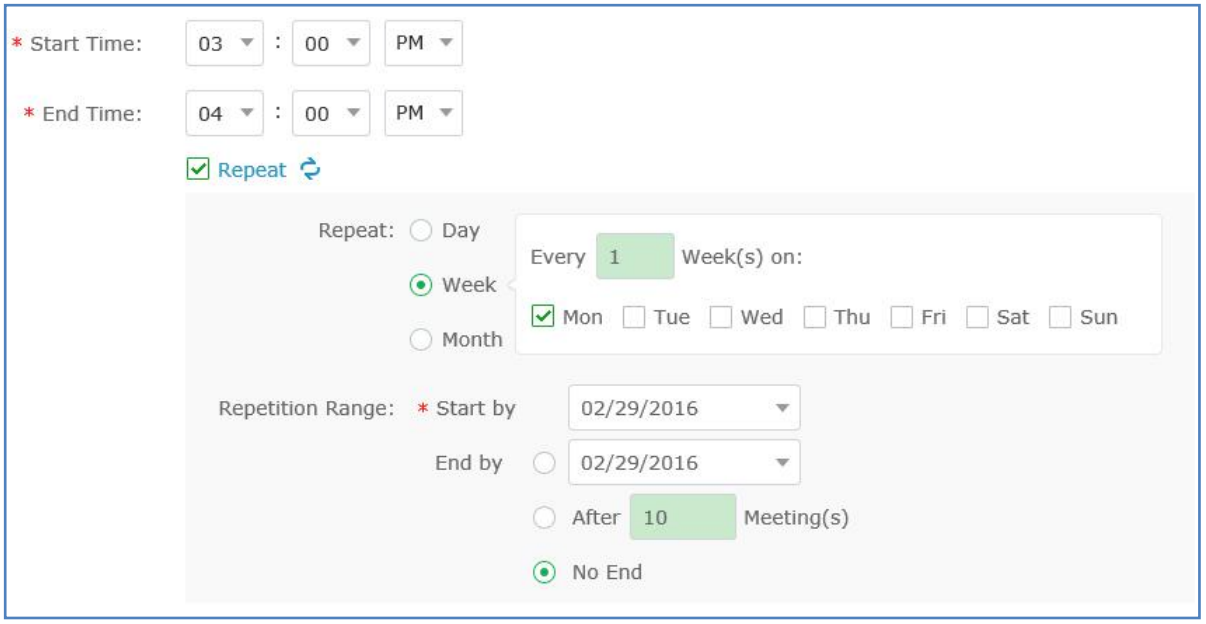


Figure 58: Set Repeat Meeting

Users can set the following repetition range:

Table 8: Repetition Range Specifications

Repeat	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 repeat meeting since this day	
End by	No end: repeat meeting always takes effect	
	End by date: set the date until when the repeat meeting will end	
	End by times: the meeting ends repeating after N meeting (s)	

When one of the repeated meeting is ended, it will automatically display the next upcoming one in the repeated 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.

2. If the meeting requires the participants to register before joining the meeting, then, the user could check the number of registrants on the Admin Center.

Figure 59: Check the Registered Participants

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

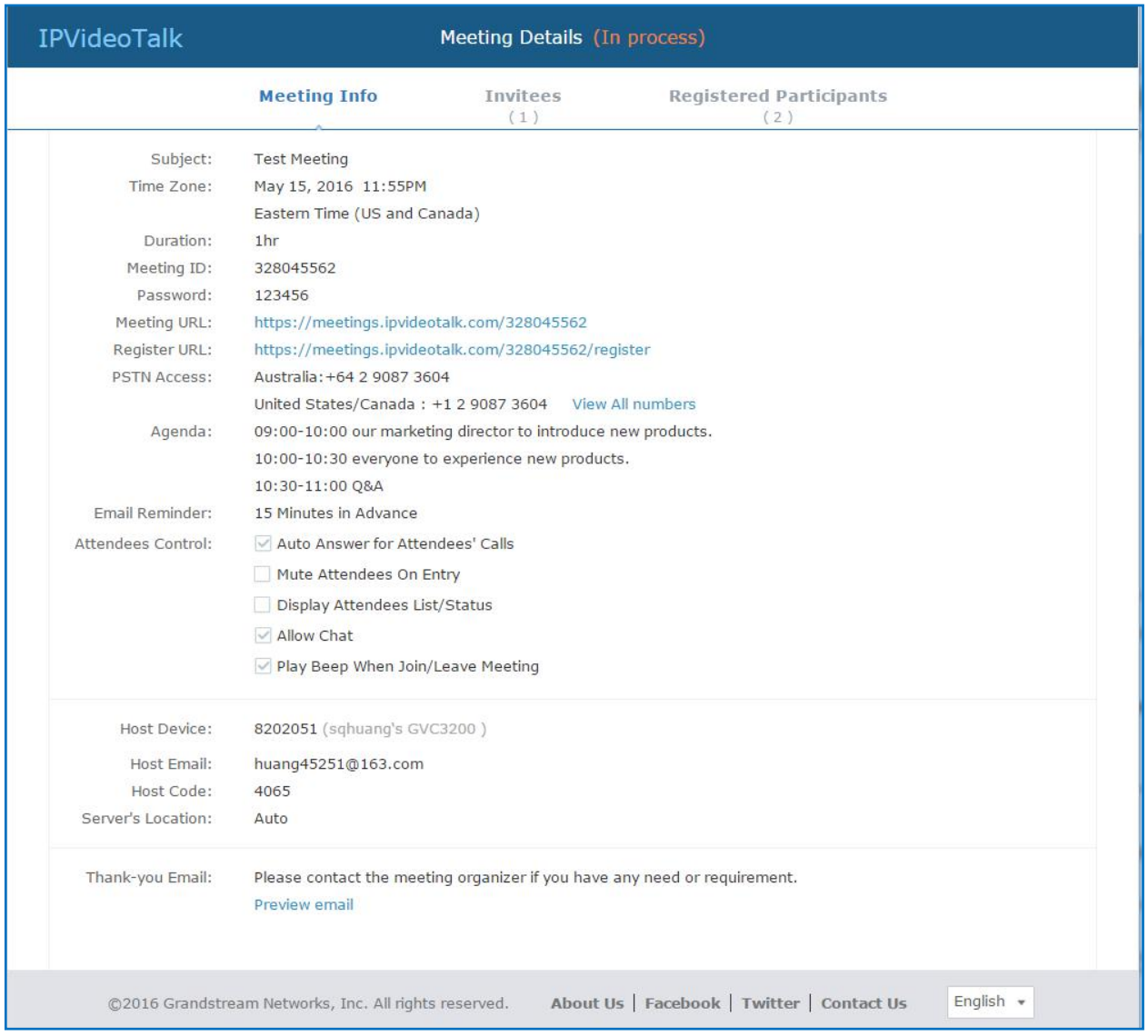


Figure 60: Meeting Details – Meeting Info

4. In Meeting Details page, users could check the invitees and registrants list (If the meeting does not require to register, the registered users list will be hidden).

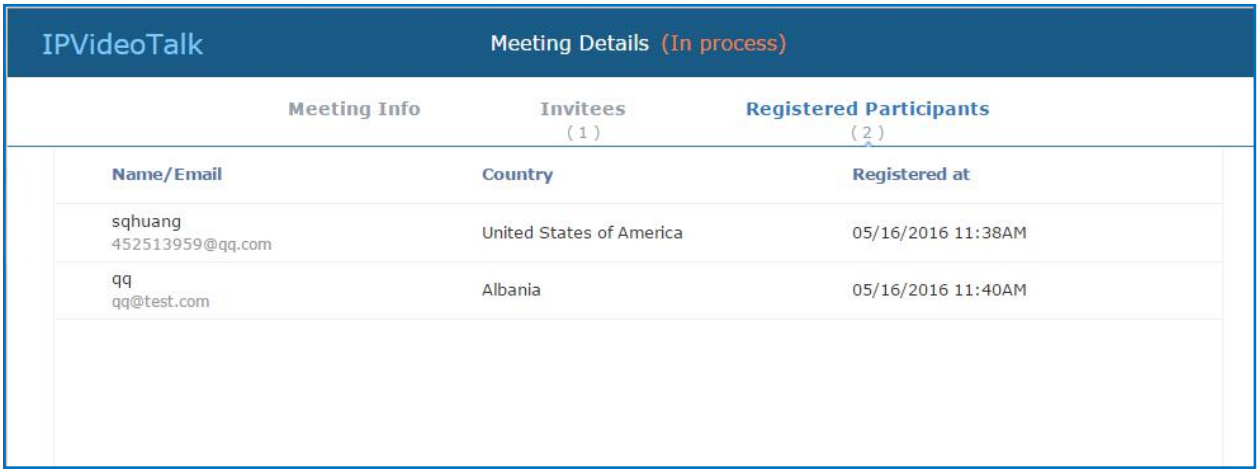


Figure 61: Meeting Details - Registered Participants

5. Users could check the meeting details after the meeting on Meeting Details page, and users will also view actual attendees list. Users could click on to export the meeting summary report.

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 except changing the host device.

Note:

1. If the plan for the IPVideoTalk ID is changed, the number of allowed participants will be adjusted accordingly.
2. If the meeting subject or meeting time is changed, an Email will be sent automatically to inform all Email participants.
3. 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 repeat 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. 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.
3. 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. You can also log in to www.ipvideotalk.com to view the meeting details.

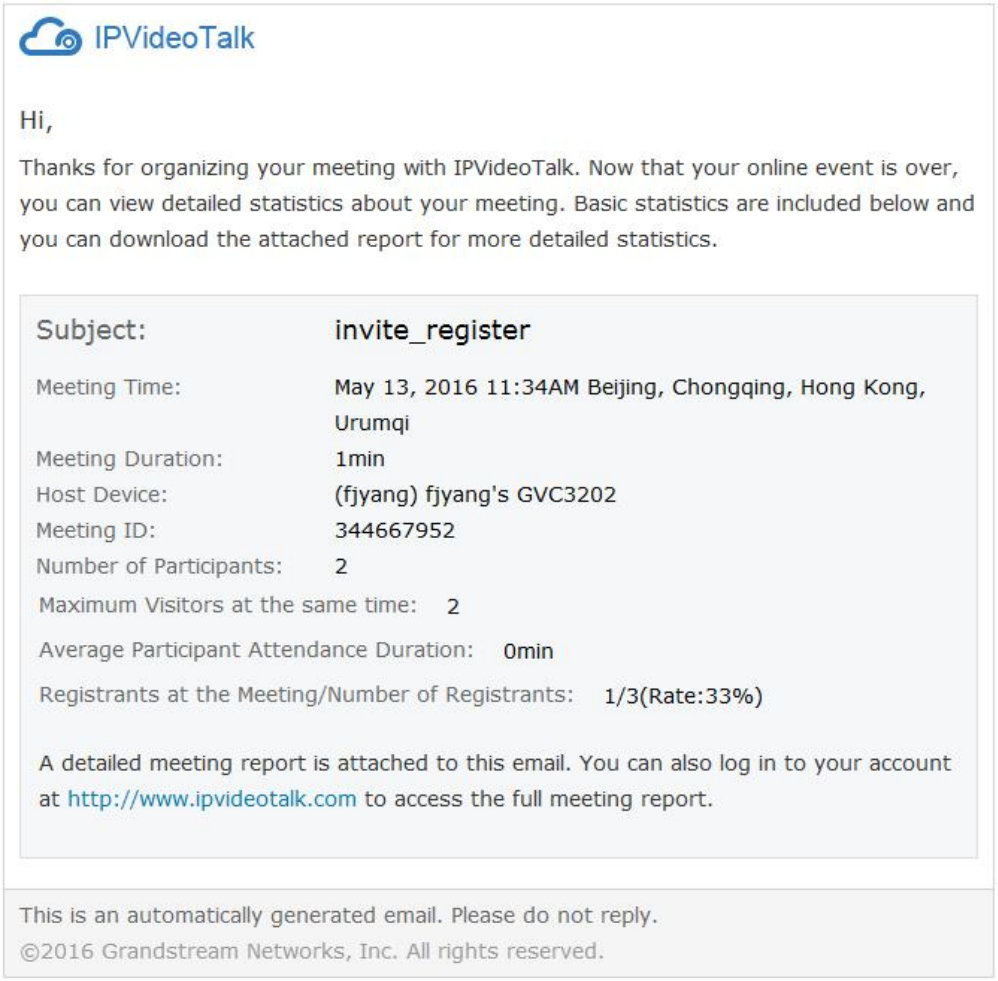


Figure 62: Report Email

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.

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.

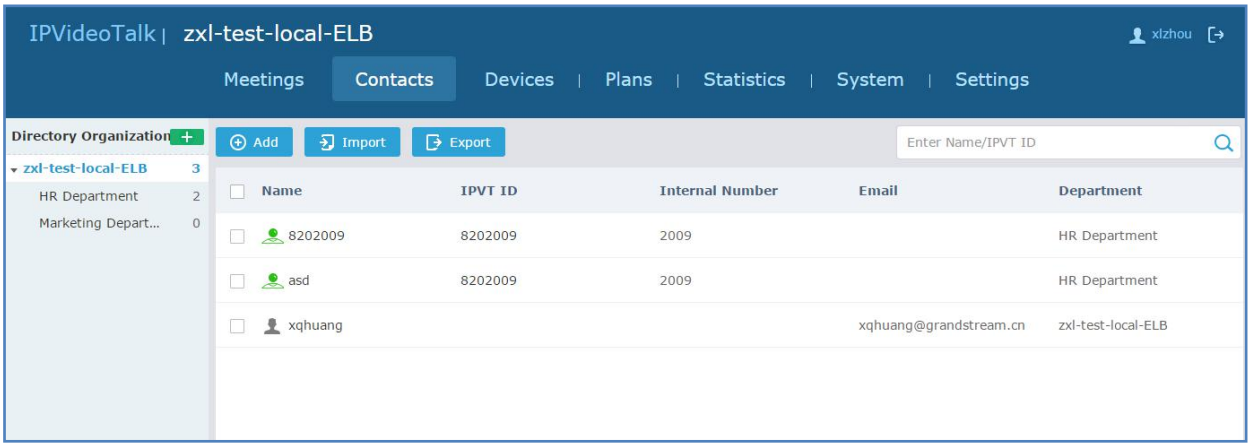


Figure 63: Contacts Screen

ADD CONTACT

Users could add contact from its own company.

1. Click Add 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.
   - **Internal Number**: It is automatically matched according to the IPVT ID of the contact and can't be edited. If the contact has no internal number, it will be left blank. If the GVC3200/GVC3202 is not the device linked with the current account, it will not match the internal number automatically.
   - **Department**: Select the department that the contact belongs to, so that the contacts can be managed in group.

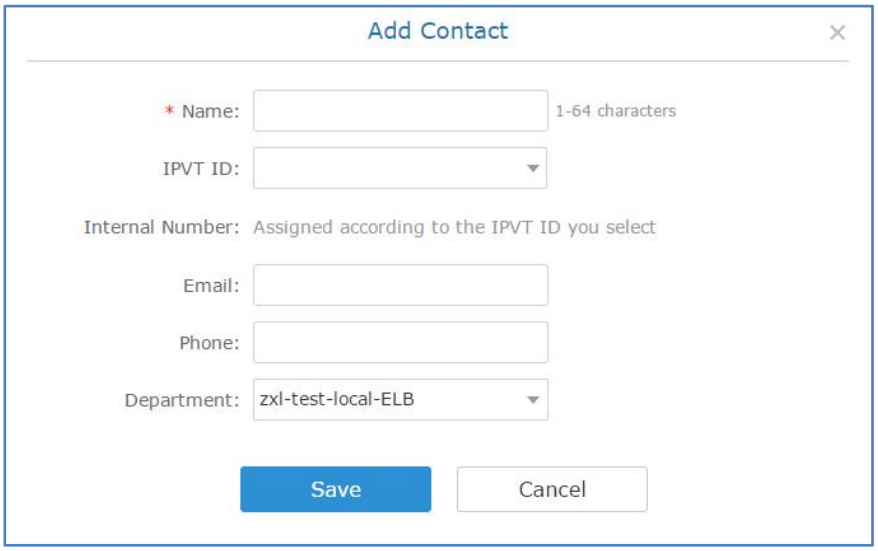


Figure 64: Add Contact Screen

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 Add on top and select "Add Public Device" in the drop down menu.

2. Fill in public device information.

- **Device**: Enter the name of the device.
- **IPVT ID**: Choose IPVideoTalk ID of the device.
- **Internal Number**: It is automatically matched according to the IPVT ID of the contact and can't be edited. If the contact has no internal number, it will be left blank. If the GVC3200/GVC3202 is not the device linked with the current account, it will not match the internal number automatically.
- **Department**: Select the department the contact belongs to so that the contacts can be managed in groups.

Figure 65: 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

Delete button.

DEPARTMENTS

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

Figure 66: Directory Organization – Groups

DEPARTMENT - ADD DEPARTMENT

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

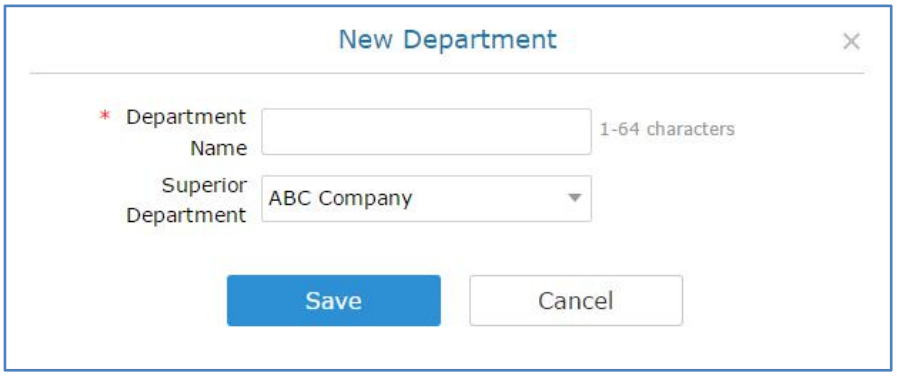


Figure 67: Add New Department Screen

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

in the pop-up window.

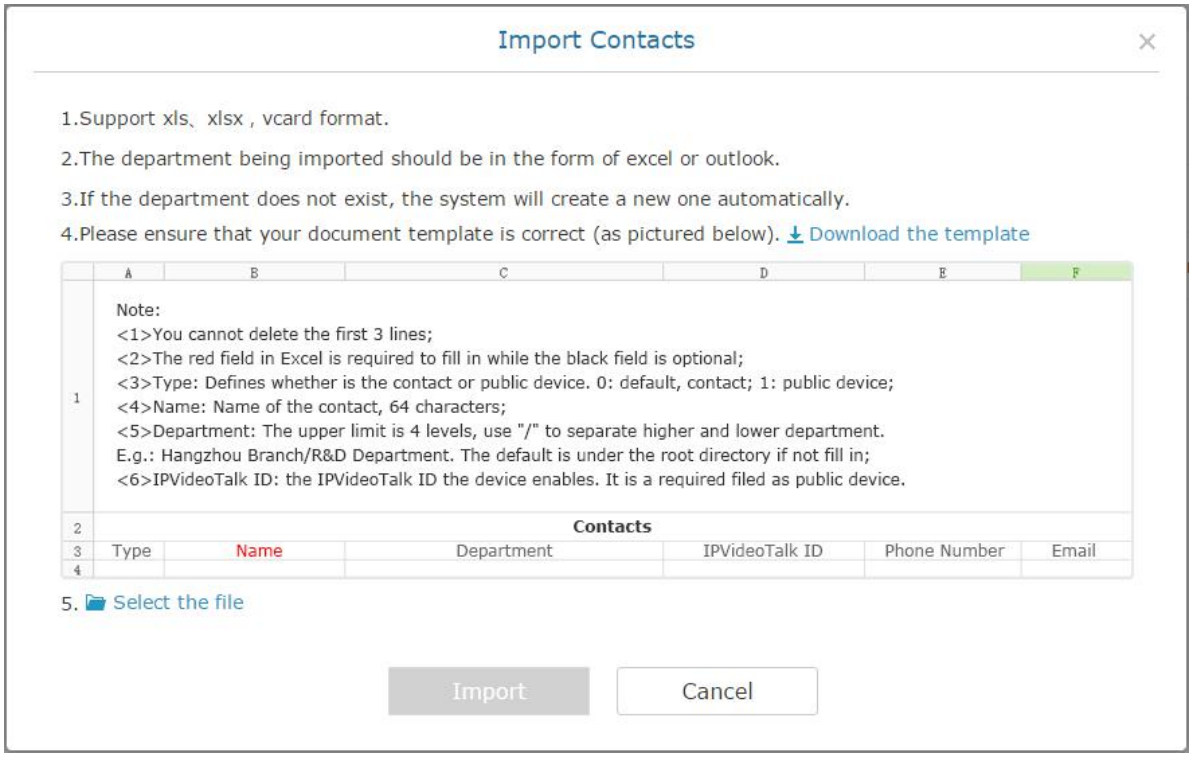


Figure 68: Batch Import Devices Screen

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

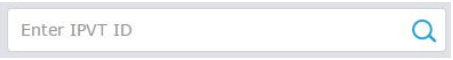
.
2. The system will download the exported Excel form.

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 

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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.

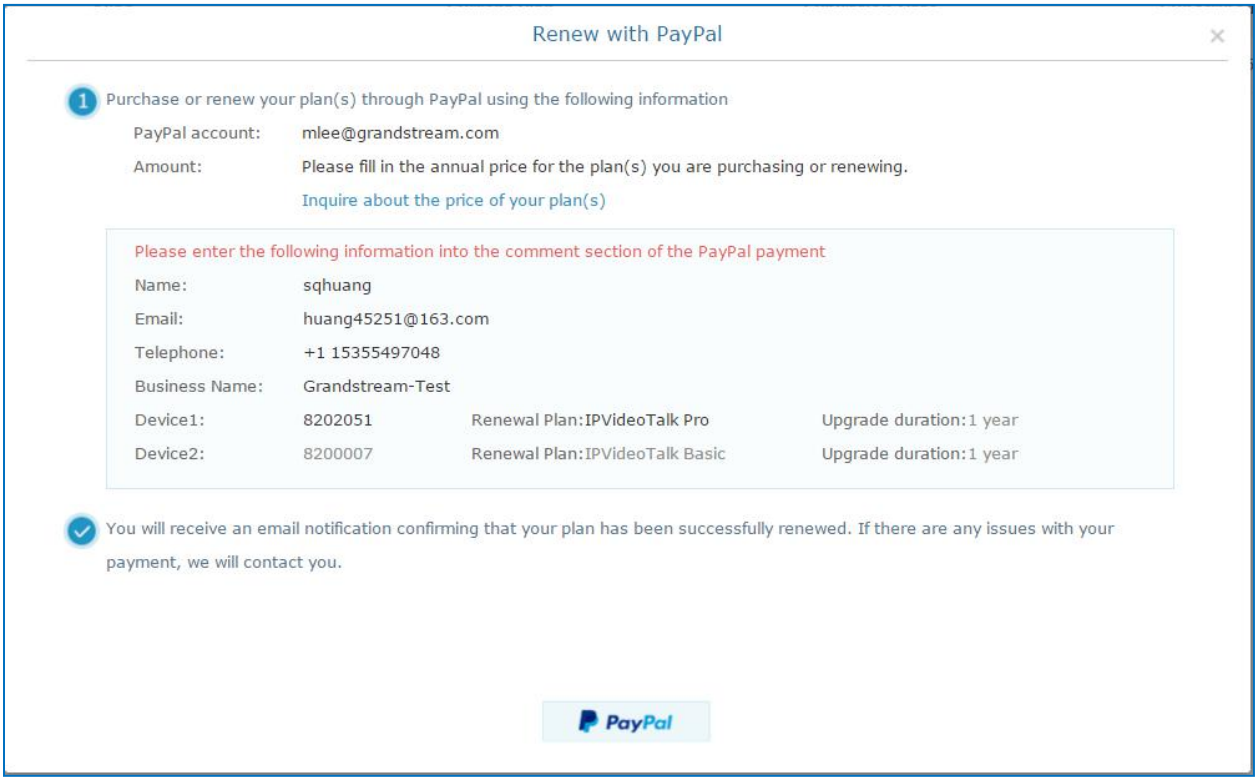

Figure 69: Purchase/Renew Plan

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

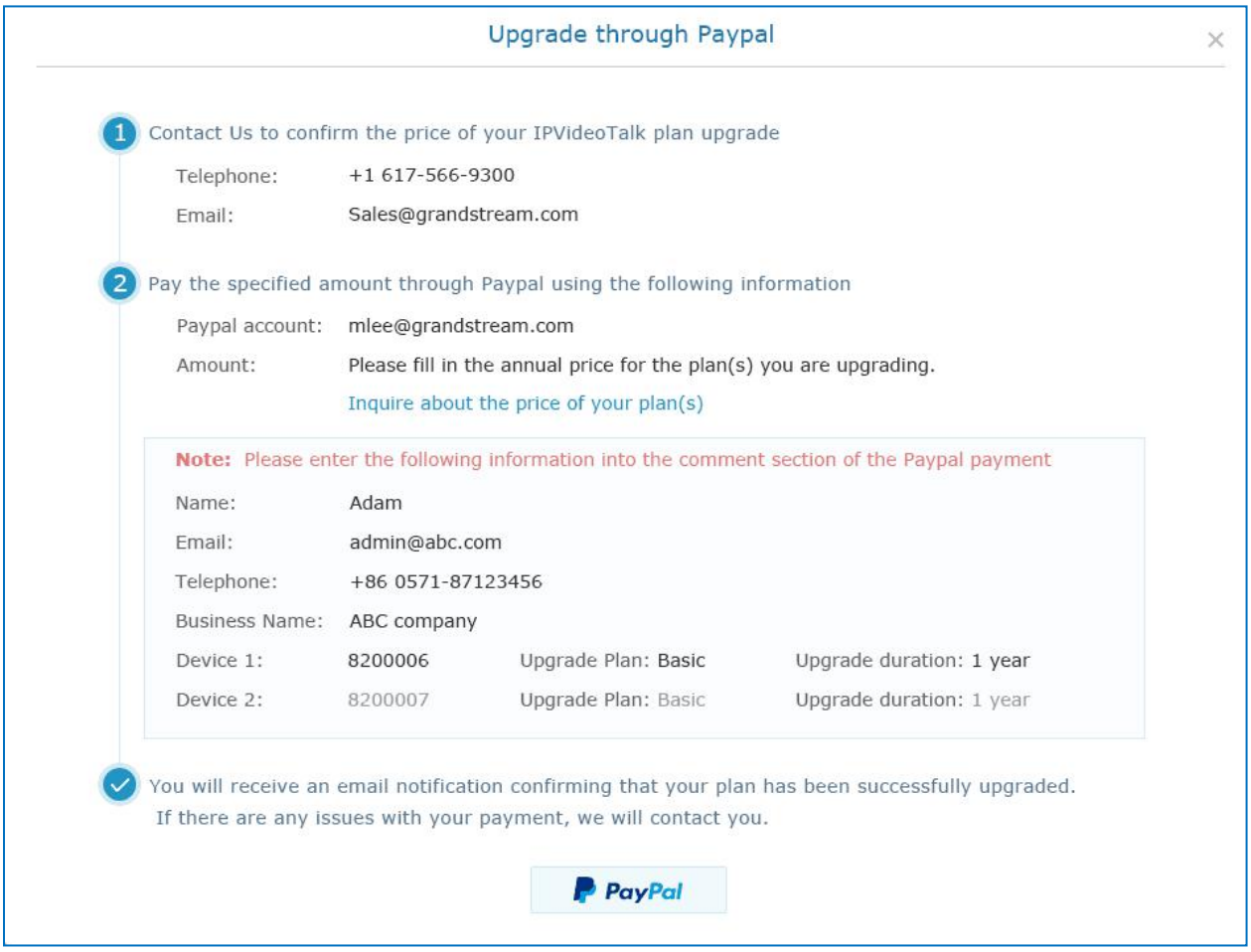

Figure 70: Upgrade Plan

VIEW PLAN SUBSCRIPTION

Click the device and all plans of the devices will be displayed in the pop-up dialog.

Figure 71: Plan Subscription Screen

SYSTEM

BUSINESS PROFILE

Users could access System screen and click on "Business Profile" to view company information. Profile information such as Email, country, and contact name and phone number can be edited after clicking on “Edit Profile”.

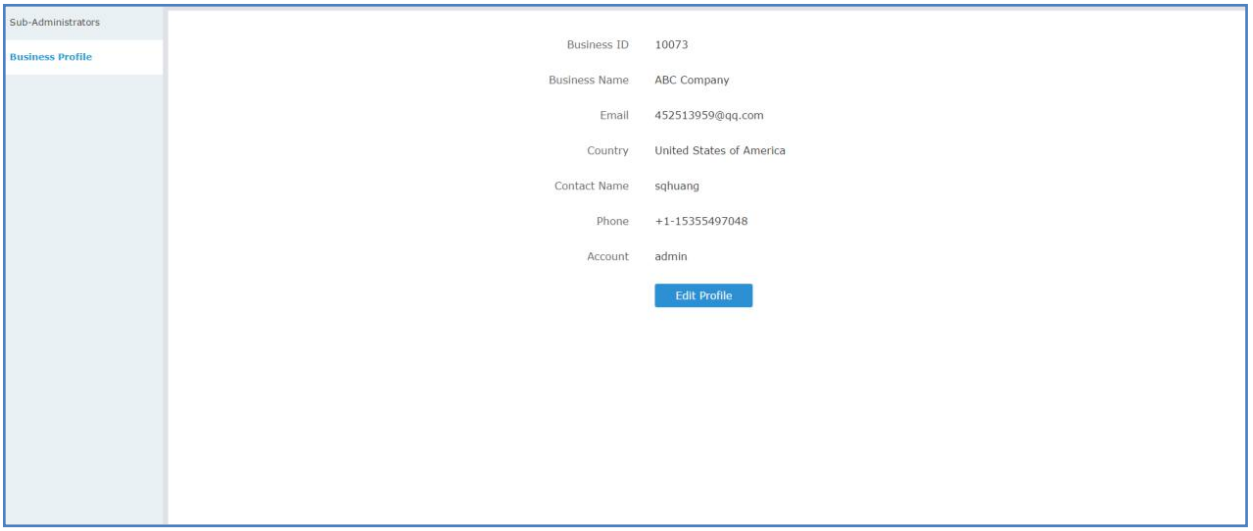

Figure 72: Company Profile Screen

SUB-ADMINISTRATORS

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

ADD SUB-ADMINISTRATORS

1. Click on

.

2. Fill in required information for sub-administrator.

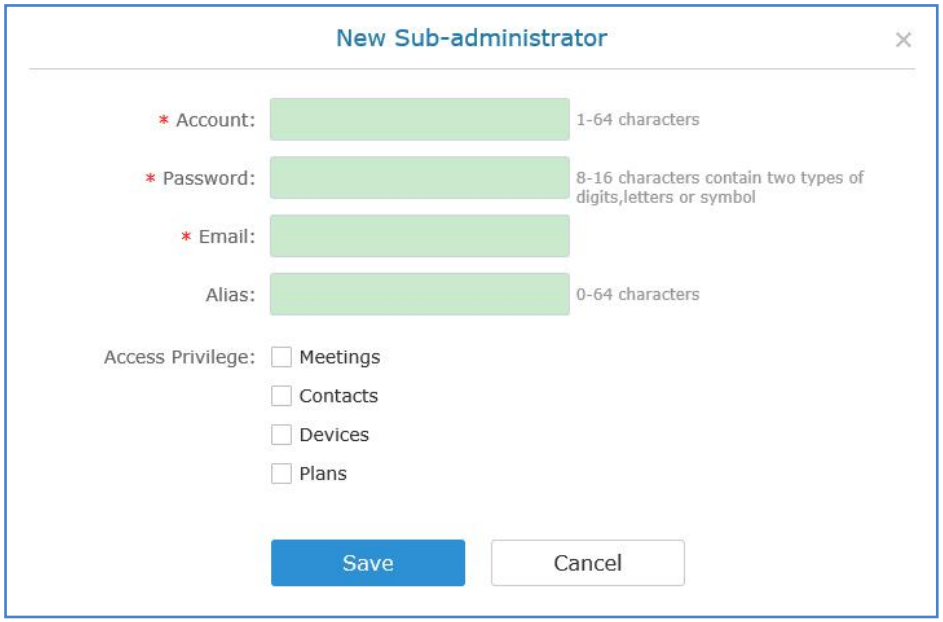

Figure 73: Add New Sub-administrator Screen

- **Account**: It is required to fill in the account for login.
- **Password**: It is required to fill in.
- **Email**: It is required to fill in. The Email could be used to retrieve password.
- **Alias**: It is required to fill in.
- **Access Privilege**: Check to assign the corresponding privilege to sub-administrator.

3. Click "Save" button to save and the sub-administrator will receive Email.

EDIT SUB-ADMINISTRATORS

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

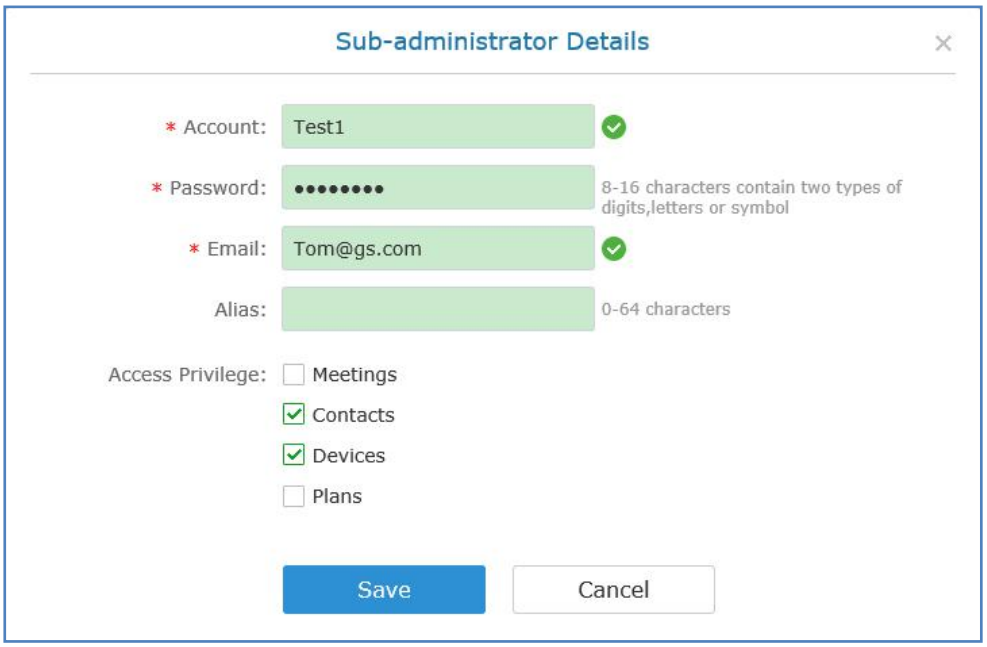

Figure 74: Edit Sub-administrator Screen

DELETE SUB-ADMINISTRATOR

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

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.