Admin Center

Q: If I forget the login account/login password, how to obtain it?
A: Users could obtain the login account/login password after logging in via Email address. If the user is the sub-administrator, the user could also contact with the administrator for help.

Q: What devices can I link to Admin Center?
A: Currently, GVC3200 and GVC3202 can be linked to Admin Center. More Grandstream models will be supported in the future.

Q: I have linked a GVC3200/GVC3202 on the Admin Center, but the status still shows "Pending". What should I do?
A: After linking a device on Admin Center by device MAC address, the user needs to accept the authentication request on the device. Please check the GVC3200/GVC3202 LCD menu, and go to Applications->IPVideoTalk->Notices, the device should have received a device authentication message from 10000 containing the Business Name. Click on this message and select "Agree" to accept the authentication request.

Q: Can I add a device on multiple accounts on Admin Center?
A: No, a device can only be linked to one account on Admin Center. If the user would like to add this device to a different Admin Center account, please remove this device from the current Admin Center account first, or go to the device LCD menu->Applications->IPVideoTalk->Settings->Business to unlink this device. Then, this device can be linked to another account on Admin Center.

Q: If I factory reset a device that has been successfully linked to Admin Center, will it become online automatically when it boots up after reset?
A: Yes. There is no need to re-authenticate the device if the user factory resets the device. Please make sure that the device can obtain Internet access since all device settings including Network Settings (e.g., Static IP, DNS settings and etc) will be lost after factory reset.

Q: What is "Host code"? How can I check "Host code" for a meeting?
A: The host code is a 4-digit number for WebRTC participant if he/she would like to join the meeting as host. To find host code for a meeting, please log in Admin Center->"Meetings" tab and select the specific scheduled meeting. The host code is listed there. When joining the meeting via WebRTC, the participant can enter the host code to become the host for this meeting.
"Host code" can also be found in the notification Email "You have a meeting to host" to the meeting host Email address.

Q: What is "Host Email" used for when scheduling a meeting?

A: If "Host Email" is configured for the meeting, the meeting host will receive notification Email in this Email address to indicate "You have a meeting to host". The Email lists meeting time, meeting ID and Host code.

WebRTC

Q: The plugin "sharing screen/application plugin" cannot be installed on my web browser, why?

A: 1. Your web browser might not allow you to access the components. Please set "Allow" for the components. 2. The version of your web browser might be too low. Please upgrade it to the latest version. 3. Please make sure you are not using "privacy" browsing mode when trying to install the plugin.

Q: How can I change audio device for WebRTC during a meeting?

A: For Chrome which supports hot swapping, users could simply plug in the audio device, and it will be automatically used for the meeting. For Firefox, users might need to plug in the audio device first, and refresh the web page by pressing F5. Then, the new audio device will be used after re-joining the meeting.

Q: I cannot see video during the meeting on my web browser, why?

A: If the network condition is not stable, the video might take longer than expected to render. Your network status might not be as good as expected, and you can check packet loss by clicking on the "Settings" button on the bottom left of the web page. Please also try to refresh the web page, and join the meeting again.

Q: I cannot see other participants listed on my web page during a meeting, why?

A: For scheduled meeting, the meeting host might have disabled option "Display Attendees List/Status" when scheduling the meeting. If it is an instant meeting initiated by GVC3200/GVC3202, "Display Attendees List/Status" option is automatically disabled and it cannot be configured for instant meeting.

Q: Why cannot I see the host after joining in the meeting?

A: The meeting host left the meeting, and the meeting could be continued.

Q: How can I become meeting host when using WebRTC?

A: To become meeting host using WebRTC:

Step 1: Please obtain host code from the scheduled meeting under Admin Center->Meetings. Host code can also be found in the notification Email "You have a meeting to host". Please check the configured host Email as the notification Email will be sent to this address, or contact with your meeting host directly.

Step 2: In your web browser's meeting information page, click on "Host meeting", and enter the 4-digit host code to become the meeting host.

Q: On Windows 7 OS, I get about 1% video packets loss when using Firefox browser, how can I resolve it?

A: This is a compatible issue on Firefox, this issue will be fixed in the later version of Firefox browser. You may click on http://style.ipvideotalk.com/ipvideotalk/EnhanceWindowBuffer.reg to download and run the registry file on your PC, and please restart your PC before using Firefox browser.

GVC

Q: Where can I find the "Device Code" on GVC3200/GVC3202?
A: "Device Code" can be found on GVC3200/GVC3202 LCD
menu->Applications->IPVideoTalk->Settings. If the GVC3200/GVC3202 is booted up for the first
(or after factory reset), the "Device Code" is also displayed in Setup Wizard.

Q: How can I unlink my GVC3200/GVC3202 from the current enterprise?
A: On GVC3200/GVC3202 LCD menu->Applications->IPVideoTalk->Settings, click on option
"Business" and select option "UnLink".

Q: Can I see chat sent from PC client/WebRTC on GVC3200/GVC3202 during a meeting?
A: No, GVC3200/GVC3202 does not support to chat during a meeting.

Q: Can I invite a participant via Email on GVC3200/GVC3202 using the "Schedule" application?
A: No. Users must log in Admin Center to invite other participants via Email to a meeting.

**Q: I have a meeting scheduled on Admin Center, can I edit this meeting on my
GVC3200/GVC3202?**
A: No, GVC3200/GVC3202 currently only supports to Start or Cancel a meeting if the meeting is
already scheduled on Admin Center.

Q: How can I check the current IPVideoTalk plan on GVC3200/GVC3202?
A: Please go to GVC3200/GVC3202 LCD menu->Applications->IPVideoTalk->Settings, and check
option "Current plans". Click on it to view plan details. Users can also see current plan on the
GVC3200/GVC3202 web UI->Settings->IPVideoTalk->General.

**Q: If a WebRTC participant becomes meeting host during a meeting, can the original
GVC3200/GVC3202 host become the host again?**
A: No, once a WebRTC participant becomes meeting host during a meeting by entering host code,
the original GVC3200/GVC3202 host cannot become the host again.

**Q: Can I call other GVC3200/GVC3202's IPVideoTalk ID from my GVC3200/GVC3202 without
adding my GVC3200/GVC3202 device on Admin Center?**
A: Yes. Users also need to check the privileges on the authenticated callee devices before making
the call. On Admin Center, go to "Devices" -> "Privilege", and make sure the option "Answer
external calls" is enabled. Otherwise, the call to this IPVideoTalk ID will be rejected.

**Q: I cannot establish a call to other GVC3200/GVC3202 via IPVideoTalk ID when my
GVC3200/GVC3202 is in a call, why?**
A: If the GVC3200/GVC3202 is not the host in the meeting, this GVC3200/GVC3202 has no
authentication to add other GVC3200/GVC3202 devices into this meeting room. Only if the

GVC3200/GVC3202 is the host device in the meeting, users could add participants into this meeting room.

Q: How can I start an instant IPVideoTalk meeting on GVC3200/GVC3202?
A: On GVC3200/GVC3202 LCD, go to Call interface, select "IPVideoTalk" as the calling ID and click on the green "Call" button to start an instant meeting. This can also be done on GVC3200/GVC3202 web UI->Call page by selecting IPVideoTalk ID and clicking on the green "Call" button.

Q: During an IPVideoTalk meeting, how can I check meeting information on GVC3200/GVC3202?
A: On GVC3200/GVC3202 LCD, go to Call interface which shows the current ongoing meeting, click on "More" option on the bottom menu and select "Meeting info".
Users could also find meeting information from GVC3200/GVC3202 web UI->Call page. Click on the floating green handset icon on the right side of the page which indicates to active a call, select the icon for "Call Details" and click on the meeting name to view meeting information.

Q: Can I check participants list on my GVC3200/GVC3202 during a meeting?
A: If the participant is another GVC3200/GVC3202, the user can see the participants list displayed in "Call Details" on your GVC3200/GVC3202 call interface bottom menu. If the participant is joined from WebRTC or the clients other than GVC3200/GVC3202, your GVC3200/GVC3202 will only show the notification from the upper left at the moment when the client joins the meeting. After that, you will not be able to see them listed on your GVC3200/GVC3202.

Q: Can I control audio options such as MUTE for the participants during a meeting?
A: If the participant is another GVC3200/GVC3202, the audio control options for the participant will be available in "Conf control" on your GVC3200/GVC3202 call interface bottom menu. If the participant is joined from WebRTC, or the clients other than GVC3200/GVC3202, your GVC3200/GVC3202 will not be able to see them listed or control their audio options.

Q: On my GVC3200/GVC3202, can I remove other participants from the meeting?
A: If the participant is another GVC3200/GVC3202, you can remove the participant from your own GVC3200/GVC3202. If the participant is joined with WebRTC or the clients other than GVC3200/GVC3202, the participant can only be removed from a WebRTC client who is hosting the meeting.

Plan

Q: How can I purchase or upgrade my plan?
A: Please contact with your local provider, they will help you to purchase or upgrade your plan.

Q: How can I check the expiration date of my plan?
A: There are two ways to check the expiration date of your plan:
1. Go to GVC3200/GVC3202 LCD menu->Applications->IPVideoTalk->Settings, and see option "Current plans".
2. Log in Admin Center, all devices with plan information can be viewed under the tab "Plans".