



Grandstream Networks, Inc.

IPVideoTalk Plan Purchase Guide



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OVERVIEW

Users can purchase the plan for all GVC devices. After purchasing the plan, the GVC device can use the IPVideoTalk conferencing services.

- **Renew Plan:** When the plan is about to expire or it is already expired, users can purchase the Renew Plan (any plan) at any time on IPVideoTalk Portal.
- **Upgrade Plan:** No matter the current plan is still valid or already expired, users can upgrade the plan to a higher one at any time. Users cannot downgrade the current plan.
- **Plan Expired or About to Expired:** When the plan will be expired after 15 days or the plan is already expired, the system will send an email to the administrator's email box to remind the user.



PURCHASE/UPGRADE PLAN PROCESS

- **Purchase Methods:**

1. Contact Grandstream Support to purchase/upgrade plan.
2. Register an account on IPVideoTalk Portal and bind the GVC device to the account in order to purchase the plan for the device. Please refer to the [IPVideoTalk Portal User Guide](#) for detailed information.

- If the user has already registered an account on the IPVideoTalk Portal and bound the GVC device to the account, the user can purchase/upgrade the plan online according to the following process:

Note:

Once the plan purchase/renewal for the GVC device is done successfully, the GVC device can immediately use the conferencing functions of the plan without obtaining the plan number from the zip file.

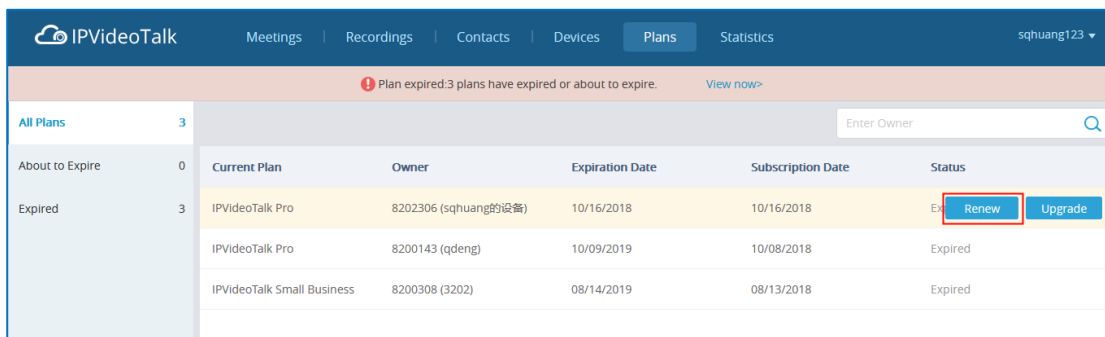
Purchase Plan

Purchase the plans for all GVC devices which have been bound under the enterprise account.

Prerequisites:

Currently, it only supports to use PayPal to process the payment. Users need to have a PayPal account before purchasing plans.

1. Log in to IPVideoTalk Portal (<https://account.ipvideotalk.com>) with login username and password. If the user does not have the access, the user can register an account for free, and bind the GVC device to the registered IPVideoTalk Portal account.
2. Users can view all plans for all bound GVC devices on **Plan** menu.



IPVideoTalk						
Meetings Recordings Contacts Devices Plans Statistics						
Plan expired: 3 plans have expired or about to expire. View now>						
All Plans		Enter Owner				
	Count	Current Plan	Owner	Expiration Date	Subscription Date	Status
About to Expire	0					
Expired	3	IPVideoTalk Pro	8202306 (sqhuang的设备)	10/16/2018	10/16/2018	Expired Renew Upgrade
		IPVideoTalk Pro	8200143 (qdeng)	10/09/2019	10/08/2018	Expired
		IPVideoTalk Small Business	8200308 (3202)	08/14/2019	08/13/2018	Expired

Figure 1: Plans

3. Select the GVC device and purchase the plan, click the “**Renew**” button and enter the renewal page:

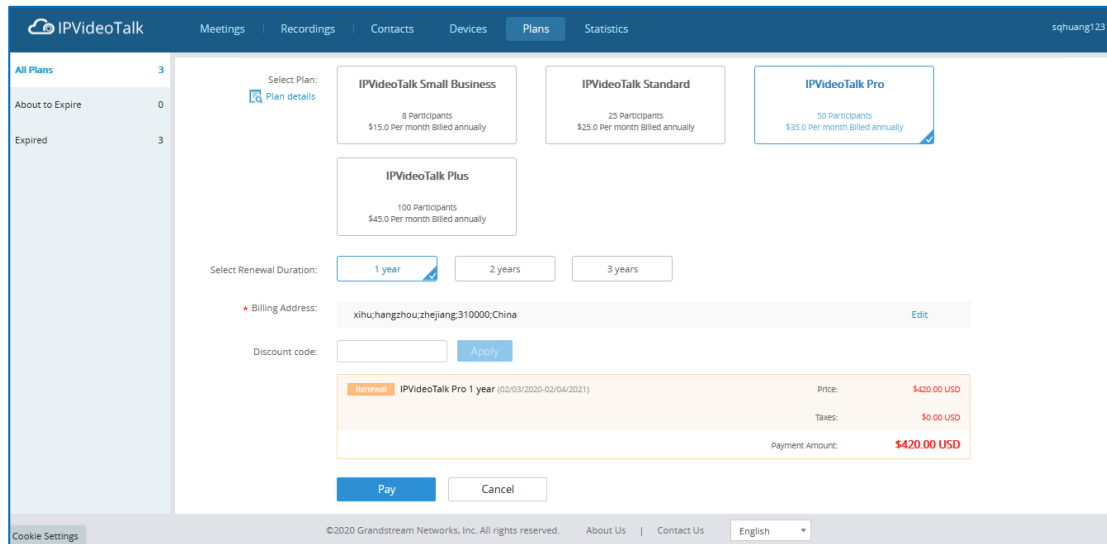


Figure 2: Renew

4. Select the plan which the user wants to purchase. Users can select any plan on the page.
5. Select the duration of the plan (e.g. 1 year).
6. **Billing Address** is a necessary option. Please fill this option with the actual address. Users could change the Billing Address in **“System”** → **“Business Profile”**. This Billing address will be updated from your next bill.
7. **Discount code:** If the user receives a discount code, please input the code and click on **“Apply”** to redeem the discount. It will show the updated price with the discount. The used/expired discount code is not available, and some discount codes are only used to purchase **“Room System”** service, or only used to purchase **“Web Meeting”** service. Please sign up on IPVideoTalk website before using the discount code (Please refer to IPVideoTalk Official website for the discount code usage details).

Users could refer IPVideoTalk to their friends and get more discount following our policy:

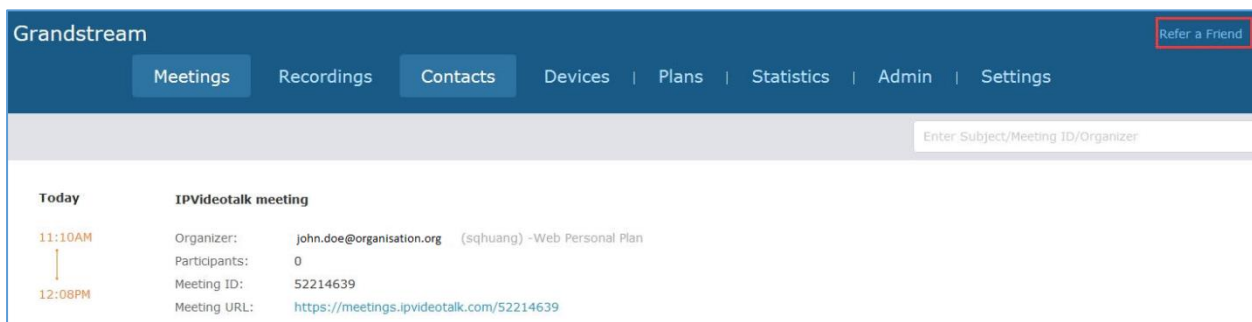


Figure 3: Refer a friend

8. View the total amount of the purchase order, including taxes.
9. Click the **“Check out”** button to enter the PayPal payment page and confirm the payment.



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

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

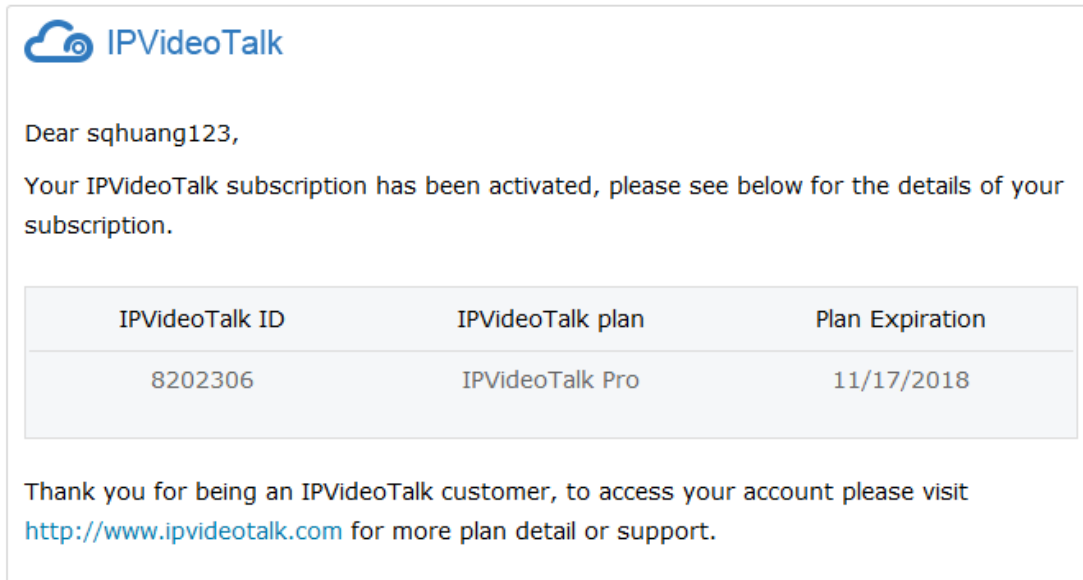


Figure 4: Subscription activation email notification

Notes:

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

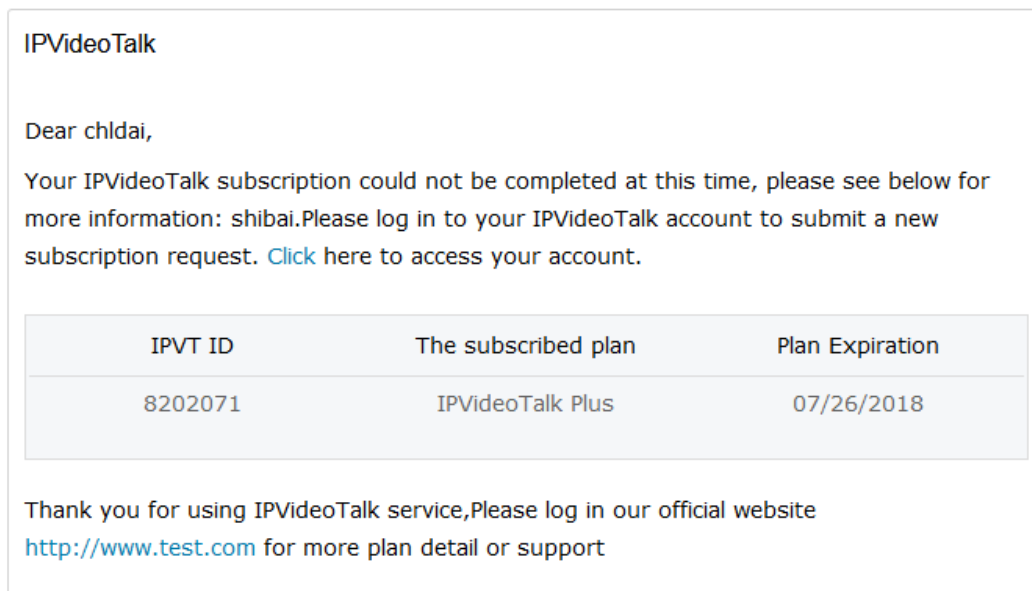


Figure 5: Subscription not completed email notification

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

Activate Plan

When the plan is purchased successfully, the user can use the corresponding IPVideoTalk services immediately without any other activation.

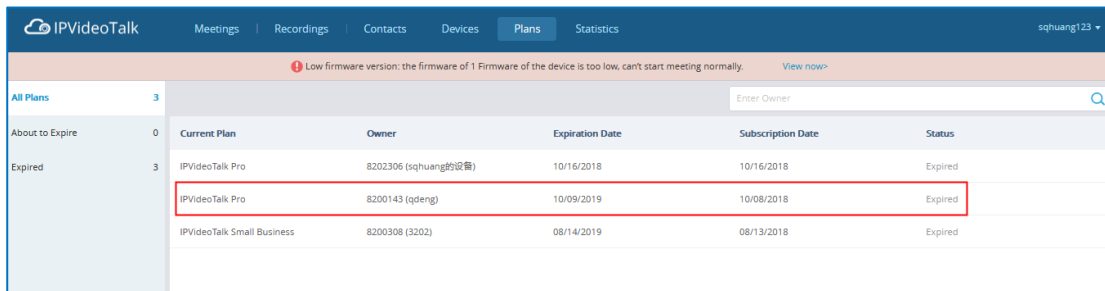
Note:

If the current plan has not expired, the new plan will not take effect until the current plan expires.

View Plan Status

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

1. Log in to IPVideoTalk Portal (<https://account.ipvideotalk.com>) with login username and password.
2. View all plans of all bound GVC devices on **Plan** menu. There are total three kinds of status:
 - Active
 - Expired
 - About to expire (Less than 15 days from expiration date)



Current Plan	Owner	Expiration Date	Subscription Date	Status
IPVideoTalk Pro	8202306 (sqhuang的设备)	10/16/2018	10/16/2018	Expired
IPVideoTalk Pro	8200143 (qdeng)	10/09/2019	10/08/2018	Expired
IPVideoTalk Small Business	8200308 (3202)	08/14/2019	08/13/2018	Expired

Figure 6: Plans Status

3. Click the plan of a specific GVC device to view the order records of the GVC device, as the figure shows below:

- Users could check the order date, order number, upgraded plan, the duration of the new plan/upgraded plan, total price, tax, and billing address.
- If the payment status is pending, it means the payment is process successfully, and the user could start to use the new plan. If the order cannot be processed, it will be regarded as “Invalid”, and the support team will contact the user.
- If the user wants to pay with discount code, the discount percentage will be shown besides the final price.
- The user will receive an Email with the notification no matter the reviewing is successful or failed.
- If the purchasing behavior passes the verification, the user could download the invoice from

IPVideoTalk Portal. If the user purchases the plan from the distributor, please contact with the distributor to get the invoice.

Current Plan: IPVideoTalk Enterprise		Expiration Date: 09/30/2018		Plan Status: Active	
Subscribed Date/Order Number	Type	New plan	Price	Status	
07/11/2017 20170711014148187101025	Renewal	IPVideoTalk Pro 09/30/2018--09/30/2019	--	Cancelled	Download Invoice
07/06/2017 20170706094251780101024	Upgrade	IPVideoTalk Enterprise 09/30/2018--09/30/2018	--	Approved	Download Invoice

Figure 7: Download invoice

Download Invoice

Users can download the invoices for all orders.

1. Log in to IPVideoTalk Portal (<https://account.ipvideotalk.com>) with login username and password.
2. View all plans of all bound GVC devices on **Plan** menu.
3. Click the plan of a specific GVC device to go to the order details page.

Current Plan: IPVideoTalk Enterprise		Expiration Date: 09/30/2018		Plan Status: Active	
Subscribed Date/Order Number	Type	New plan	Price	Status	
07/11/2017 20170711014148187101025	Renewal	IPVideoTalk Pro 09/30/2018--09/30/2019	--	Cancelled	Download Invoice
07/06/2017 20170706094251780101024	Upgrade	IPVideoTalk Enterprise 09/30/2018--09/30/2018	--	Approved	Download Invoice

Figure 8: Download invoice

4. Click the “**Download Invoice**” button to download the invoice in PDF format.

Note:

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

Plan Expired Notification

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

An example of plan expired email notification:



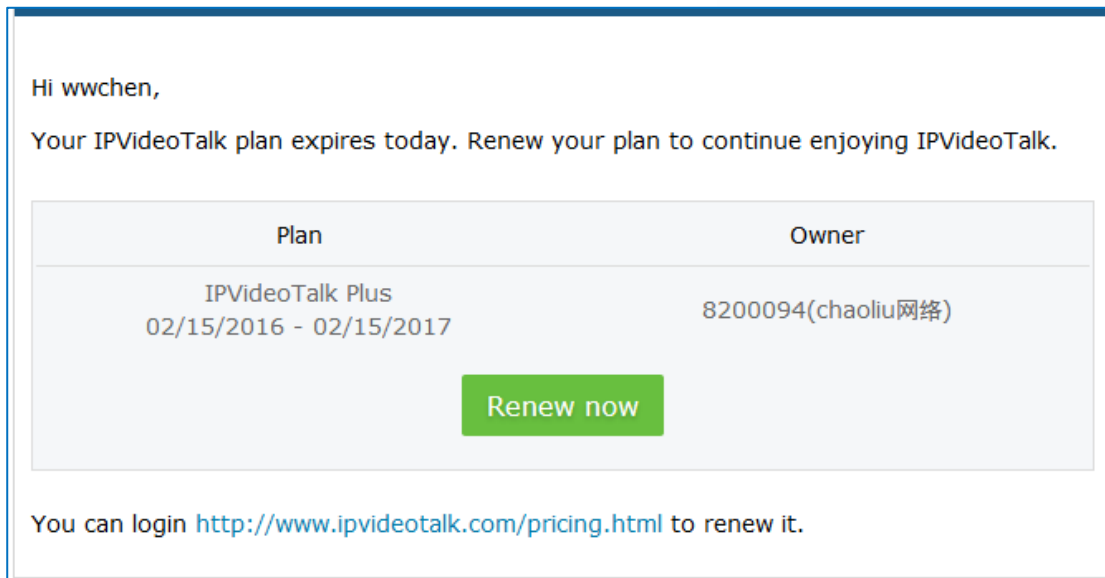


Figure 9: Plan expired notification

Renew Plan

If the plan of the GVC device is about to expire, the user can renew it at any time.

Please refer to **Purchase Plan** instructions.

Note:

If the current plan has not expired, the newly purchased plan will not take effect until the current plan expires.

Upgrade Plan

If the user wants to upgrade the current plan to a higher-level plan immediately, the user can upgrade the plan as follows:

Prerequisites:

Currently, it only supports to use PayPal to process the payment. Users need to have a PayPal account before purchasing plans.

1. Log in to IPVideoTalk Portal (<https://account.ipvideotalk.com>) with login username and password.
2. View all plans of all bound GVC devices on **Plan** menu.
3. Select the GVC device to upgrade the plan, click the “**Upgrade**” button to access to the plan upgrade page:

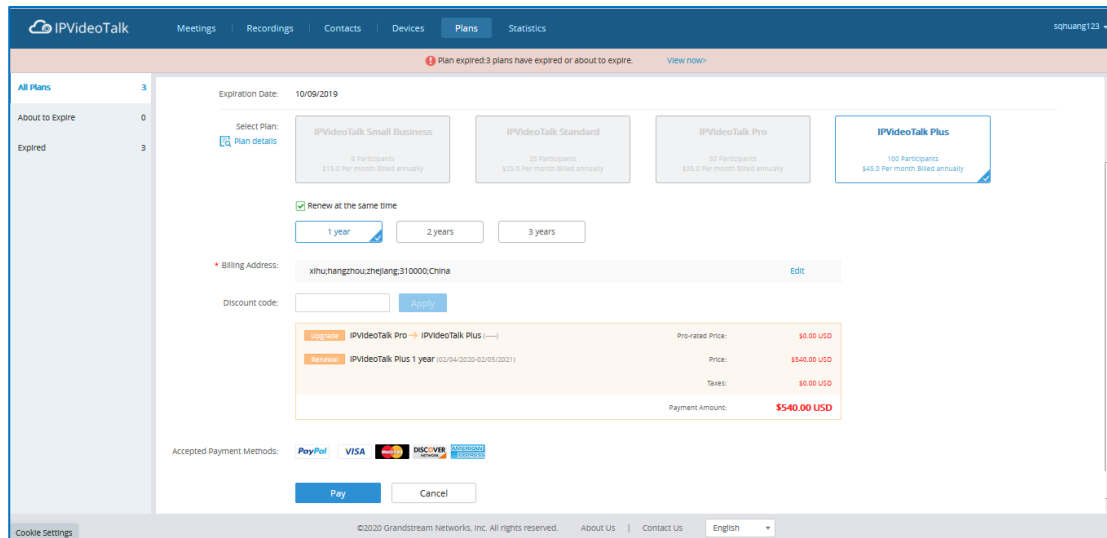


Figure 10: Upgrade plan

4. Select the pre-upgraded plan on the purchase page. Users can only select the plan which is higher-level than the current plan.
5. If the current plan is about to expire, the user can also purchase more time for the current plan. The user can select to purchase 1 year, 2 year, or 3 years for the current plan. If the current plan has already expired, the user must select to renew the plan in order to continue using IPVideoTalk services.
6. Fill in the billing address.
7. If there is a discount code, please fill in the discount code.
8. View the total amount of the purchase order, including taxes.
 - a. The user needs to pay for the price difference, the calculation method is: $\text{Price Difference} = (\text{the monthly fee of the Upgraded Plan} - \text{the monthly fee of the current plan}) / 30 * \text{the remaining days of the current plan}$. If the current plan has expired, there is no price difference.
 - b. If the user renews more time at the same time, the user needs to pay for such the long duration. The total amount of renewal = the unit price of the plan * the purchase duration.
9. Click the “**Check out**” button to enter the PayPal payment page and confirm the payment.
10. When the payment is proceeded successfully, this order will be completed, and the new plan will be available for the specific GVC device.
11. When the order is approved by Grandstream Support, there will be a confirmation email sent to the user’s mailbox as follows:



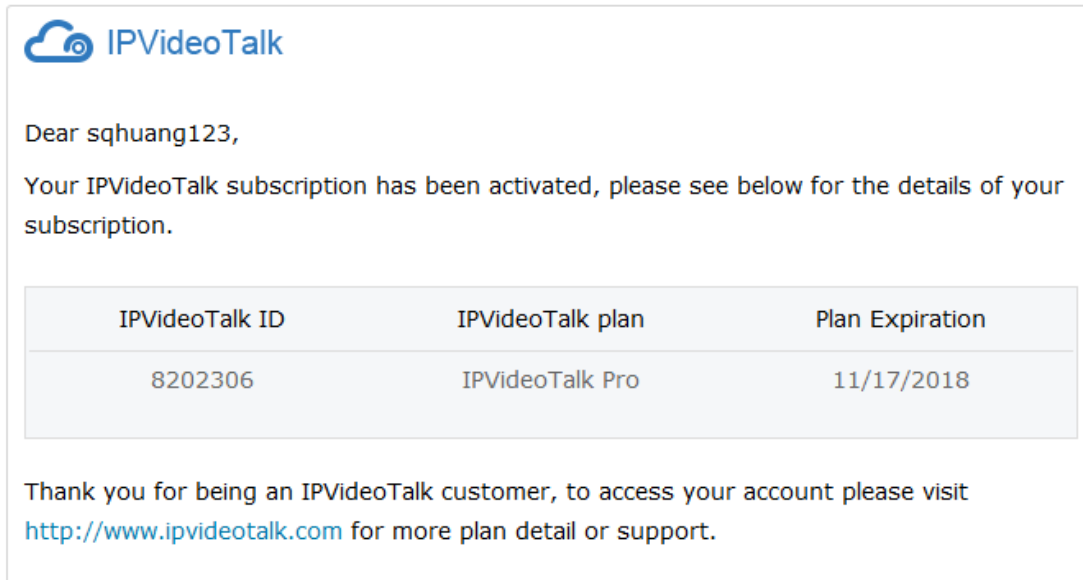


Figure 11: Confirmation notification

Notes:

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

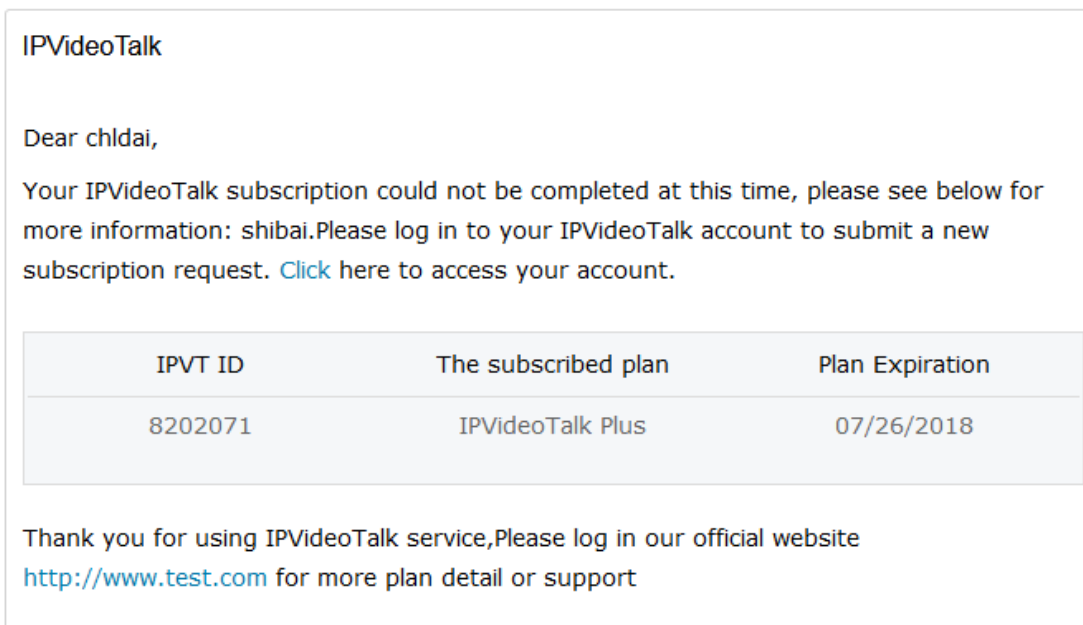


Figure 12: Subscription not completed notification

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

FAQs

Q: Can we receive any notice when the plan expires/is about to expire?

A: When there is a plan is about to expire (15 days) or has already expired, the system will send an email to the enterprise's administration account email box or the email box of the GVC device owner.

Q: When the plan has already expired, is there a grace period before renewal?

A: There is no grace period. When the plan is about to expire in 15 days, there will be an email notification to ask the user to renew the plan. Once the plan expires, the user cannot use the IPVideoTalk conferencing services until the user renews the plan.

Q: What can we get when we purchase/renew the plan?

A: When the plan of a GVC device is successfully purchased/renewed, the GVC device can immediately use the IPVideoTalk conferencing services in the plan without obtaining the plan number from a zip file. Grandstream Support will be notified through email if the verification is passed or failed. If there is a problem with the order, the verification will be failed, and the plan purchase/renew operation will be failed.

Q: Can we transfer the plan from one GVC device to another one?

A: No. Users cannot transfer the plan to another GVC device. If the GVC device does not have a valid plan, the user needs to purchase/renew the plan for the GVC device. If the user wants to unsubscribe the plan, the user can contact Grandstream Support to proceed the request on IPVideoTalk Admin Portal.

Q: How to renew/upgrade the plan if the GVC device is not bound to an IPVideoTalk Portal account?

A: There are two solutions:

1. Contact Grandstream Support to purchase/upgrade plan.
2. Register an account on IPVideoTalk Portal and bind the GVC device to the account in order to purchase the plan for the device. Please refer to the [IPVideoTalk Portal User Guide](#) for detailed information.

