



# Grandstream Networks, Inc.

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## IPVideoTalk Cloud Conferencing System

### IPVideoTalk Portal User Guide



# IPVideoTalk Portal User Guide

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## INTRODUCTION

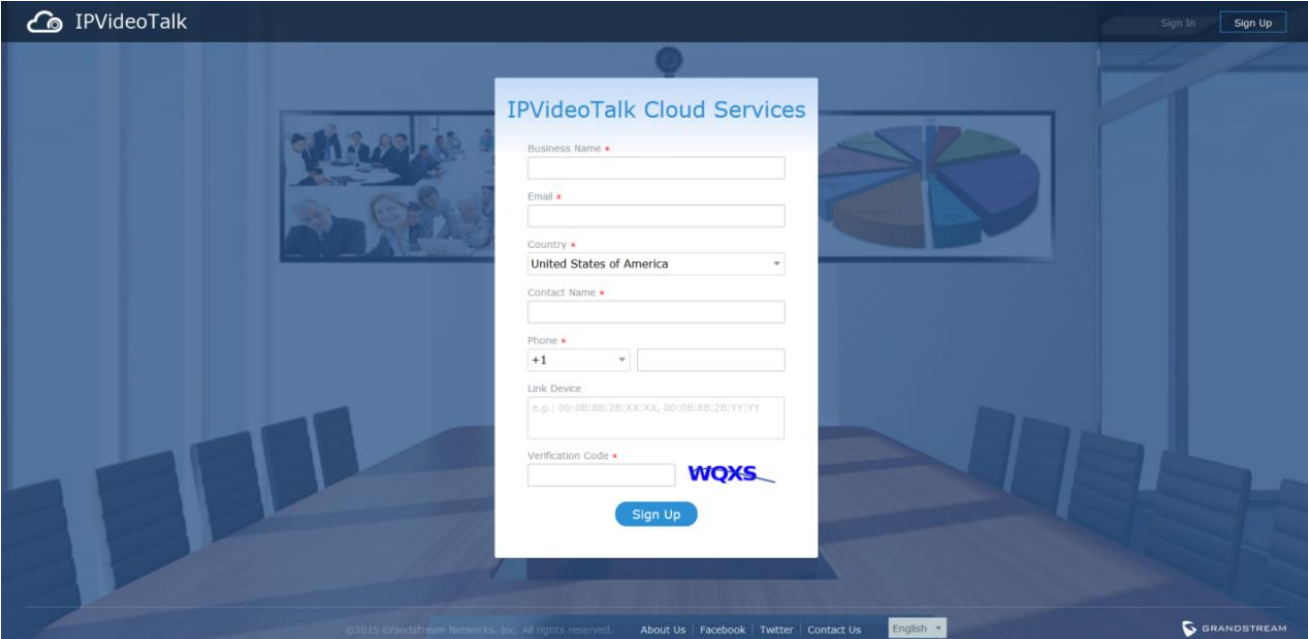
IPVideoTalk Portal is a web-based online management center, on which users could manage video devices or internal contacts, check devices online status, make meeting reservation and etc for IPVideoTalk meeting service. This document introduces how to configure and use IPVideoTalk portal for IPVideoTalk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

## OVERVIEW

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

## SIGN UP

1. Log in our official website <http://www.ipvideotalk.com> to sign up.
2. Fill in related information as shown below:
  - **Business Name:** Enter current company name. If the company already has an account signed up, the users will not be able to sign up again. It is recommended to sign up one account per company so that all devices can be centrally managed under the same account.
  - **Email:** Fill in company Email or Work Email address.
  - **Contact Name:** Fill in the user's contact name.
  - **Phone:** Fill in user's phone number.
  - **Link Device:** Fill in the MAC address of GVC3200/GVC3202 device, the authentication will be sent automatically to the device. Once confirmed on the device, users can see this device as online and can start using it on the IPVideoTalk Portal. Users could also link device after signup.
  - **Verification Code:** Fill in the characters on the right for verification purpose.

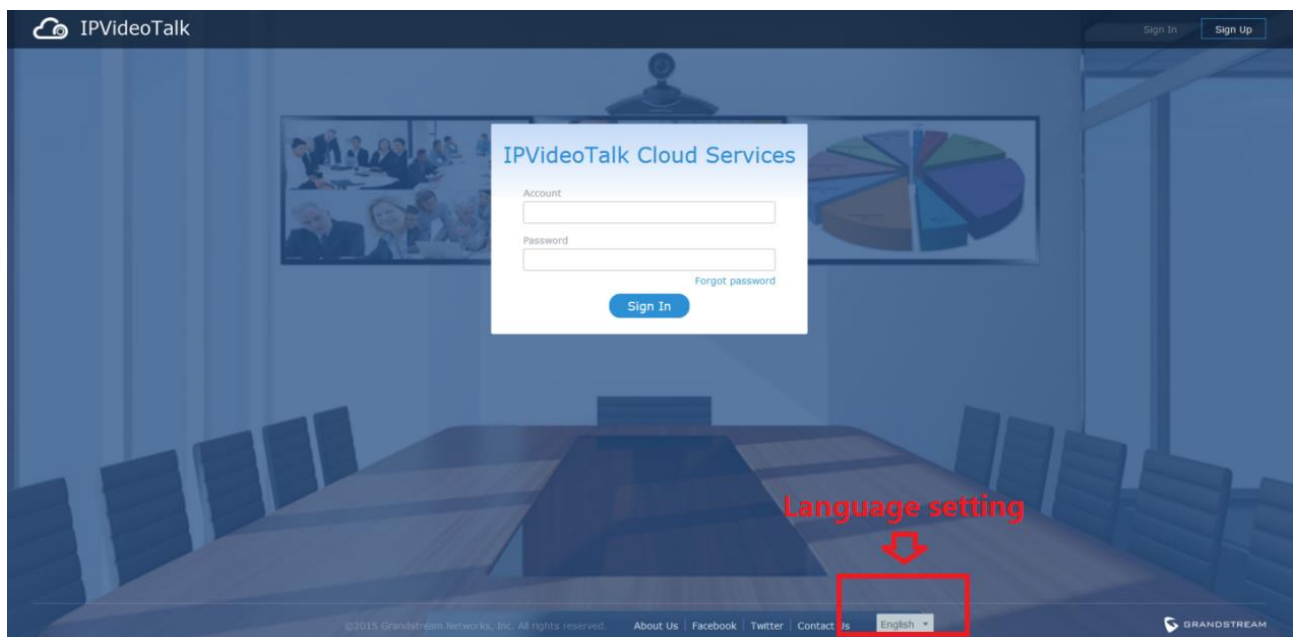


3. Click on "Sign Up" button. A prompt will pop up to remind users to log in Email to activate IPVideoTalk account.

4. Click [Activate Now](#) in activation Email to set up login account and password.
5. The users can now successfully access IPVideoTalk Portal.

## SIGN IN

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



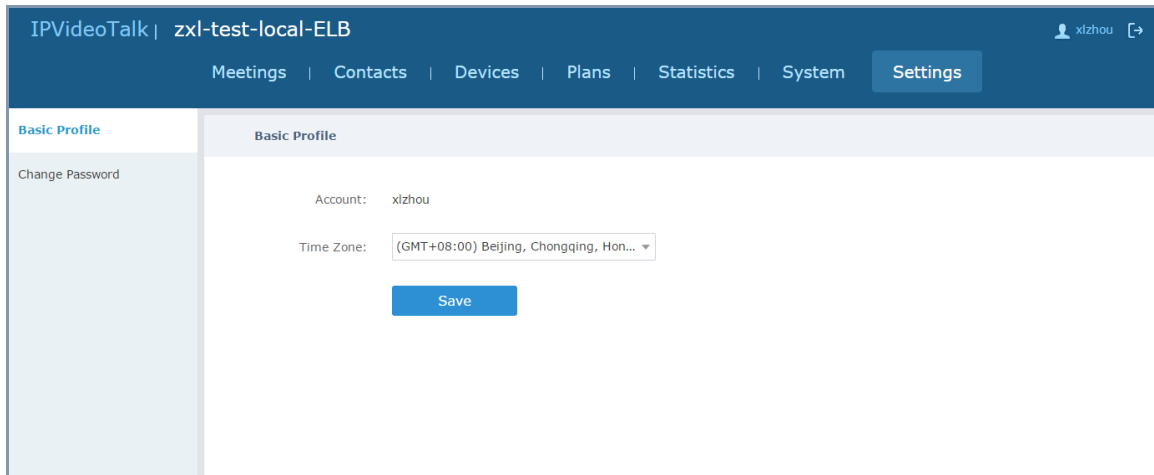
Users can set language to English or Chinese in the language drop-down menu.


## DEFINITIONS

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

## TOOL BAR

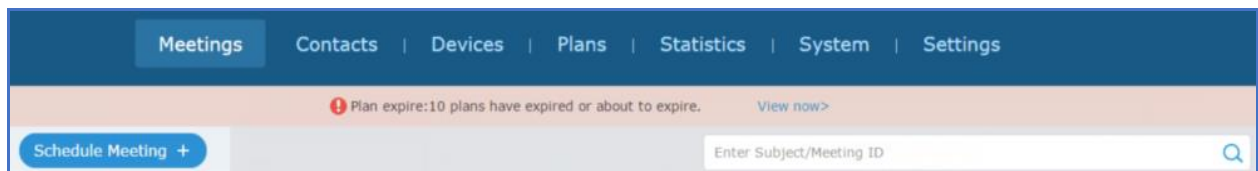
The login account is displayed on the upper right corner once logged in. Click on account [xlzhou](#) to access the "Basic Profile" screen. Users could view account name and change time zone there.



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

## MESSAGES ON IPVIDEOTALK PORTAL

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

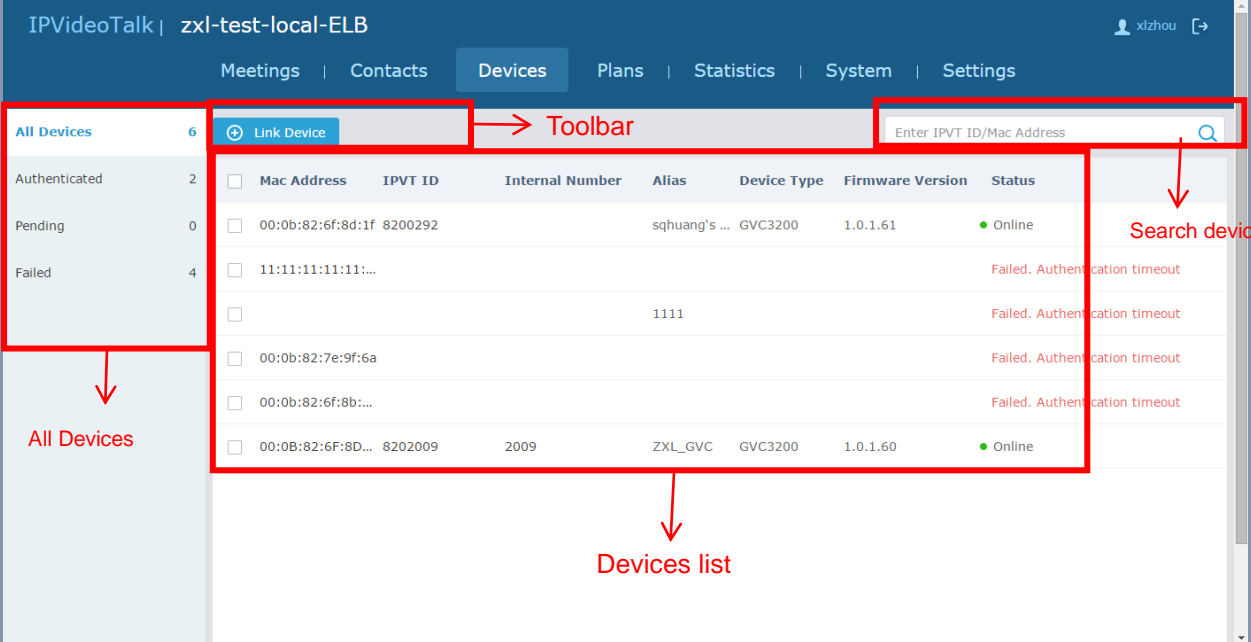


- **Plan expiration notification.** It will prompt how many plans have expired or about to be expired, click on "View now" to enter the Plans page to view details.
- **Low firmware notification.** It will prompt how many devices have low firmware versions, click on "View now" to enter the Devices page 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.



The screenshot shows the IPVideoTalk interface for the 'zx1-test-local-ELB' instance. The 'Devices' tab is active. The sidebar on the left shows a summary of device counts by status: All Devices (6), Authenticated (2), Pending (0), and Failed (4). The toolbar includes a 'Link Device' button. A search bar is present for finding devices by IPVT ID or Mac Address. The main table lists individual devices with their respective details and status.

Mac Address	IPVT ID	Internal Number	Alias	Device Type	Firmware Version	Status
00:0b:82:6f:8d:1f	8200292		sqhuang's ...	GVC3200	1.0.1.61	Online
11:11:11:11:11:...						Failed. Authentication timeout
			1111			Failed. Authentication timeout
00:0b:82:7e:9f:6a						Failed. Authentication timeout
00:0b:82:6f:8b:...						Failed. Authentication timeout
00:0B:82:6F:8D...	8202009	2009	ZXL_GVC	GVC3200	1.0.1.60	Online

- All devices**  
 Users could check devices according to different status 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

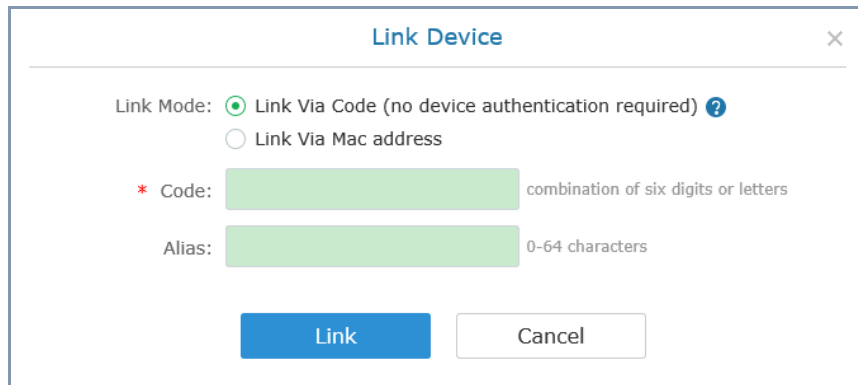
Users could link GVC3200/GVC3202 to IPVideoTalk Portal via device code or MAC address of the device. It is recommended to use device code to link because the latter method requires manual authentication on GVC3200/GVC3202.

Follow the steps below to link device via device code:

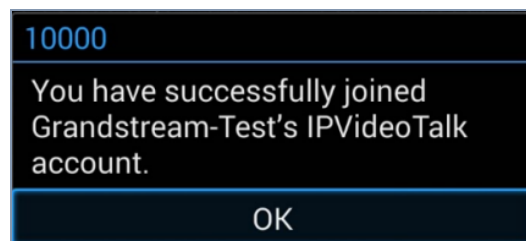
1. Click on .



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.




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.



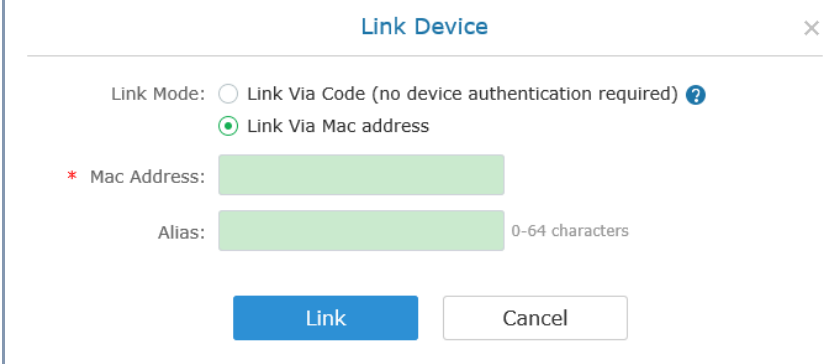
4. Once linked successfully, users could check the status of the device (online/offline) by signing in IPVideotalk Portal.

## ADD DEVICE VIA MAC ADDRESS

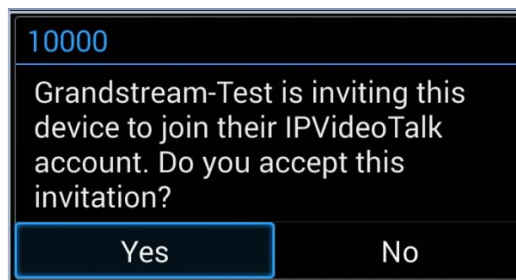
Users could follow the steps below to link device via MAC address:

1. Click on .
2. Choose "Link Via Mac Address", fill in MAC Address, 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.

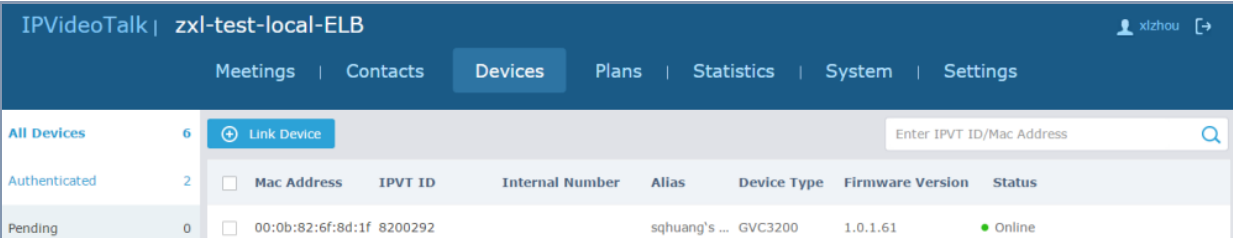
- **Internal Number:** This number can be used for internal calling. It cannot be duplicated with other devices within the same company account. For example, 1001, 1002 and etc.
- **Alias** is used to identify and distinguish among different devices.



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.



4. On GVC3200/GVC3202, click on "Yes" to link device. If linked successfully, users could check the online/offline status of the linked device on IPVideoTalk Portal. If users click "No" to refuse the authentication request, the device will be shown as "Failed. Authentication is rejected" on the IPVideoTalk Portal. If there is no response from the device within 7 days, the status will show "Failed. Authentication timeout" on the IPVideoTalk Portal.



Mac Address	IPVT ID	Internal Number	Alias	Device Type	Firmware Version	Status
00:0b:82:6f:8d:1f	8200292		sqhuang's ...	GVC3200	1.0.1.61	Online

## DEVICE STATUS

Status	Specifications
<b>Authenticated</b>	The device is authenticated. Users can monitor the online status of the device, schedule meeting or set privilege for the device.
<b>Pending</b>	No response received from the GVC3200/GVC3202 device.  Please check your GVC3200/GVC3202 device LCD idle screen->Applications->IPVideoTalk application. If the device does not receive the message after sending the message from the IPVideoTalk Portal, the users can send the authentication again to the device from the IPVideoTalk Portal.
<b>Failed (Timeout)</b>	The GVC3200/GVC3202 device does not reply within 7 days.
<b>Failed (Refuse)</b>	The GVC3200/GVC3202 device has refused the authentication request or the device is already linked to another company.
<b>Frozen</b>	Your device is using an IPVideoTalk plan that requires an additional GVC3200/GVC3202 device and service plan. If the device is frozen by IPVideoTalk server, the device cannot start IPVideoTalk meetings. Please contact with 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 belong to the company account's device list is not allowed.

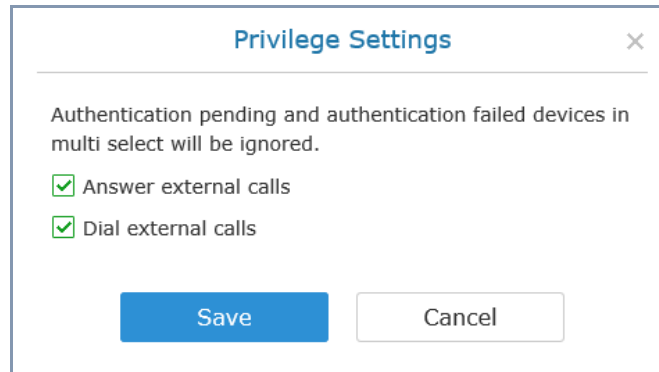
Please follow the steps below to set privilege for linked devices:

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



Mac Address	IPVT ID	Internal Number	Alias	Device Type	Firmware Version	Status
<input checked="" type="checkbox"/>	00:0b:82:6f:8d:1f	8200292	sqhuang's ...	GVC3200	1.0.1.61	Online
<input type="checkbox"/>	11:11:11:11:11:...					Failed. Authentication timeout
<input type="checkbox"/>	00:0B:82:6F:8D...	8202009	ZXL_GVC	GVC3200	1.0.1.60	Online

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




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 **Note:**

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

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### AUTHENTICATED DEVICES MANAGEMENT – REMOTE CONTROL

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

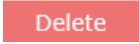
- Move the mouse cursor on one device to bring up the "Operate" button.




- 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:

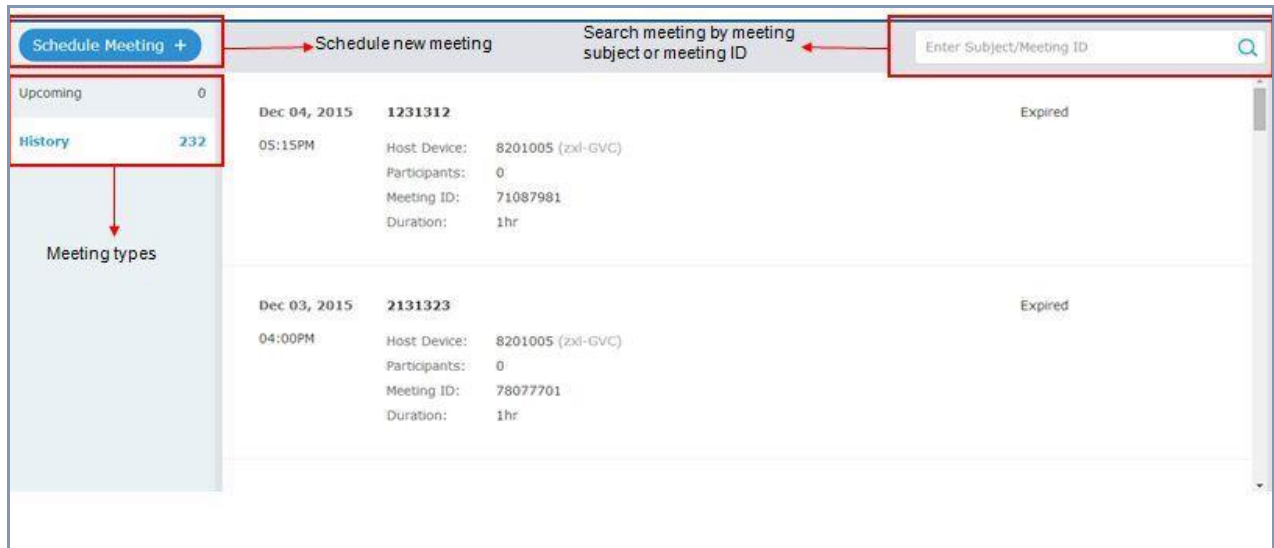
- To delete one device, please access the devices list, move the mouse cursor on one device and click  button on the right side of the device name.

- To batch delete devices, please access the devices list, click the checkbox for the devices to select devices in batch and then click  button on the top of the device list.

<input type="checkbox"/> Mac Address	IPVT ID	Internal Number	Alias	Device Type	Firmware Version	Status
<input type="checkbox"/> 00:0b:82:85:03:63	8200757		Grandstream M...	GVC3200	1.0.1.65	● Offline
<input type="checkbox"/> 00:0b:82:78:d7:26	8200041		8200041	GVC3200	1.0.1.65	● Online
<input type="checkbox"/> 00:0B:82:75:54:04	8200096	1010	LA Support	GVC3200	1.0.1.58 	● Online

## MEETINGS

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



### 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, Frankfurt - 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 have to register before joining into 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 join 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 add the Email and Contacts in the Thank-you Email, the meeting participants could contact with the host if needed.

**Schedule Meeting**

\* Subject:  1-80 characters

Time Zone:

\* Start Time:  :  :  ...

\* Duration:  hour

Recurring ↻

Password:  0-8 digits

Agenda:  0/500 characters

Email Reminder:  15 Minutes in Advance

Attendees Control:  Auto Answer for Attendees' Calls  Mute Attendees On Entry

Display Attendees List/Status  Allow Chat

Play Beep When Join/Leave Meeting

---

\* Host Device:

Host Email:

\* Server's Location:  Choose a region of meeting server

---

Invitees:

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

Thank-you Email:  Send to all participants after meeting

- 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.

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 **Note:**

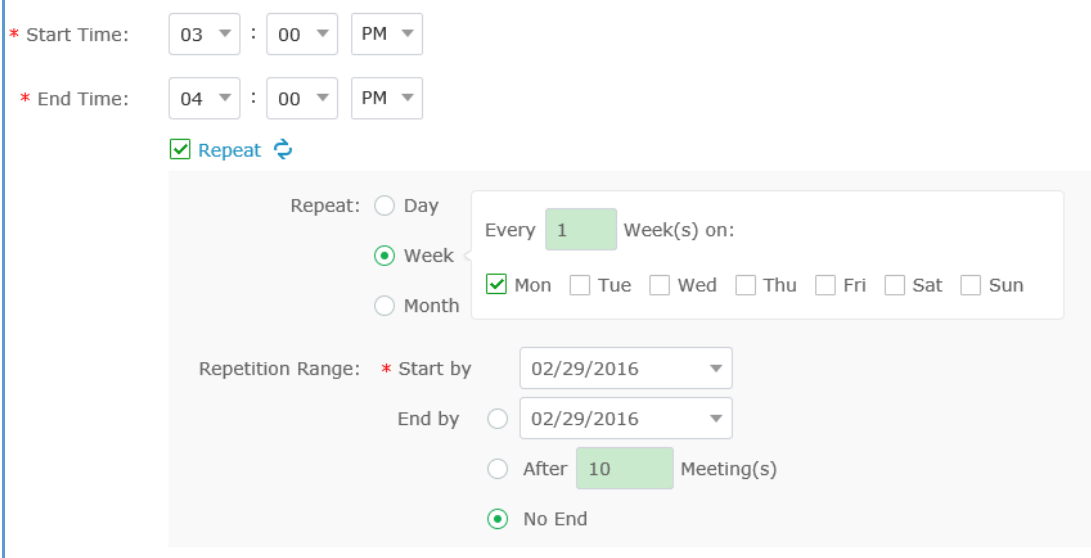
Please make sure the host GVC3200/GVC3202 is powered on and connected to Internet when the meeting is about to start.

---



## SCHEDULE A RECURRING MEETING

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



Users can set the following recurring range:

Repeat	Options	Examples
<b>Day</b>	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
<b>Week</b>	Every N week (s) + weekday (Optional: from Sunday to Saturday)	e.g.: have meeting on Monday every two weeks
<b>Month</b>	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
<b>Start by</b>	Start recurring meeting since this day	
<b>End by</b>	No end: recurring meeting will be host over and over with no expiration	
	End by date: set the date until when the recurring meeting will end	
	End by times: the meeting ends recurring after N meeting (s)	

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

## VIEW MEETING

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

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

Status		Specifications
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 into the meeting, then, the user could check how many people to register on the IPVideoTalk Portal.

**Today**

11:55PM

↓

12:55AM

Tomorrow

**Test Meeting** Registrants:2

Host Device: 8202051 (sqhuang's GVC3200)

Participants: 3 sqhuang@grandstream.cn; sqhuang(452513959@qq.com); qq@qq@test.com)

Meeting ID: 328045562

Meeting URL: <https://meetings.ipvideotalk.com/328045562>

🕒 To be hosted

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

IPVideoTalk
Meeting Details (In process)


Meeting Info	Invitees ( 1 )	Registered Participants ( 2 )
Subject: Test Meeting Time Zone: May 15, 2016 11:55PM Eastern Time (US and Canada) Duration: 1hr Meeting ID: 328045562 Password: 123456 Meeting URL: <a href="https://meetings.ipvideotalk.com/328045562">https://meetings.ipvideotalk.com/328045562</a> Register URL: <a href="https://meetings.ipvideotalk.com/328045562/register">https://meetings.ipvideotalk.com/328045562/register</a> PSTN Access: Australia: +64 2 9087 3604 United States/Canada : +1 2 9087 3604 <a href="#">View All numbers</a> Agenda: 09:00-10:00 our marketing director to introduce new products. 10:00-10:30 everyone to experience new products. 10:30-11:00 Q&A Email Reminder: 15 Minutes in Advance Attendees Control: <input checked="" type="checkbox"/> Auto Answer for Attendees' Calls <input type="checkbox"/> Mute Attendees On Entry <input type="checkbox"/> Display Attendees List/Status <input checked="" type="checkbox"/> Allow Chat <input checked="" type="checkbox"/> Play Beep When Join/Leave Meeting		
Host Device: 8202051 (sqhuang's GVC3200 ) Host Email: huang45251@163.com Host Code: 4065 Server's Location: Auto		
Thank-you Email: Please contact the meeting organizer if you have any need or requirement. <a href="#">Preview email</a>		

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 English ▾

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


IPVideoTalk
Meeting Details (In process)

Meeting Info	Invitees ( 1 )	Registered Participants ( 2 )
<b>Name/Email</b>	<b>Country</b>	<b>Registered at</b>
sqhuang 452513959@qq.com	United States of America	05/16/2016 11:38AM
qq qq@test.com	Albania	05/16/2016 11:40AM

5. Users could check the meeting histories after the meeting on Meeting Details page, and users will also see who actually attend the meeting. 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 recurring meeting, users could cancel all the recurring 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 STATISTICS EMAIL

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

The Email contains the meeting information such as meeting duration, and the number of participants, as shown in figure below. You can also log in to [www.ipvideotalk.com](http://www.ipvideotalk.com) to view the meeting details. The Email contains the attached file which is the meeting summary, such as the participants list, and registered users list and etc.

 **IPVideoTalk**

Hi,

Thanks for organizing your meeting with IPVideoTalk. Now that your online event is over, you can view detailed statistics about your meeting. Basic statistics are included below and you can download the attached report for more detailed statistics.

<b>Subject:</b>	<b>invite_register</b>
Meeting Time:	May 13, 2016 11:34AM Beijing, Chongqing, Hong Kong, Urumqi
Meeting Duration:	1min
Host Device:	(fjyang) fjyang's GVC3202
Meeting ID:	344667952
Number of Participants:	2
Maximum Visitors at the same time:	2
Average Participant Attendance Duration:	0min
Registrants at the Meeting/Number of Registrants:	1/3(Rate:33%)

A detailed meeting report is attached to this email. You can also log in to your account at <http://www.ipvideotalk.com> to access the full meeting report.

This is an automatically generated email. Please do not reply.  
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## **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

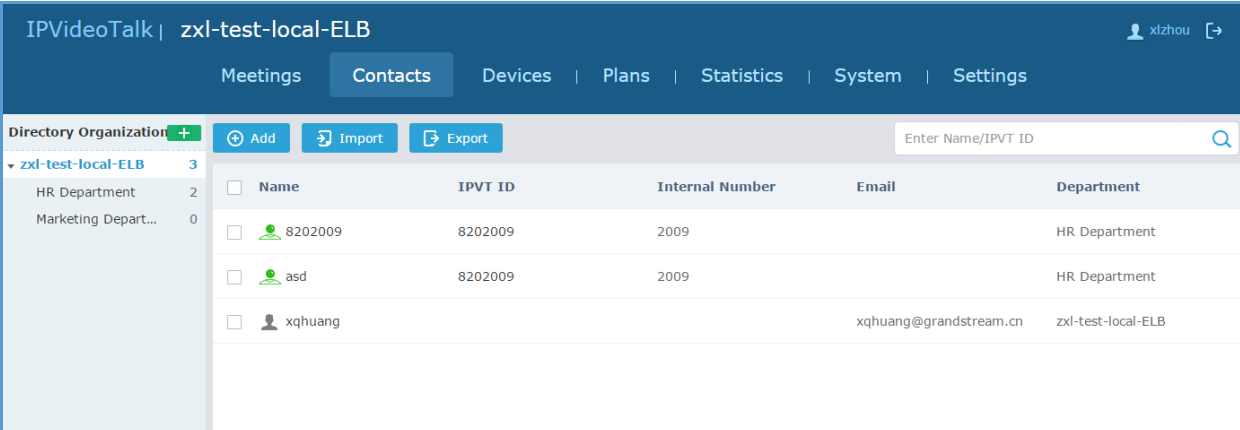
Users could save the contacts or public devices to the IPVideoTalk cloud system. It provides the following convenience and benefits to the users:




- 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.



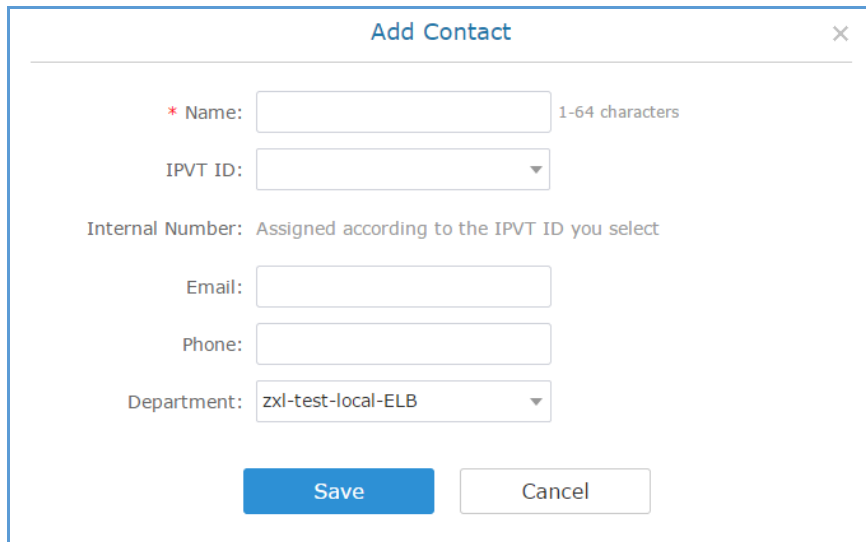
Name	IPVT ID	Internal Number	Email	Department
 8202009	8202009	2009		HR Department
 asd	8202009	2009		HR Department
 xqhuang			xqhuang@grandstream.cn	zxl-test-local-ELB

### ADD CONTACT

Users could add contact from its own company.

1. Click  on top and select "Add Contact" in the drop down menu.
2. Fill in contact information.


- **Name:** Enter the name of the contact.
- **IPVT ID:** Enter a random IPVideoTalk ID, e.g. the IPVideoTalk ID of the GVC3200/GVC3202 from the customer/partner.
- **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.



3. Click on "Save" to save contact.

## ADD PUBLIC DEVICE

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

1. Click  on top and select "Add Public Device" in the drop down menu.
2. Fill in public device information.
  - **Device:** Enter the name of the device.
  - **IPVT ID:** Choose IPVideoTalk ID of the device.
  - **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.



**Add Public Device** ✕

---

\* Device:  1-64 characters

\* IPVT ID:

Internal Number: Assigned according to the IPVT ID you select

Department:

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

 button.

## DEPARTMENTS

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

Directory Organization <span style="float: right; background-color: #0070c0; color: white; padding: 2px 5px;">+</span>	
▼ <b>ABC Company</b>	<b>3</b>
test group	1
Sales group	0
Development group	0

Users could select different departments on Directory Organization list to add the contacts, as the figure shows below.

Directory Organization		Add		Import		Export		Enter Name/IPVT ID	
Name	IPVT ID	Internal Number	Email	Department					
Grandstream	4								
Grandstream 1	2								
Edison	8200319		Edison@grandstram.com	Grandstream1					
James	8200319		James@grandstream.com	Grandstream1					
Grandstream 2	1								

## DEPARTMENT - ADD DEPARTMENT

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

**New Department** ✕

---


\* Department Name  1-64 characters

Superior Department


2. Click "Save" to save department.

## DEPARTMENT - EDIT DEPARTMENT


Users could change department name or superior department.

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

## DEPARTMENT - DELETE DEPARTMENT

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

## IMPORT CONTACTS

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

**Import Contacts** ✕

---


1.Support xls, xlsx , vcard format.

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

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

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

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

5.  [Select the file](#)


Import
Cancel

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 field. If there is no department, the system will fill in this field 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.

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.
- Online renewal is currently not available for users.  
Please check our official website [www.ipvideotalk.com](http://www.ipvideotalk.com) to contact us to renew the plan if needed.
- Input IPVideoTalk ID in search box to search for device by IPVT ID

### PURCHASE/RENEW/UPGRADE PLAN

If you want to purchase/renew/upgrade your plan, you may pay for the plan via PayPal. Please check our official website [www.ipvideotalk.com](http://www.ipvideotalk.com) to check the 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.

x
Renew with PayPal

**1** Purchase or renew your plan(s) through PayPal using the following information

PayPal account: mlee@grandstream.com

Amount: Please fill in the annual price for the plan(s) you are purchasing or renewing.  
[Inquire about the price of your plan\(s\)](#)

Please enter the following information into the comment section of the PayPal payment

Name: sqhuang


Email: huang45251@163.com

Telephone: +1 15355497048

Business Name: Grandstream-Test

Device1:	8202051	Renewal Plan:IPVideoTalk Pro	Upgrade duration:1 year
Device2:	8200007	Renewal Plan:IPVideoTalk Basic	Upgrade duration:1 year

You will receive an email notification confirming that your plan has been successfully renewed. If there are any issues with your payment, we will contact you.



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.

---

Upgrade through Paypal
×

**1** Contact Us to confirm the price of your IPVideoTalk plan upgrade

Telephone: +1 617-566-9300  
 Email: Sales@grandstream.com

**2** Pay the specified amount through Paypal using the following information


Paypal account: mlee@grandstream.com  
 Amount: Please fill in the annual price for the plan(s) you are upgrading.  
[Inquire about the price of your plan\(s\)](#)

**Note:** Please enter the following information into the comment section of the Paypal payment

Name: Adam  
 Email: admin@abc.com  
 Telephone: +86 0571-87123456  
 Business Name: ABC company

Device 1:	8200006	Upgrade Plan: Basic	Upgrade duration: 1 year
Device 2:	8200007	Upgrade Plan: Basic	Upgrade duration: 1 year

**✓** You will receive an email notification confirming that your plan has been successfully upgraded. If there are any issues with your payment, we will contact you.



## VIEW PLAN SUBSCRIPTION

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

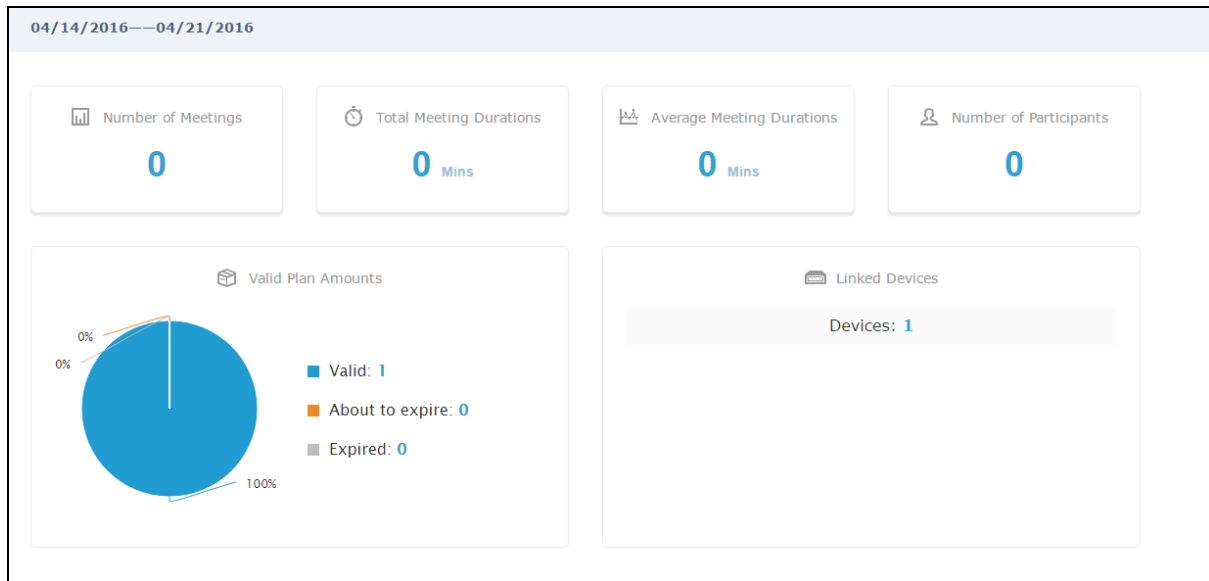
Plan Subscription Record of 8200292
×

Plan	Subscribed Date	Expiration Date
<a href="#">IPVideoTalk Plus</a>	12/11/2015	12/12/2016

## STATISTICS

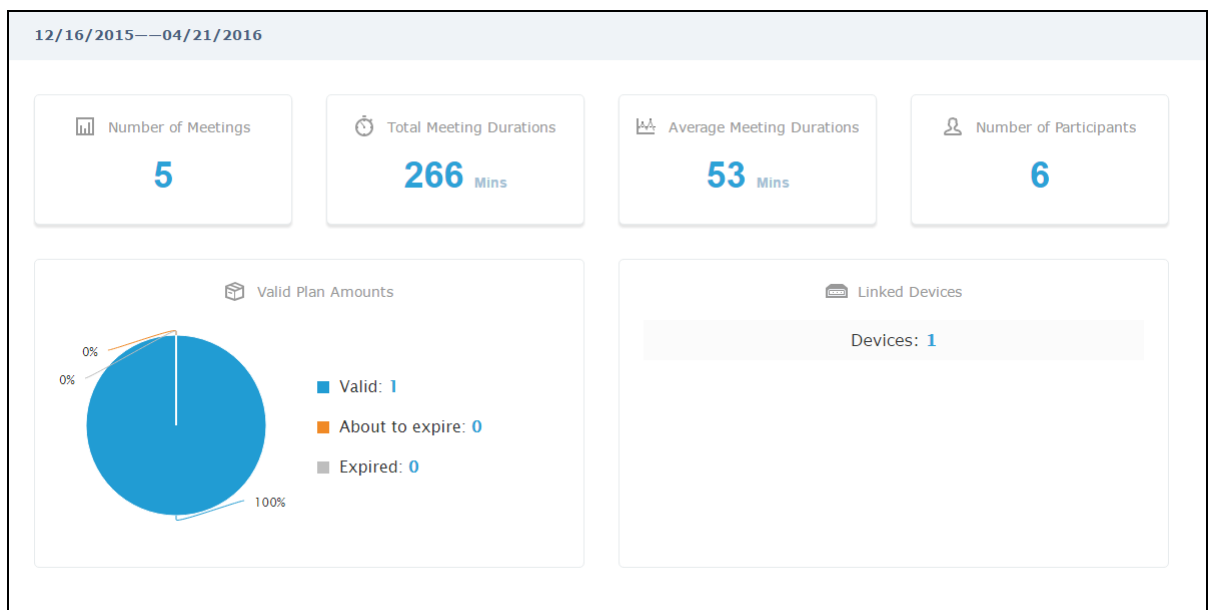
### LAST 7 DAYS

Users will see the meetings status and information during last 7 days. Click on “Last 7 days”, users will see the number of meetings, total meeting durations, average meeting durations and the number of participants on the summary list. It will also show the linked devices and valid plan on the same page.



### ALL

Click on “All” option, users will see all the meeting information statistics, as the figure shows below.

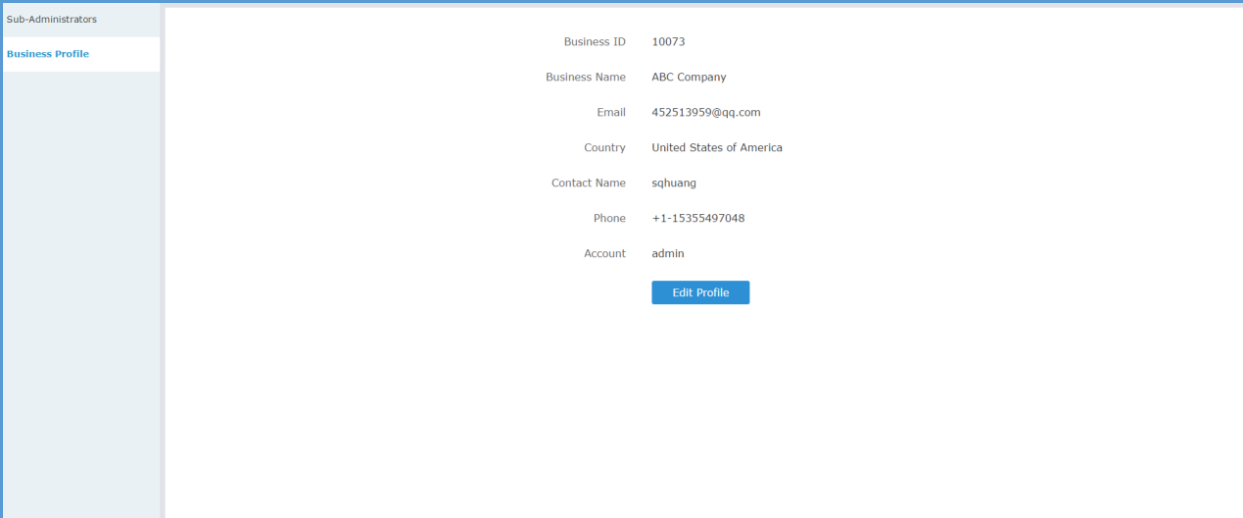




## SYSTEM

### 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". For Business ID, Business Name and Account name, they are unique for each account, and they cannot be modified once your IPVideoTalk Portal account is created.



Business ID	10073
Business Name	ABC Company
Email	452513959@qq.com
Country	United States of America
Contact Name	sqhuang
Phone	+1-15355497048
Account	admin

[Edit Profile](#)

### 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.

New Sub-administrator
✕

\* Account:  1-64 characters

\* Password:  8-16 characters contain two types of digits, letters or symbol

\* Email:

Alias:  0-64 characters

Access Privilege:  Meetings  
 Contacts  
 Devices  
 Plans

Save
Cancel

- **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.

Sub-administrator Details
✕

\* Account:  ✔

\* Password:  8-16 characters contain two types of digits, letters or symbol

\* Email:  ✔

Alias:

Access Privilege:  Meetings  
 Contacts  
 Devices  
 Plans

Save
Cancel

## **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.

## SETTINGS

### BASIC PROFILE

Users could see the logged in Account in the Basic Profile. Users could also change the Time Zone in this section. Click on the time zone and select the preferred time zone on the drop down list.

#### Basic Profile

Account: WilliamXu

Time Zone: (GMT-04:00) Eastern Time (US and Ca.. ▼

[Save](#)

### CHANGE PASSWORD

Click on “Change Password” to renew the login password.

#### Change Password

Old Password:

New Password:  8-16 characters contain two types of digits, letters or symbol

Confirm New Password:

[Submit](#)