Grandstream Networks, Inc.

IPVT10

Video Conferencing Server

User Guide

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CAUTIONS

In order to use the equipment correctly and safely, please read the safety cautions carefully before using it and strictly follow it when using it. "Equipment" refers to the equipment itself and its accessories by default in this document.

Basic Requirements

- Please keep the equipment dry and avoid violent collisions between the equipment and other objects during storage, transportation, and usage.
- Please do not disassemble the equipment. Please contact with Grandstream support or designated distributor when users encounter problems.
- Any individual or enterprise may not change the structure, safety or performance design of the equipment without Grandstream authorization.
- When using this equipment, users should follow the relevant laws and regulations, and respect the legal rights of others.

Environmental Requirements

- Before plugging or unplugging the cables of the equipment, users should stop using the equipment and disconnect the power supply.
- Please keep the equipment away from the heat source or fire such as electric heater, candle and etc.
- Please keep the equipment away from the strong magnetic or strong electric appliances, such as microwave oven, refrigerator, mobile phone and etc.
- Please place the equipment on the stable worktable.
- Please place the equipment in a ventilated, direct light-free environment. The recommended operating environment temperature of this equipment is 0℃ to 45℃
- Do not block the openings of the device with any object and leave more than 10cm of heat dissipation space around the equipment.

- Do not place any objects (such as candles or water containers) on the equipment. If foreign objects or liquids are in the equipment, stop using the equipment and disconnect the power supply immediately, unplug all the cables connected to the equipment, and contact with Grandstream designated service center.
- Do not place the equipment near water or a humid area.
- Please keep the equipment clean and away from the dust.
- Do not place the equipment near the objects which are easily combustible, such as foam materials and etc.

⚠ **Note**: If the device keeps running for a long time, the shell of the device will be heat with a certain degree. Please do not worry about it, and the equipment can still be working normally.

Terms and Conditions

- Please keep the equipment away from children, in order to avoid dangers such as swallowing.
- Please use the accessories which are coming with the equipment or recommended by the manufacturer.
- Do not place the equipment near water or a humid area. If the liquid flows into the equipment accidentally, please disconnect the power supply immediately, and unplug all cables connected to the equipment, such as power cable. Then, please contact with Grandstream designated service center.
- The supplied voltage of the equipment has to meet the input voltage requirement of the equipment. Please use the lightning protection socket which matches the requirements.
- Before plugging or unplugging the cables from the equipment, please stop using the equipment and disconnect the power supply from the equipment.
- Please keep the hands dry when plugging and unplugging the cables from the equipment.
- Do not step on, pull, or bend the cables excessively of the equipment to avoid equipment failure.
- Do not use the damaged or aged cables with the equipment.
- Please keep the power plug clean and dry to avoid electric shock or other hazards.
- Please disconnect the power supply from the equipment in a thunderstorm, and remove all the cables connect to the equipment, such as power supply cable, in order to avoid lightning damage to the equipment.

- If users do not plan to use the equipment for a long time, please disconnect the power supply and remove all cables connect to the equipment.
- Do not look at the fiber interface on the equipment to avoid to impaired vision.
- If any abnormal issue occurs, such as equipment smoking, abnormal sound, abnormal odor, please stop using the equipment and disconnect the power supply from the equipment immediately. Please unplug all the cables connected to the equipment and contact with Grandstream designated support center.
- Please avoid the foreign objects (such as metal) enter the equipment from the heat dissipation hold.
- Before connecting other cables to the equipment, connect the ground cable to the host first; When users try to disconnect the cables from the equipment, please remove the ground cable at the end.
- Please ensure the protection ground cable of the three-phase socket is grounded effectively. The neutral wire and the live wire are not connected reversely.
- Do not scratch the shell of the equipment. Otherwise, the peeled paint may cause allergy, or equipment failure (falling into the equipment and causing failure).
- To ensure the safety, when the fuse in the equipment is blown, please replace the fuse with the same model and size.

Cleaning Instructions

- Before cleaning, please stop using the equipment and disconnect the power supply, and unplug all cables connected to the equipment.
- Do not clean the equipment shell with cleaning liquids or spray cleaner. Users could use a soft cloth to wipe the equipment shell.

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DOCUMENT PURPOSE

This document describes the basic concepts and tasks necessary to work with the IPVT10 Video Conferencing Server to use IPVideoTalk Cloud Services. This document covers the topics of device installation, configuration and technical specifications, as well as IPVideoTalk Cloud service items, users' clients, service management and advanced features. To learn more information about IPVT10, please visit link http://www.ipvideotalk.com to get more information.

This guide covers following topics:

- Product Overview
- Getting Started
- Create Meetings
- Join Meeting
- GVC32xx Client
- WebRTC Client
- Mobile Client
- IPVideoTalk Portal
- Experiencing IPVT10 Video Conferencing Server

CHANGELOG

Users could log in to the product page to get more firmware update logs:
http://www.ipvideotalk.com/version.html

Version 1.0.0.9

- This is the initial version.

WELCOME

Thanks for purchasing Grandstream Network IPVT10 full-HD Video conferencing server.

This document introduces the functions for each conference client (GVC32xx Client/WebRTC Client/IPVideoTalk Mobile Client) such as starting conferences, joining conferences, conference control features and other related features. This document also introduces the functions for conference management platform such as scheduling conferences, conference histories management, enterprise contacts management, devices management and etc.

For more information about IPVT10 and IPVideoTalk service, please visit the product page at: http://www.ipvideotalk.com

This manual is applicable to IPVT10 equipment end users.

⚠ **Note:** Any change that is not authorized by Grandstream Network Inc., or any operation that is not following this IPVT10 user guide will void the manufacturer's warranty of IPVT10.

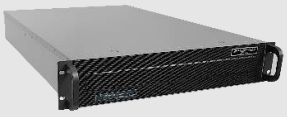
PRODUCT OVERVIEW

IPVT10 is an on-premise video conferencing server designed for enterprises seeking a powerful and secure video conferencing solution. It offers one easy-to-use platform that combines all aspects of an enterprise video conferencing platform, including room and web-based options and conferencing management. IPVT10 provides a centralized solution to manage an entire businesses' conferencing needs through one single server and interface. This on-premise video conferencing server is ideal for internal conferencing between small and medium-sized enterprises, especially those with multiple locations, for example, communication between headquarters and multiple branch offices. It is also ideal for organizations who need to communicate with remote employees and those who perform remote training and/or education through video conferencing.

Feature Highlights

The following tables contain the major features of the IPVT10:

Table 1: IPVT10 Features in a Glance

 **IPVT10**	• Supports up to 200 participants and 10 simultaneous conference sessions • Audio and video recording capabilities with 500GB local storage • 1080P 30 fps H.264/VP8 for video stream, dual stream for presentation • Supports up to 120 video feeds and 200 participants per single conference session • Live broadcast using Facebook/YouTube Live features • Easy-to-use one-touch start meeting functionality • Smooth video display and clear voice under packet loss of up to 30% • Integrates with access devices including GVC/GXV series, PC/Mac with WebRTC, Android/iOS, and SIP phones • Uses encryption protocols like HTTPS, TLS/SRTP in SIP networking, and WebRTC WSS/DTLS-SRTP encryption

IPVT10 Technical Specifications

The following table resumes all the technical specifications including the protocols/standards supported, server module, audio/video features, MCU functional features, meeting and device management for IPVT10.

Table 2: IPVT10 Technical Specifications

Server Modules	MCU Unit, Registrar Server, Traversal Server, IPVideoTalk Meeting Server, Device Server, Contacts Server, Storage Server, SIP Trunk Server, WebRTC Server.
MCU Performance	Up to 120 participants 1080p 30fps H.264 real-time audio and dual-stream video access Up to 200 participants' real-time dual audio access and 1080p 30fps H.264/VP8 video receiving Up to 10 meetings room at the same time.
Video Features	H.264, VP8, H.265(pending). 1080P 30fps, Dual Stream Supports all devices with different codec/bitrate/resolution/framerate to access meetings
Audio Features	G.722, G.711a/u, Opus, Up to 48KHZ wide-band audio mixing
Network Suitability	Smooth video display under packet loss of up to 30% Clear voice function under packet loss of up to 30% Bandwidth dynamic adaptive adjustment between 64Kbps and 6Mbps
Safety Features	HTTPS ensures security when WebRTC browser accesses MCU Supports TLS/SRTP encryption in SIP networking Supports WebRTC WSS/DTLS-SRTP encryption
Video Display Layout	Supports 4/9/16/25/36/49 Tile Layout mode, 1+N (N=3, 5, 7) Layout mode Support speaker mode with voice active speaker
Meeting Management	Meeting Now, Schedule Meeting/Webinar, Webinar provides customized registration page Meeting info synchronization to devices
Emails Notifications	Meeting invitation emails, reminders before meeting starts, statistics email after meeting
Live Function	Live feature on Facebook & YouTube platforms RTMP pushes to external live platform
Access Meeting Devices	Supports GVC series video conferencing system, and third-party SIP video conferencing system Supports GXV series video phones, and third-party SIP phones Supports PC/Mac using WebRTC browsers, mobile devices using IPVT Mobile app. Supports PSTN/PBX access Meeting via IVR service.

Meeting Control	Supports multiple hosts and designated speakers, open/close video, enable/disable audio Supports sharing desktop or applications, chat/participants list access permission control Q&A feature, poll voting system (pending) and video layout setting
Meeting Records	Store meeting audio/video recording files, meeting report files, meeting chat files, etc. 500GB for local storage.
Statistics Features	Summary report of all history meetings. Single meeting statistics includes: attendees information, meeting duration, timeline of attendees joining meeting.
NAT Traversal	ICE, Turn, Stun, various NAT firewall traversing technology
Server Scalability	Multiple units expansion, Load-balanced working mode for Multiple Server(Pending)
Multi-language	English, German, French, Spanish, Simplified Chinese, Japanese and etc.
Protocols / Standards	H.264, VP8, BFCP, IETF SIP, G.722, G.711a/u, Opus, IPv4, UDP, TCP/TLS, RTP, RTCP, SMTP, HTTP(s)/WSS, SSH, DNS, DTMF, NTP, SRTP, DTLS-SRTP, SSL, H.265 H.323 and H.239 (pending)
Power Supply	550W (Redundancy PSU)
Suitable Cabinet	2U rack design, support 19-inch cabinet and guide rail
Physical size	Dimension: 430mm (W) x 650mm (L) x 88mm (H)
USB Interfaces	3x USB 3.0 (2 rear, 1 via header); 3x USB 2.0 (2 rear, 1 via header)
Network Interfaces	2x RJ45 Gigabit Ethernet LAN ports; 1x RJ45 Dedicated IPMI LAN port
Display Ports	1 x VGA port
Temperature and Humidity	Operation 0°C to 45°C, Humidity: 10 % to 90% Non-condensing

Table 3: IPVT10 Server Meetings Performance

Current Meeting Number	Max Video Feeds	Max Participants	Descriptions
1	**120**	**300 (Dual NICs)** **200 (Single NIC)**	• If the participant only uses single NIC to join into the conference, it only supports 200 participants in the conference which is limited by the bandwidth. • If the participants use dual NICs at the same time, the participants could use different IP addresses to join into the meeting, and the participants amount is up to 300. • Supported H.264/VP8
2	**120**	**200**	• Supported H.264/VP8
4	**120**	**160**	• With more conferences at the same time for the server loading, the maximum number of participants in the conference will be less. • Supported H.264/VP8
6	**120**	**140**	• With more conferences at the same time for the server loading, the maximum number of participants in the conference will be less. • Supported H.264/VP8
8	**120**	**130**	• With more conferences at the same time for the server loading, the maximum number of participants in the conference will be less. • Supported H.264
10	**120**	**120**	• With more conferences at the same time for the server loading, the maximum number of participants in the conference will be less. • Supported H.264

Note:

Under poor network condition, packets loss will cause the performance degradation.

GETTING STARTED

Figure 1: IPVT10 Video Conferencing System Architecture

IPVideoTalk ID

GVC32xx client is a full-HD conferencing client. When users first attempt to connect the GVC32xx client to the IPVT10 conferencing system, it gets registered with an auto-assigned IPVideoTalk ID, starting from the IPVideoTalk ID "100". This IPVideoTalk ID is a SIP account and when the GVC32xx connects with IPVT10 server, users could initialize conferences, make calls, join conferences with this IPVideoTalk ID on GVC32xx client.

The following figure shows that the IPVideoTalk ID in the GVC32xx client is registered (The IPVideoTalk ID is highlighted green):

Figure 2: IPVideoTalk ID in GVC32xx Client

For more operating instructions on the GVC32xx client, please visit our website www.grandstream.com/support and download the latest version of GVC32xx User Guide for more details.

Conference Management Platform

Main Features

- **Instant Meeting:** Create a temporary meeting for a certain conference client
- **Schedule Meeting:** Create a remote scheduled meeting for a certain conference client
- **Join Meeting:** Join a meeting through a WebRTC client
- **Manage Meeting:** Start/Cancel scheduled meeting, check meeting history, participants list after the meeting, information statistics and etc.
- **Manage Recording Files:** Check/Download cloud recording files
- **Manage Client:** Manage all conference clients which are connected to this conferencing system, such as GVC32xx
- Administrator could create the user accounts for the conference management platform so that multiple users could login the platform.

Login to Conference Management Platform

1. **Login URL:** The IP address or domain name which is configured by the administrator on the IPVT10 server's Web Deployment Platform
2. **Login Account:** The default account user name is "admin", and the default password is "admin". The user name and password could be modified on IPVT10 server's Web Deployment Platform.
3. **Login Web Deployment Platform:** Users could input the login URL in the browser on the PC and use the login user name/password to log in the platform.

Note: For more details, please see the **IPVIDEOTALK PORTAL** section.

CREATE MEETINGS

Users can create meetings on the GVC32xx client or Conference Management Platform.

Features	GVC32XX	Conference Management Platform
Instant Meeting (Personal Meeting Room)	√	√
Schedule Meeting (Video Conference)	○ (Only support to invite IPVideoTalk ID)	√
Schedule Meeting (Webinar)	×	√
Start Scheduled Meeting	√	√
Join Meeting	√	√

JOIN MEETING

Users could join a meeting via WebRTC Client, IE or Safari, IPVideoTalk Mobile App, GVC32XX, and using a phone to call in the meeting.

Table 4: Session Features

Session Features	GVC32XX	Firefox/ Chrome	Internet Explorer/Safari/ Edge	Opera	Mobile App
Join a meeting	√	√	√	√	√
Host a meeting	√	√	√	√	√
Audio					
Connect via mic and speakers (VoIP)	√	√	√	√	√
Mute	√	√	√	√	√
Screen Sharing and Content Sharing					
View Presenter's screen	√	√	√	√	√
Share screen	√	√	×	√	×
Share an application	√	√	×	√	×
Webcams (HD)					
Share own webcam	√	√	×	√	√
View shared webcams	√	√	√	√	√
Host Control					
Add participant	√ **(Add GVC32XX participant only)**	√	√	√	√
Delete participant	×	√	√	√	√
Mute all	×	√	√	√	√
End meeting	√	√	√	√	√
Chat					
All group chat/Panelists group chat	×	√	√	√	√

Private chat	×	√	√	√	√
Forbid group chat	×	√	√	√	√
Cooperation					
Raise Hand	√	√	√	√	√
Q&A	×	√	√	√	√
Cloud recording	√	√	√	√	√
Facebook/YouTube Live	×	√	√	√	×

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

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

The following chapters describe more details about using GVC32XX, WebRTC Client and IPVideoTalk Mobile App to join meeting.

GVC32XX CLIENT

About GVC32XX

The GVC32XX 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 GVC32XX 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. The GVC32XX 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 IPVT10 Service, please make sure your GVC320X/GVC3210 is on firmware version 1.0.3.51/1.0.1.20 or later. For more information about upgrading, kindly refer to GVC32XX release note and user manual on http://www.grandstream.com/support.

Configure IPVT10 Server Address

If users want to use IPVT10 service on GVC32xx client, users need to configure the IPVT10 server address on the GVC32xx client.

1. Power on the GVC32xx client, and ensure that the GVC32xx client connects to the network correctly.

2. Start the IPVideoTalk application on the desktop of the GVC32xx client .

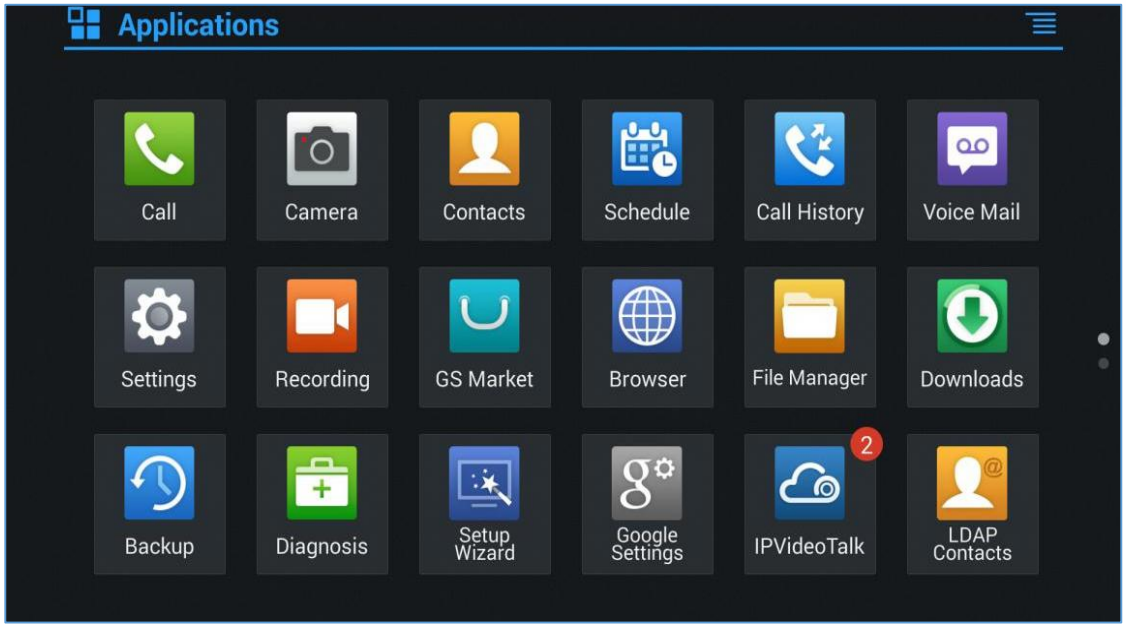


Figure 3: IPVideoTalk Application

3. Select “Settings” option , and access the configuration page.
4. Enter the IP address/Domain name of the Conference Management Platform in “IPVideoTalk Server”.

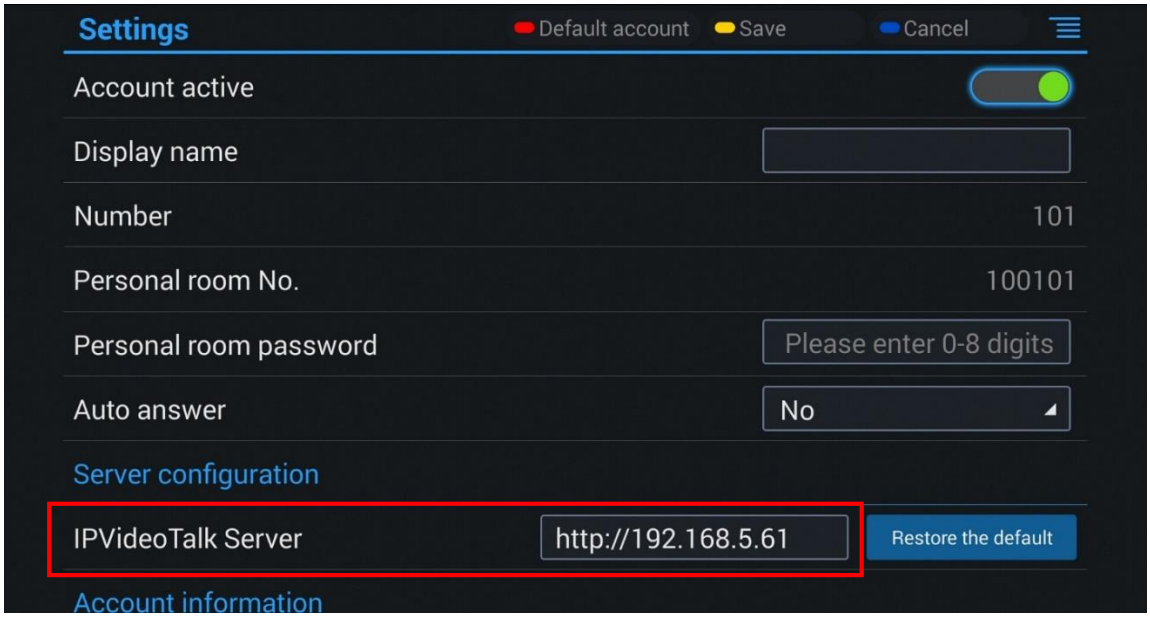


Figure 4: IPVideoTalk Application Configuration Page

5. Save and apply the configuration, and the GVC32xx client will connect to the IPVT10 server.

Activate/De-Activate IPVideoTalk ID

When the GVC32xx client connects and registers on IPVT10 server, an IPVideoTalk ID will be auto-assigned on the GVC32xx client (The first GVC32xx will have “100” as IPVideoTalk ID), and it will be activated. If the account status icon turns to green , users could use the IPVideoTalk services normally. If the account status icon turns to grey, the account is de-activated so that users cannot use the IPVideoTalk services, please kindly activate the IPVideoTalk ID following the steps below:

1. Go to GVC32XX LCD **Menu→Application** and click on "IPVideoTalk" application.

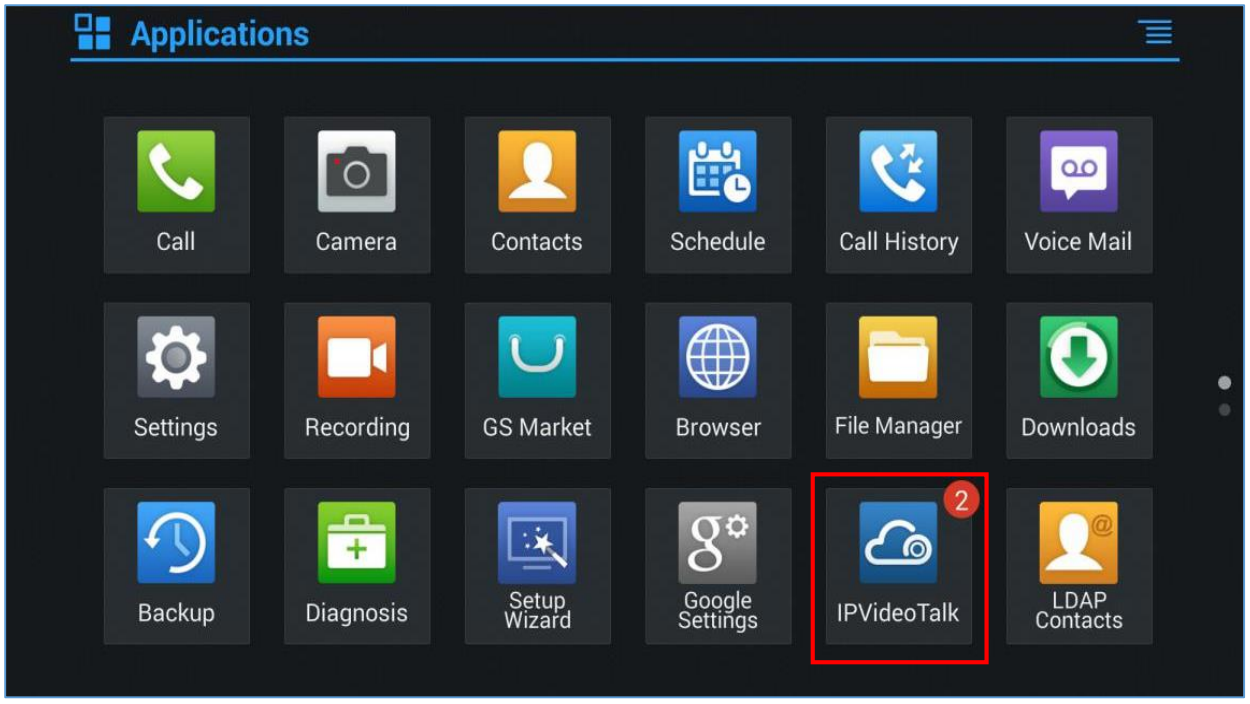


Figure 5: IPVideoTalk Application

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:

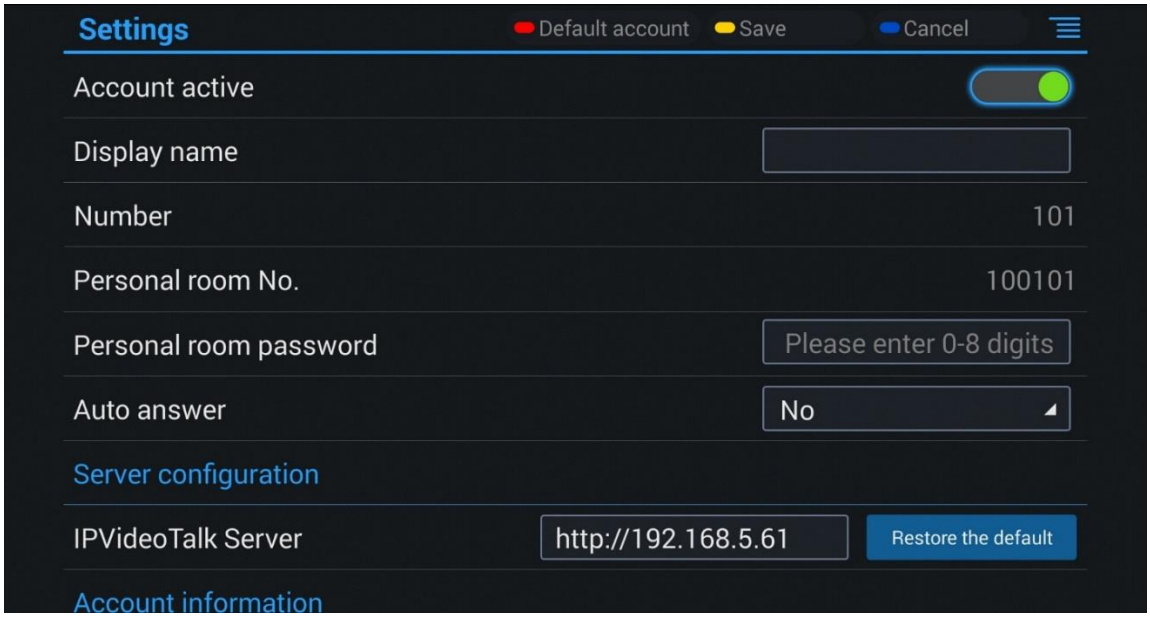


Figure 6: IPVideoTalk App→Settings

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 GVC32XX 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.

Start a Meeting

Users could start an instant meeting on GVC32XX, or schedule a meeting via IPVideoTalk Portal.

Instant Meeting

An instant IPVideoTalk meeting can be started on GVC32XX by the following steps:

1. On GVC32XX, select LCD menu→Call icon to access the dialing interface.
2. Or, users could go to IPVideoTalk Application, select “Dial” option to access the dialing interface.
3. Enter another GVC32XX’s IPVideoTalk ID, or select it from contacts/call history.
4. 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 GVC32XX without entering any IPVideoTalk ID. The GVC32XX will be the meeting host by default. IPVideoTalk cloud system will assign a meeting ID to this instant meeting for other users (such as WebRTC client) to join the meeting.

If the IPVideoTalk ID on the GVC32XX has another session in progress, the user cannot start an instant meeting on the GVC32XX. For instant, the GVC32XX passes the meeting host to a WebRTC client and leaves the meeting, the user cannot start an instant meeting on this GVC32XX.

Schedule a Meeting

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

Start a Webinar

IPVideoTalk offers now the possibility to schedule a Webinar through IPVideoTalk Portal or from a GVC32xx device.
When schedule a Webinar, the default Webinar will stay at preparation period, the participants cannot join into the Webinar until the scheduled time arrives.
Users could join into the Webinar as the host via browser. Once the Webinar is ready, users could click to start the Webinar and the participants could join into the Webinar.

Conference Control

Users could use the conference control features on GVC32XX to manage the participants during the meeting. If users need to experience more functional control features during the conference, please join into the conference as the host via WebRTC client.

See the following figure:

Figure 7: GVC32XX Meeting Screen

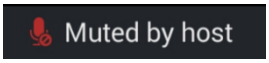
- **Redial**

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

- **Add Member**

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

- **Conference Control**

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

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

  2. If the video from GVC32XX is terminated by the meeting host, there will be an icon displayed on GVC32XX "Conf Control" interface. Users could click on this icon and enable/disable the video from GVC32XX during the meeting.

Figure 8: Conf Control

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

Note: GVC32XX does not support displaying participants list, and cannot control the audio/video for participants during a meeting. It is recommended to use WebRTC client to control the meeting.

- **Hold**

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

- **Presentation**

This is used to open/close sharing presentation. If this feature is enabled, all participants will see the presentation from the GVC32XX.

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

- **More**

Users could click on this option to use the 3rd party application (This option will be found only if the GVC32XX has already installed the 3rd party application), check the Call Info, Set PIN Code, and Open DTMF, check Meeting Info and Participants list.

- **Raise Hand**

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

- **End Meeting**

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

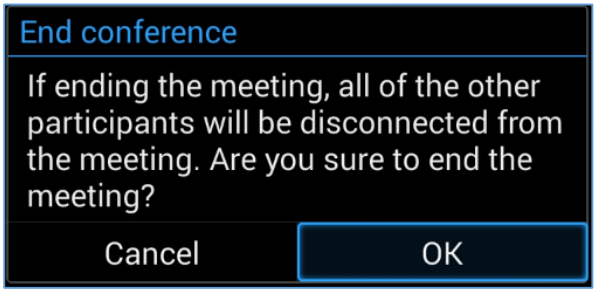


Figure 9: End Conference prompt

Request to Share Webcam

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

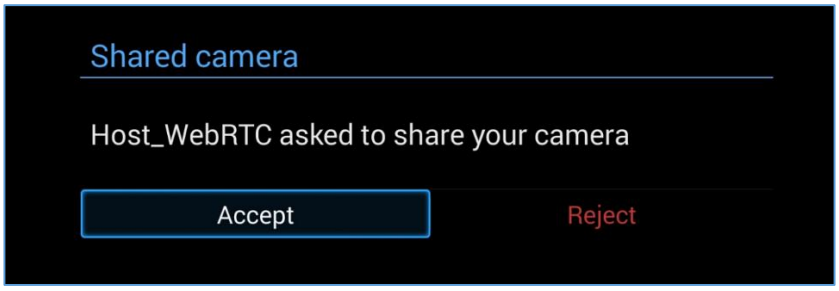


Figure 10: Request to Share Webcam

Note: The firmware of GVC320X/GVC3210 should be 1.0.3.51/1.0.1.20 or later version (respectively). Otherwise, the GVC32XX will not receive the request.

Recording

Local Recording

1. When the GVC32XX 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 GVC32XX 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 GVC32XX 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 1.9G. 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 GVC32XX 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.

Cloud Recording

GVC32XX support cloud recording feature.

Prerequisites: IPVT 10 server has enough storage space.

1. When users join into the IPVideoTalk meeting, users could click on recording button or shortcut button to see the recording menu which including “Start local recording” and “Start cloud recording”.

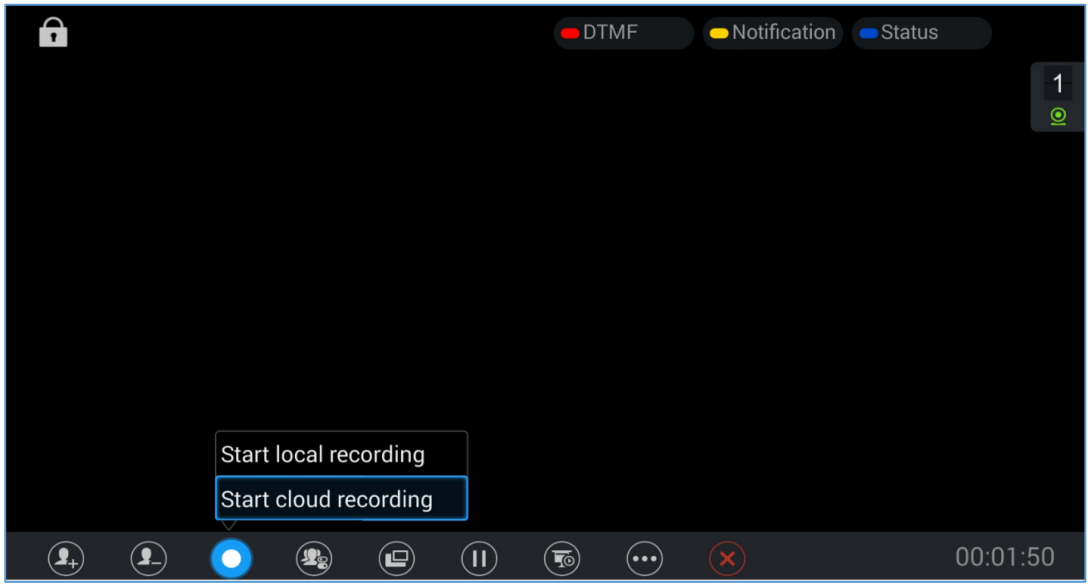


Figure 11: Cloud Recording

2. Users could start the cloud recording by selecting “Start cloud recording” option. If there is no more available storage, there will be a prompt to show that the storage space is full.
3. All the meeting participants will see the “Cloud Recording” icon

during the meeting, including GVC participants.
4. When finish recording, users could click on the recording button or shortcut button and select “Stop cloud recording” option to stop cloud recording.
5. The recording files will be saved in the storage server, and users need to login IPVideoTalk Portal to check or download the recording files.

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 GVC32XX, then click on "Meeting Info".

2. GVC32XX will show the information prompt as below:
   The meeting Subject, Meeting ID, Host, Password, URL, Host code, PSTN access number (for IPVideoTalk Pro and Plus) and Server location area will be listed there.

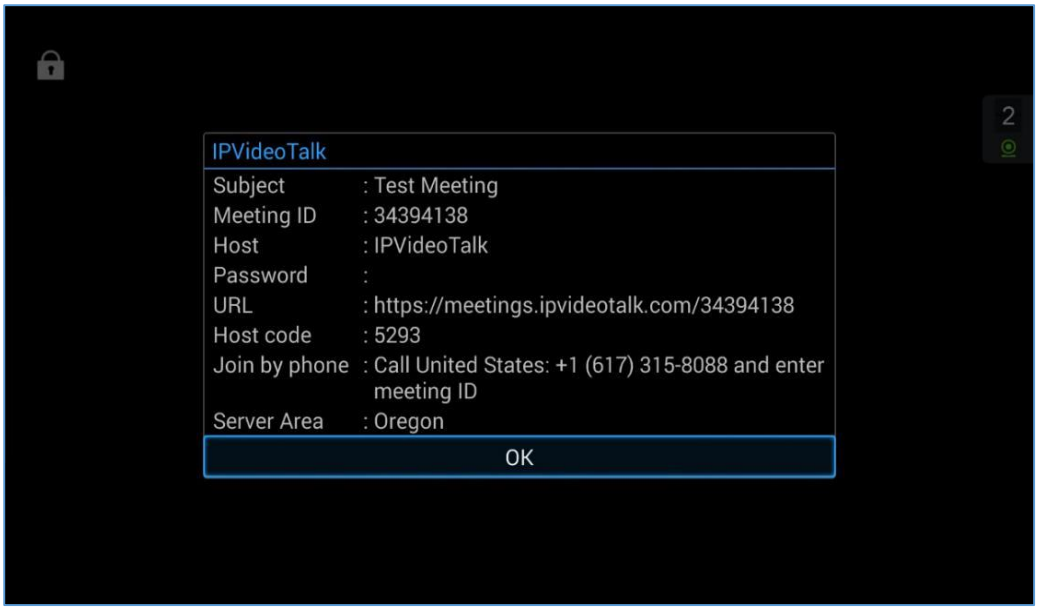


Figure 12: Meeting Information

Join Meeting

On GVC32XX, users could join a meeting by dialing the host’s IPVideoTalk ID number or the meeting ID. The users can find the meeting ID in the meeting invitation Email, or contact the host directly for the IPVideoTalk ID number or the meeting ID.

- Go to dialing interface, input the meeting ID or meeting host’s IPVideoTalk ID number, and press the dialing button to join the meeting.
- If the meeting status is “To be hosted” or “In Process”, users could dial into the meeting successfully. If the meeting status is “Ended” or “Not Started”, the call will be failed, and users could see the prompt on GVC32XX output.
- If the meeting has set the password, users need to enter the password in the DTMF input box according to the IVR, and press “#” key to confirm the password.

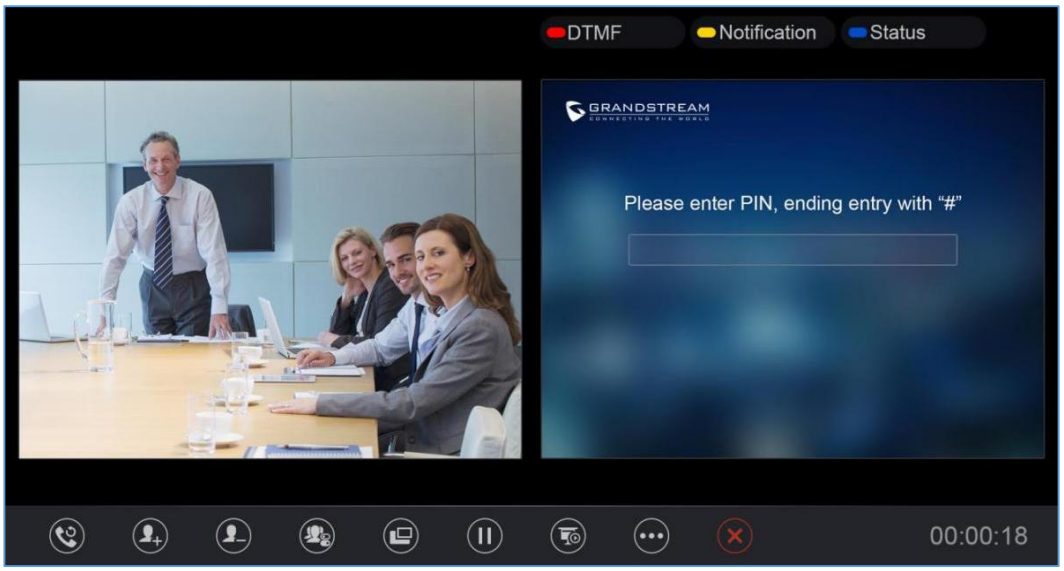


Figure 13: Input Meeting PIN Code

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

Note: Web Free Plan does not allow users joining the meeting via GVC32XX devices.

Schedule Meeting

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

Check Scheduled Meetings

Once the meeting is scheduled on IPVideoTalk Portal, the scheduled meeting will be provisioned to the GVC32XX host. Users can check the meeting details under Schedule interface in GVC32XX LCD or Web UI.

1. On the GVC32xx client desktop, click to open the IPVideoTalk application, and click on the "Schedule" icon .
2. Or, on the GVC32XX LCD idle screen, click on the "Schedule" icon .
3. In the scheduled meetings list, the IPVideoTalk meeting scheduled via IPVideoTalk service will be marked with icon.

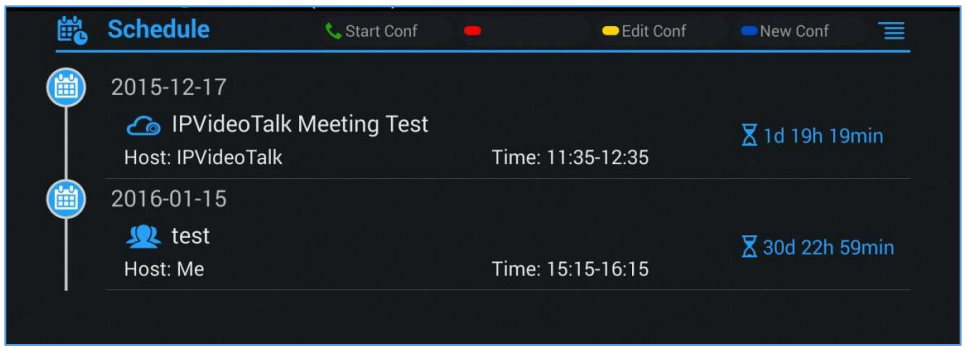


Figure 14: Schedule List

4. 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 GVC32XX display device 10 minutes and 5 minutes before meeting starts. Once the scheduled time arrives, the scheduled meeting will be started and GVC32XX will dial all invited participants automatically.

⚠ **Note:**

1. When the scheduled meeting time arrives, if the host GVC32XX is still in a call, the meeting will not start. The users can start the meeting manually on GVC32XX after the current call is ended.
2. If the user set DND on GVC32XX, the meeting cannot start automatically. The user could disable DND and start the meeting manually.
3. If the IPVideoTalk ID on the GVC32XX has another session in progress, the user cannot start an instant meeting on the GVC32XX.

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 GVC32XX 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 GVC32XX display device.
3. If the IPVideoTalk ID on the GVC32XX has another session in progress, the user cannot start an instant meeting on the GVC32XX.

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 GVC32XX by clicking on icon .
2. Select the meeting that the user wants to cancel.
3. Click on "Cancel conf" option on GVC32XX display device.

⚠**Note:**

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

IPVideoTalk Application

GVC32XX 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. IPVideoTalk application includes the IPVideoTalk services such as starting instant meetings, call features, meeting list, enterprise contacts, notices feature and settings. To access IPVideoTalk application, go to GVC32XX LCD menu→**Applications→IPVideoTalk**. Users will see the following options in IPVideoTalk application:

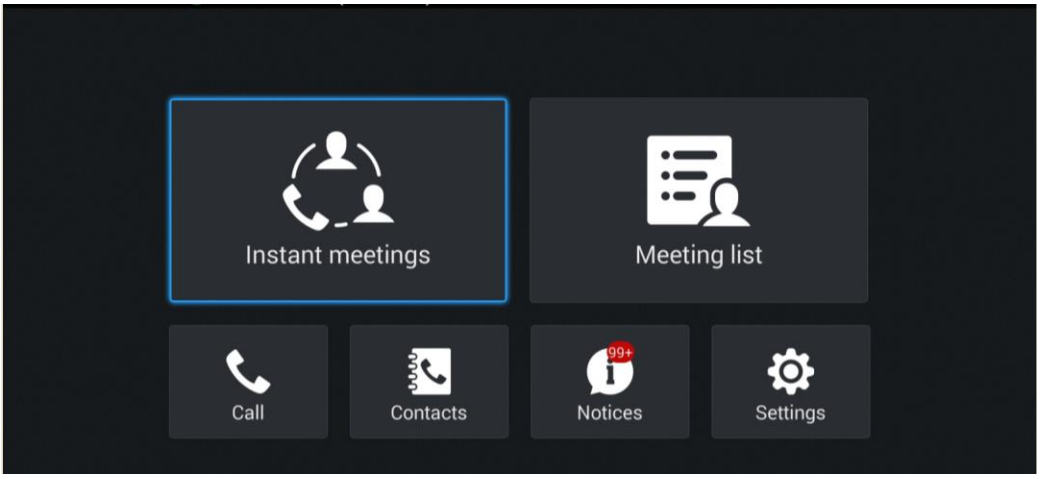


Figure 15: IPVideoTalk Application Options

1. Instant Meeting

When the user clicks on this option, the IPVideoTalk Personal Room will be created immediately, and the GVC user will join into the meeting afterwards.

2. Schedule Meeting

When the user clicks on this option, it will show the Schedule Meeting interface. The user needs to fill the meeting title, schedule, invitees and other meeting information to save the scheduled meeting.

3. Meeting List

All IPVideoTalk upcoming meetings will be shown on the list

Note: If the meeting is ended/cancelled, the meeting will not be shown on this list. The user needs to login IPVideoTalk Portal to check the meeting history

4. Contacts

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

5. Dial

When the user clicks on this option, the user will be directed to dialing interface, input other GVC's IPVideoTalk ID to dial out and the meeting will be created immediately.

6. Notices

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

7. Settings

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

Contacts

After the users link the IPVideoTalk ID on the IPVideoTalk Portal, the users could check the business contacts here (if the contact exists in IPVideoTalk Portal). The contacts are centrally managed in the IPVideoTalk Portal, and GVC32XX can sync up with the IPVideoTalk Portal for the contacts in IPVideoTalk Portal. Currently, the users cannot directly edit the business contacts on GVC32XX.

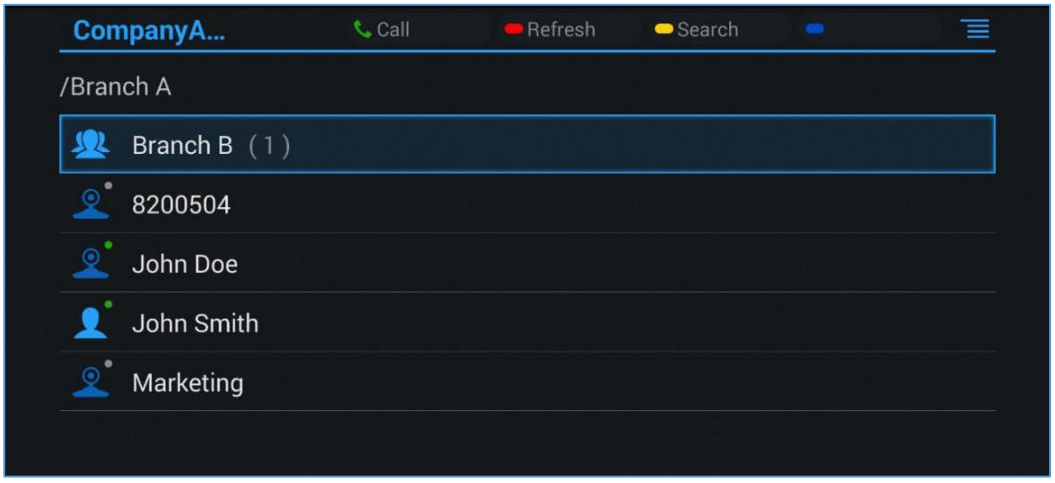


Figure 16: IPVideoTalk Application→Contacts

- **Group**

  This is used to check the contacts under this group.

- **Contacts**

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

- **Public Device**

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

- Call **Call**

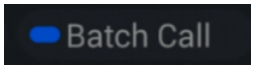
  Users could select one contact and press this button to dial out. This will join an IPVideoTalk meeting with the callee immediately. If the callee does not have an IPVideoTalk ID, this call cannot be made.

- Refresh **Refresh**

  Users could select "Refresh" to refresh online status.

- Search **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.

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 5: Notices and Solutions

Notices	Solutions
When the IPVideoTalk plan is about to expire or already expired, users will receive a notice.	If the IPVideoTalk plan is expired, the calls using the IPVideoTalk ID will be restricted. Users will not be able to dial out or answer the call using the IPVideoTalk ID. Users could go to www.ipvideotalk.com to contact service provider to renew the IPVideoTalk plan associated with the IPVideoTalk ID.
When the user links the device on IPVideoTalk Portal using MAC address, the GVC32XX 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 IPVideoTalk Portal.
When the user’s GVC32XX 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 GVC32XX 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 GVC32XX for IPVideoTalk meetings. Please do not schedule meetings during the upgrade and maintenance period.
When the user’s IPVideoTalk ID is frozen/unfrozen, the user will receive a notice.	This issue may be caused by the Plan definition. The user may be using the plan which requires to bind two GVC32xx 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 GVC32XX LCD menu → **Applications** → **IPVideoTalk application** → **Notices**, GVC32XX will notify users via the following ways:

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

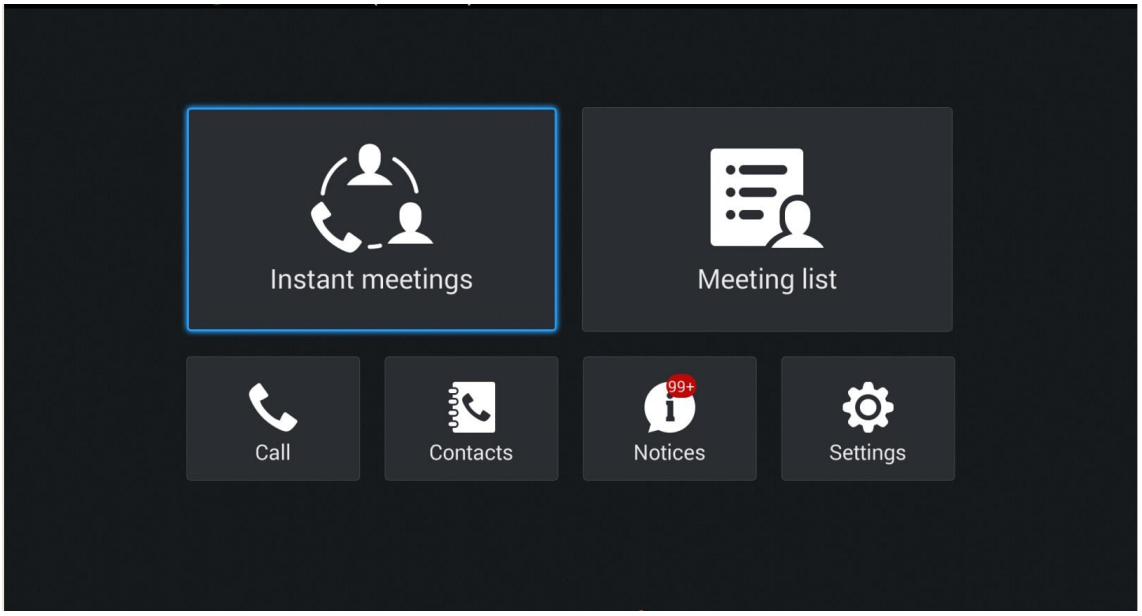


Figure 17: IPVideoTalk Application Interface

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

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

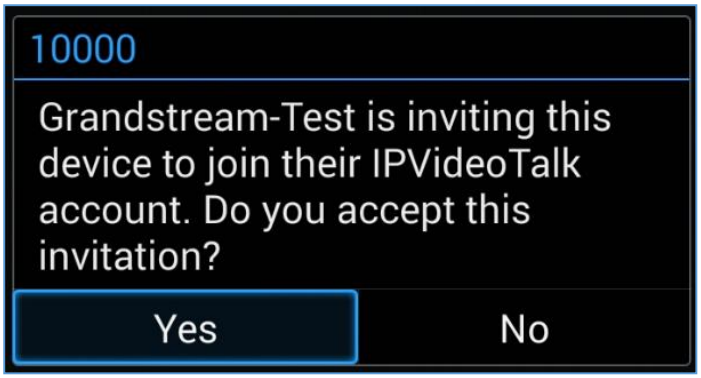


Figure 18: Notice Message - Authentication Request to Link Device via MAC Address

Settings

Users could configure IPVideoTalk ID related settings and check information in GVC32XX LCD menu→**Applications→IPVideoTalk application→Settings**. See figure below:

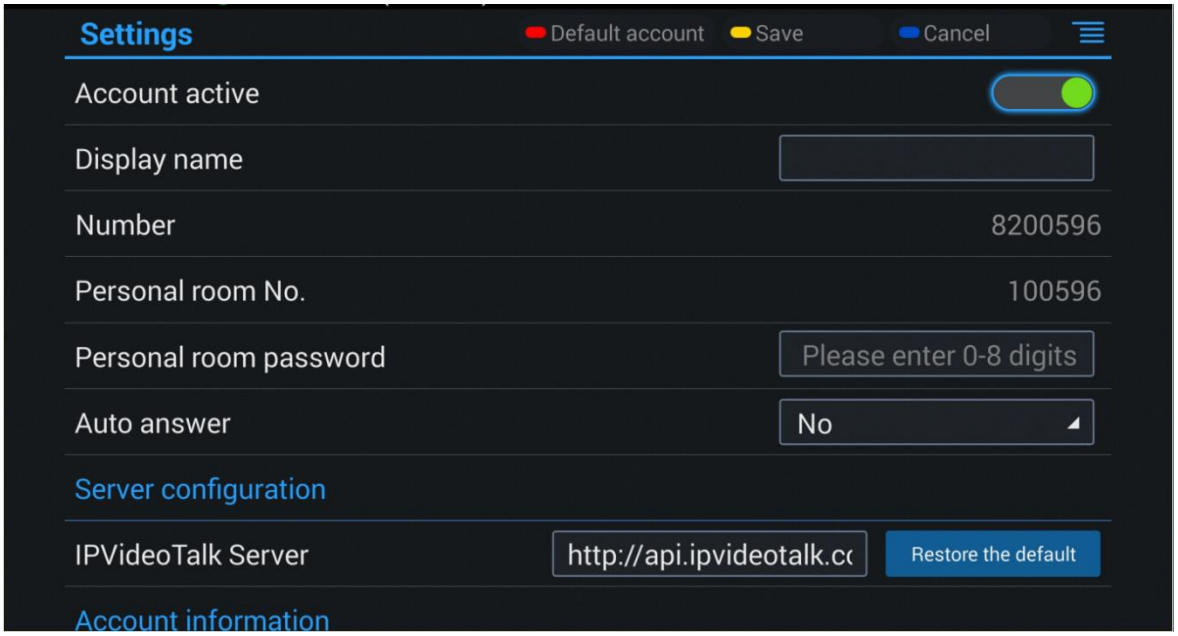


Figure 19: IPVideoTalk Application → Settings

- **Account Active**

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

- **Display Name**

  This is used to set the display name for the IPVideoTalk ID on GVC32XX. When the user uses this device to dial out, the callee will see the display name.

- **Personal Room Number**

  Each GVC32xx device has one Personal Room Number, the instant meeting/meeting now will use this Personal Room Number to start the meeting. The participants could join into the meeting via this Personal Room Number any time.

- **Personal Room Password**

  Each GVC32xx device has one Personal Room Password, the default password is none. If the owner sets the Personal Room Password, all participants need to input the correct password to join into the Personal Room. Users could update the Personal Room Password, or login IPVideoTalk Portal to update the Personal Room Password.

- **IPVideoTalk Service Address**

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

- **Device Code**

  This is a six-digit code for the device to link to IPVideoTalk Portal quickly. Authentication response is not required for the GVC32XX user to link the device if device code is entered in IPVideoTalk Portal.

- **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 GVC32XX fails to obtain association with the IPVideoTalk cloud system, this field will show the MAC address of GVC32XX instead of IPVideoTalk ID number. In this case, please check your network connection, network settings, or trial service settings on the GVC32XX to make sure it has properly connected to the IPVideoTalk platform over the Internet.

- **Current Plans**

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

- **Business**

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

- **Save**

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

Note:

The IPVideoTalk ID number is unique for each GVC32XX, and it doesn't change upon re-activation or re-registration. If the GVC32XX 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.

Messages on GVC32XX Main Page

The main page of the GVC32XX 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 GVC32XX 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 GVC32XX is too low, please update the firmware as soon as possible.

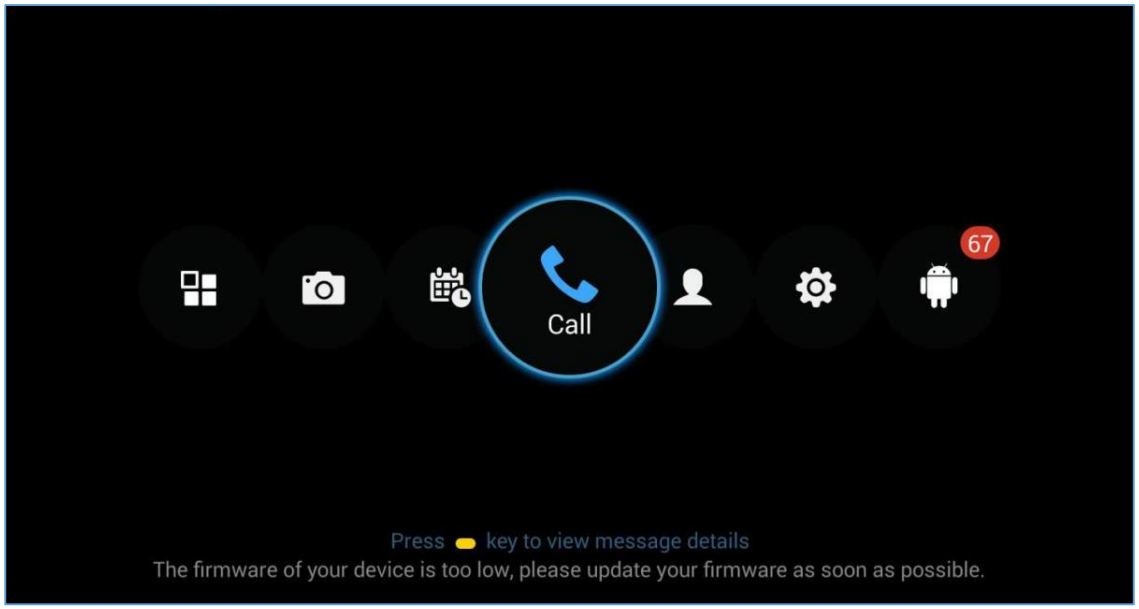


Figure 20: GVC32XX Home Page

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 GVC32XX, the notification message displayed on the bottom of the screen will disappear.
- **System upgrade maintenance notification**. Once the maintenance is done, the notification message displayed on the bottom of the screen will disappear.

WEBRTC CLIENT

About WebRTC

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

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

Browser and Operating System

Table 6: Browser and Operating System

Operating System	• Windows • Mac • Linux/Ubuntu • Google Chrome OS
Web Browser	• Mozilla Firefox V52 or later • Google Chrome V52 or later • Win Opera V36 or later, MAC Opera V32 or later • Internet Explorer V11 or later • Apple Safari V11 or later
Internet Connection	• 3 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) • Meeting plug-in for IE • Microphone and speakers

Note:

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

Features Supported on Different Browsers

Table 7: Supported Features with Different Browsers

Session Features	Firefox	Chrome	IE	Safari (Beta)	Opera	Edge
Requirement						
Operating System	Windows Mac Linux Ubuntu	Windows Mac Linux Ubuntu	Windows(IE)	Apple(Safari)	Windows Mac Linux Ubuntu	Windows 10 (version 1703+)
Browser's Version	Firefox (V52+)	Chrome (V52+)	IE (V11+)	Safari (V11+)	Opera (V36+)	EdgeHTML（V15+）
Requires Plugin Installation	×	×	√	×	×	×
Join & Host						
Join a meeting	√	√	√	√	√	√
Host a meeting	√	√	√	√	√	√
Audio						
Connect via MIC and speakers (VoIP)	√	√	√	√	√	√
Mute	√	√	√	√	√	√
Screen sharing and content sharing						
View the Presenter's screen	√	√	√	√	√	√
Share your screen	√	√	×	×	√	×
Share an application	√	√	×	×	√	×
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	√	√	√	√	√	√
QoS Information						
Network status	√	√	√	√	√	√
Server location	√	√	√	√	√	√
Audio/Video packet loss	√	√	√	√	√	√
Cooperation						
Raise Hand	√	√	√	√	√	√
Q&A	√	√	√	√	√	√
Cloud recording	√	√	√	√	√	√
Facebook/YouTube Live	√	√	√	√	√	√

Join a Meeting

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

Join a Meeting with Meeting ID

Open the Conference Management Platform on the browser of the PC, and click on the “Join Meeting” option at the right upper corner to join into the IPVideoTalk meeting.

Users could 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.

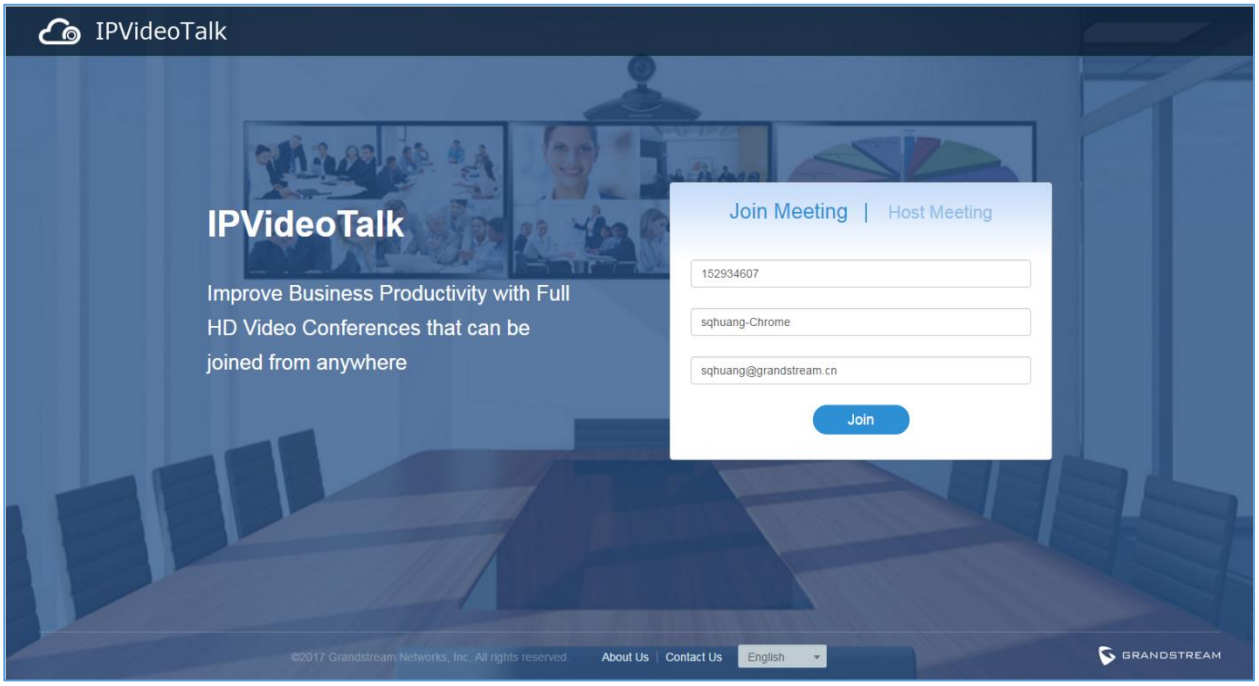


Figure 21: WebRTC "Join a Meeting" Interface

Join a Meeting via Notification Email

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

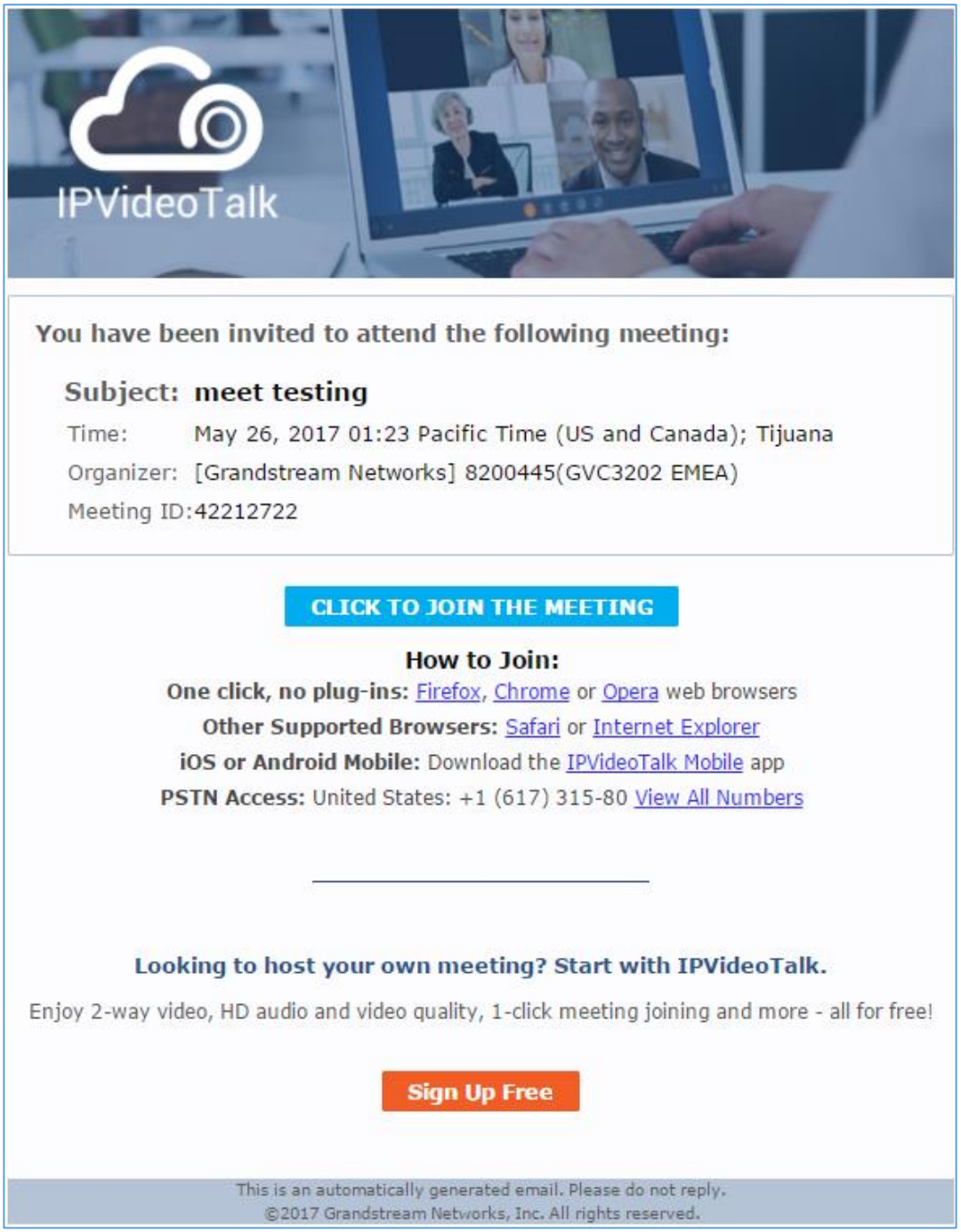


Figure 22: Notification Email

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

Figure 23: Input Meeting Password

Notes:

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" 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. The meeting scheduler could customize the contents on the registration page when scheduling an IPVideoTalk meeting.

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.)

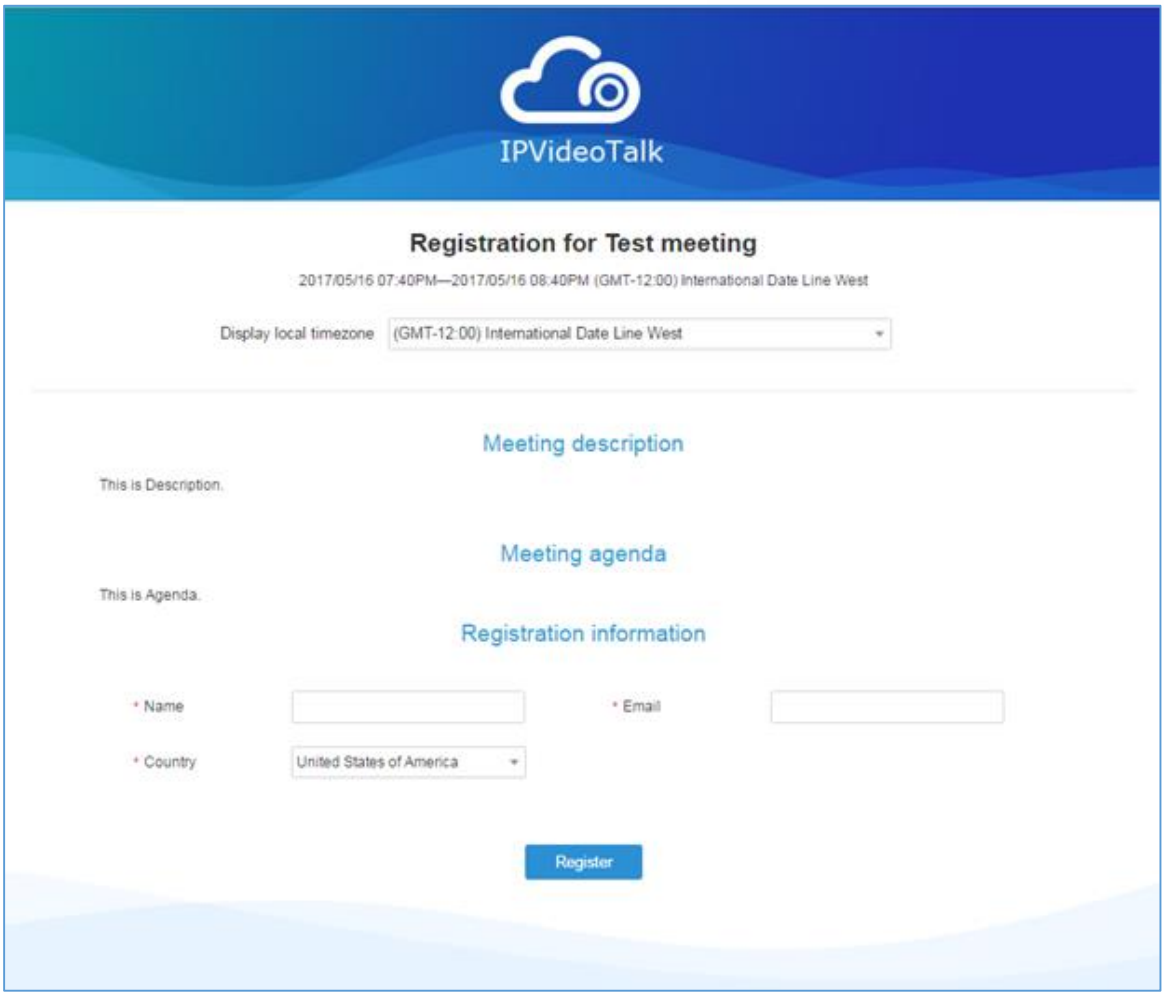


Figure 24: Sign-up Page

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. If the Webinar needs to be verified by the organizer, the participants/invitees will not receive the invitation Emails, and cannot join into the meeting immediately until the request passes the verification by the scheduler.
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.
6. When registration is finished, users could load the meeting into Google Calendar or Outlook.

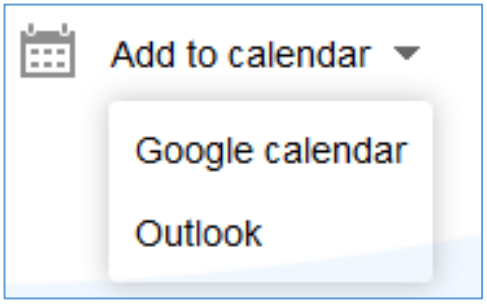


Figure 25: Add to Calendar

Install Plug-in for IE

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

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

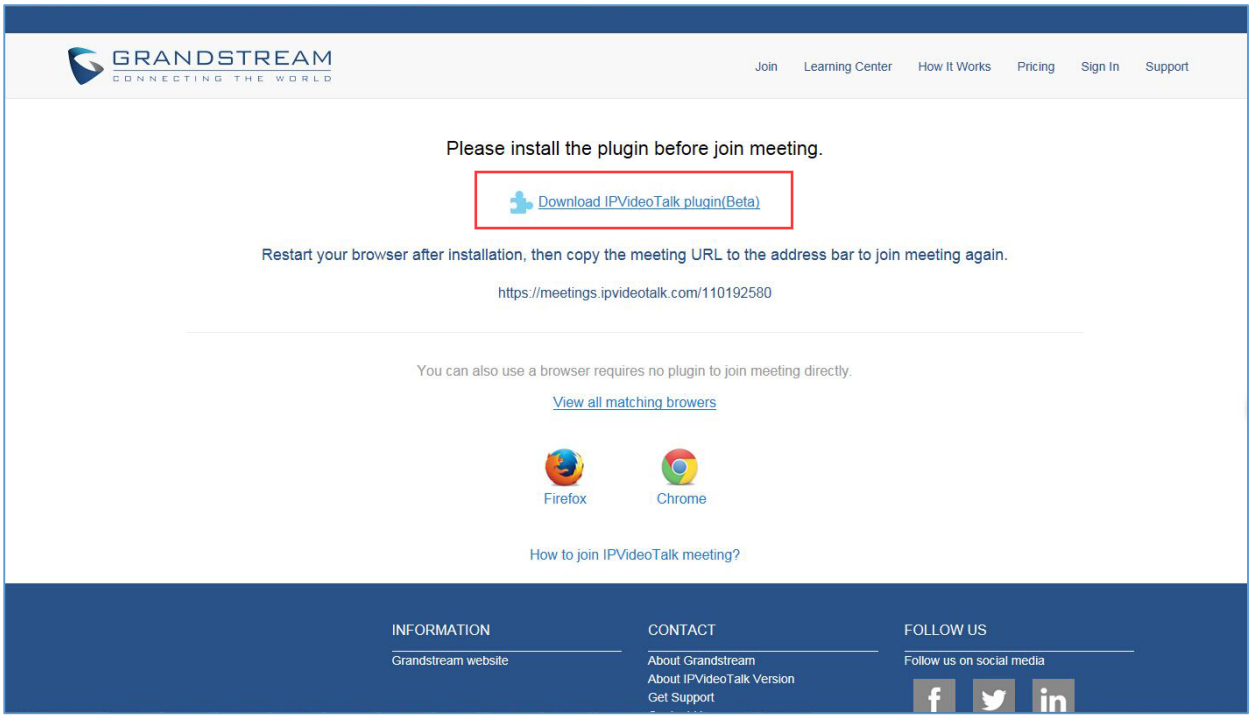


Figure 26: Download IPVideoTalk Plug-in

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

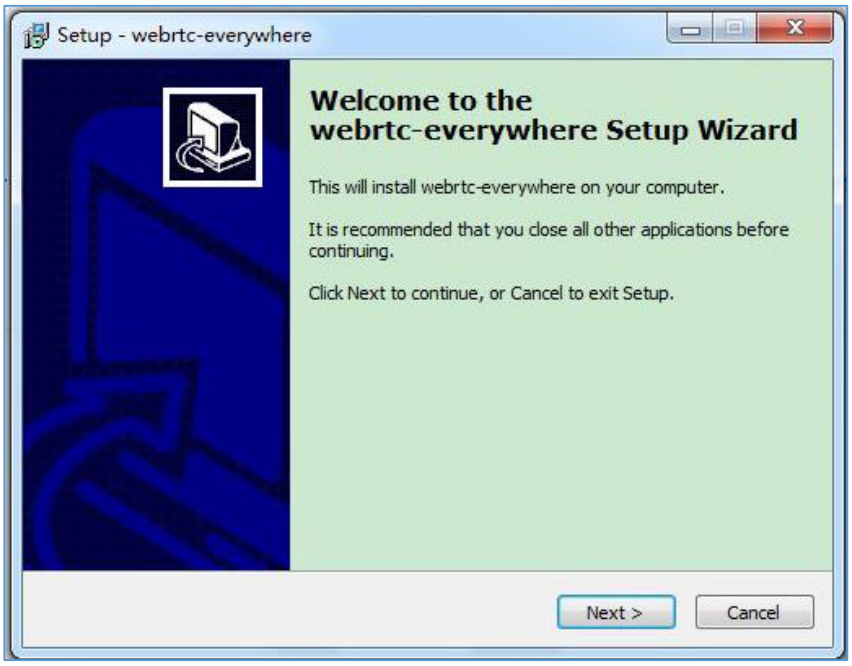


Figure 27: Setup IPVideoTalk Plug-in

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

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

Meeting Interface

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

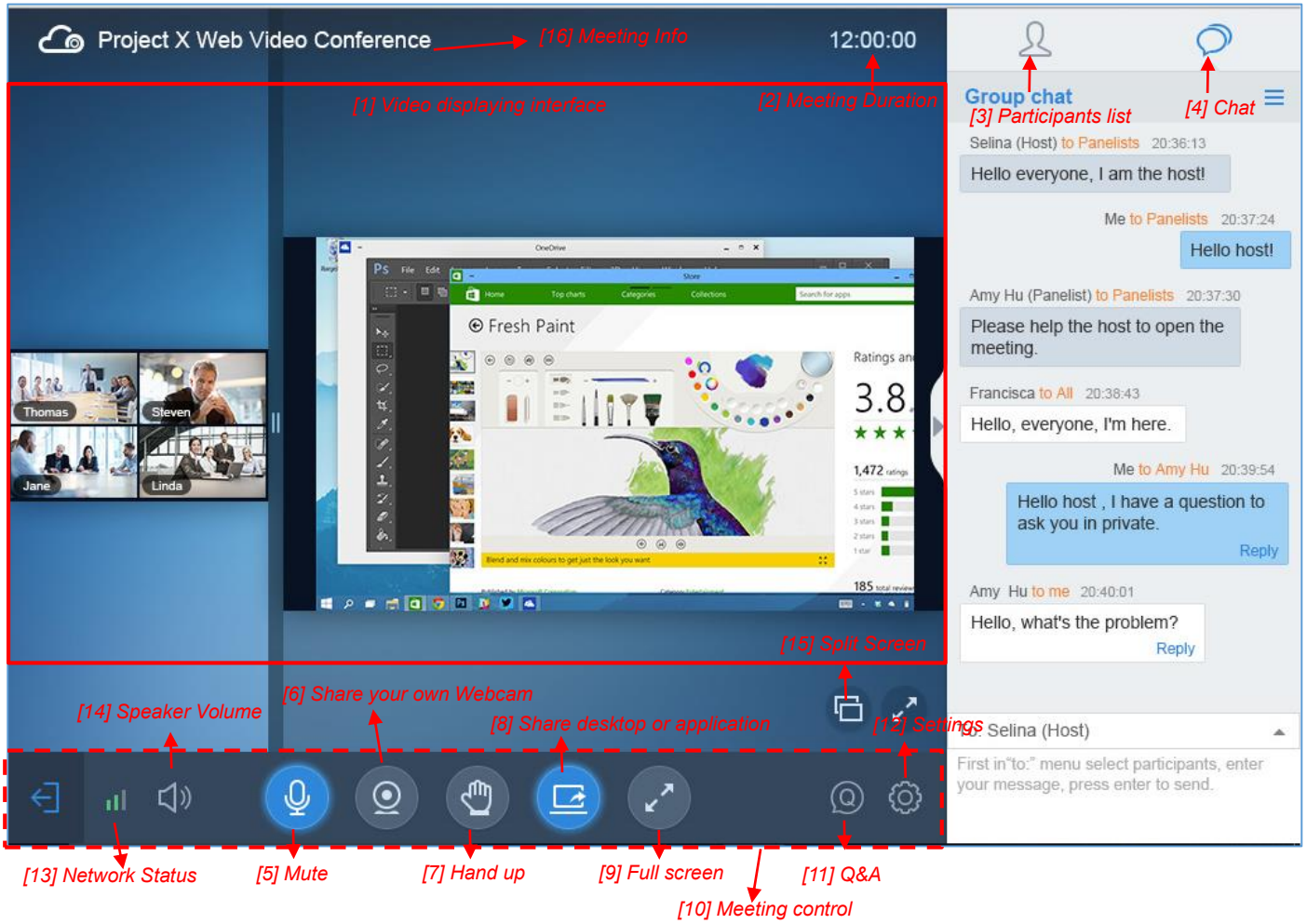


Figure 28: Meeting Interface on Firefox

[1] - Video displaying interface

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

[2] - Meeting Duration

This is used to show the meeting duration.

[3] - Participants list

This is used to show all participants in the conference. The meeting host could set that all participants can see all meeting members.

[4] - Chat

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

[5] - Mute

This is used to enable/disable mute.

[6] - Share your own Webcam

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

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

[7] - Raise Hand

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

[8] - Share desktop or application

Share your desktop or an application during the meetings.
If the user does not have the permission to share desktop/application, the user will not see this option on Meeting Interface.

[9] - Full Screen

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

[10] - Meeting control

Users could obtain host access via host code to gain meeting control such as mute all, mute one participant, Cloud Recording, Facebook/YouTube Live, forbid chat, mute attendees on entry, allow checking the participant's authorization etc.
If the current meeting type is "Webinar", the meeting host could set the meeting participants to "Panelists" during the meeting.

[11] - Q&A

Only IPVideoTalk Webinar supports this feature, and the meeting host could select to display/hide this feature when scheduling the meeting.
The meeting participants could ask questions during the meeting, and the meeting host/panelists could answer the questions.

[12] - Settings

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

[13] - Network Status

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

[14] - Speaker Volume

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

[15] - Split Screen

If the user has multiple monitors, the user could split the presentation screen to multiple screens, and drag to another monitor. The split screen could zoom in to full screen.

Cancel Split Screen Mode: Click the "X" button on the split screen, or click the "Cancel Split Screen" button on the main screen to cancel the split screen, the presentation screen will go back to the main screen.

[16] - Meeting information

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

Webinar Practice Session

For IPVideoTalk Webinar, the Webinar host and panelists could join into the Webinar 1 hour before the Webinar time for preparation, such as check the audio/video and presentation performance. During the preparation period, the participants cannot join into the Webinar, and they can only stay at the waiting room (cannot receive any audio/video from the Webinar) until the Webinar starting.

1. When the Webinar host joins into the Webinar, there will be a prompt showing that the current period is preparation period or starting the Webinar immediately.

    a) If the Webinar host selects to prepare the Webinar, the Webinar host could start the Webinar any time.

    b) The default behavior is the IPVideoTalk Cloud System will not call the Webinar host or invite the GVC panelists, there will be a prompt on GVC32xx host to ask whether to call the participants immediately. If the user rejects to call the participants, the IPVideoTalk system will call the participants at the Webinar starting time. Or, the device owner could select to call the conference ID to join into the Webinar for preparation.

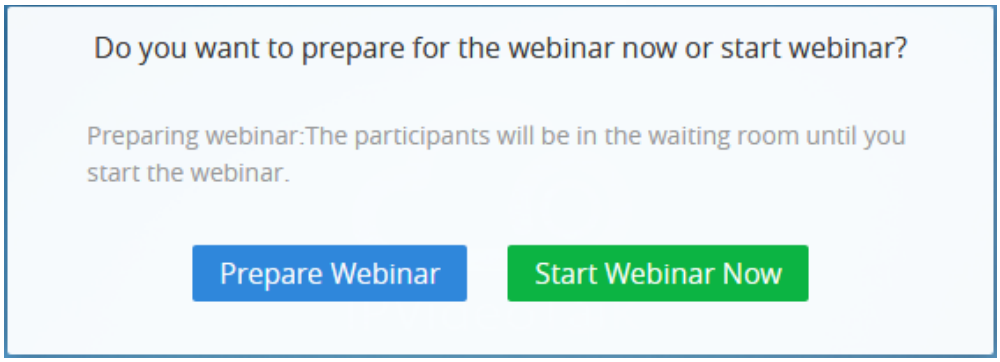


Figure 29: Prepare Webinar Option

2. The Webinar panelists could join into the Webinar 1 hour before the starting time, the default is preparation period. The panelists cannot start the Webinar.

3. The participants stay at the waiting room until the Webinar starts. At this time, the Webinar host could set the participant as a panelist and this new panelist will join into the Webinar. The Webinar host could also kick out any participant who is waiting out of the Webinar.

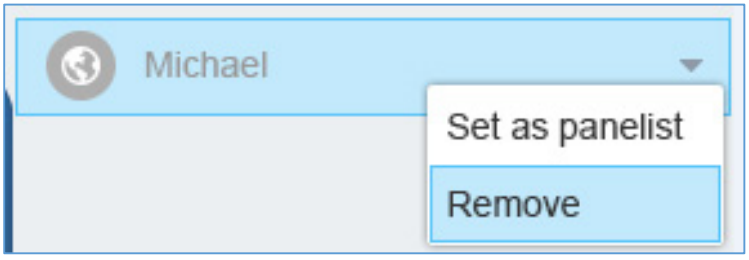


Figure 30: Set Panelist

4. During the preparation period, there are some limited features:

   a) Recording/Live features are temporarily unavailable.

   b) The Chatting feature is only available for panelists group.

   c) If the scheduled Webinar is set to record automatically, this recording feature will be started only if the Webinar starts.

Note:
If the Webinar is about to the scheduled ending time, but the Webinar is not started, this Webinar will be expired automatically.

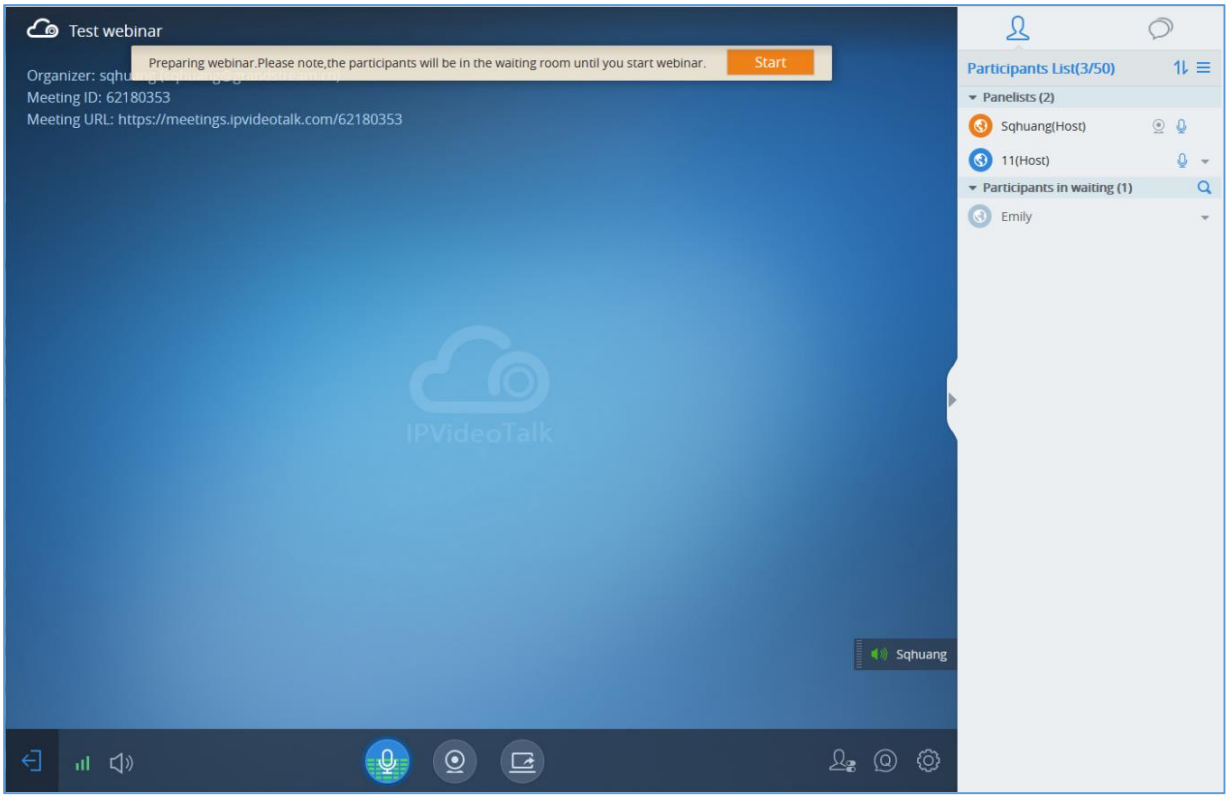


Figure 31: Webinar Practice Session

Audio

Users need to have a microphone device (built-in with PC or plugged into PC) before joining the meeting. If there is no available Microphone for the user joining into the meeting, the client has to have an available Speaker. Otherwise, the user cannot receive any audio from the conference.

When joining into the meeting, the user could select the Microphone and the Speaker which audio input/output the user prefers to use. Users could also click on “Test” option to test the audio performance. If the user selects to test or use the audio output device, a drop-box will be prompted to grant the browser permission to access your device. The user needs to select to allow to use the device, and the WebRTC will use the Microphone/Speaker as the audio device in the meeting.

Meanwhile, the user could select to mute/unmute himself/herself. The user could click on “Mute myself” to mute the audio device.

Notes:

1. When the user clicks to open the window, the MIC will be muted automatically.

2. This Speaker selection feature is only available for Chrome and Opera users.

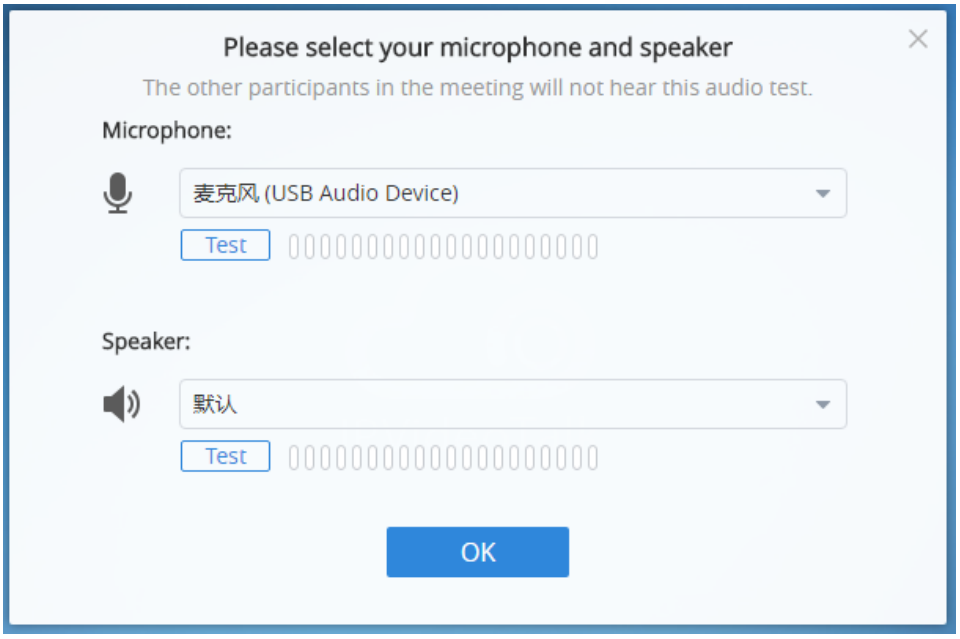


Figure 32: Select Microphone and Speaker

: This icon represents if other participants could hear the voice, user can click to mute the MIC.

: This icon represents if the user's MIC is muted, and other participants cannot hear the voice, user is able to click to unmute the MIC.

: This icon represents if the MIC is not plugged into the PC.

: This icon represents if you are muted by the host.

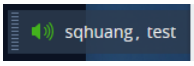
If the user is current in an IPVideoTalk webinar, and the user is a general participant, the user cannot unmute himself/herself, only the meeting host can unmute the participant. To apply to unmute the MIC in the meeting, the participant could click to raise hand to indicate the meeting host.

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

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

: If the user wants to select or test the Microphone or the Speaker, the user could click Settings option at the right bottom corner, and then click on "Audio Settings" to select the audio device. If there is a Microphone is in use, the Firefox browser will not allow the user to test the audio device.

Current Speaker

Users could see the current speaker during the conference by the indication icon 

. If there are multiple speakers at the same time, there will be multiple indication icons displayed during the conference. Users could move the indication icons to anywhere on the video area.

Video

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

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

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

- If the user has multiple cameras, the user could select the camera from the prompted window. When done, the browser needs to get the permission to preview the video.
- If the amount of shared video webcams reaches the maximum, the user cannot start to share the video until someone stops sharing his video.
- If the user does not allow the browser to access the webcam on the PC, there will be a prompt to ask the user to allow accessing the webcam. Otherwise, the browser cannot start sharing the webcam.
- If the user wants to stop sharing the local webcam, the user could click on the icon on the bottom of the meeting page.
- If the user connects a video camera during a meeting, the browser may consider the device as an “unknown” device. It is recommended to connect a video camera before joining the meeting.
- If there is no video camera connected with the PC, the webcam icon will be shown as .

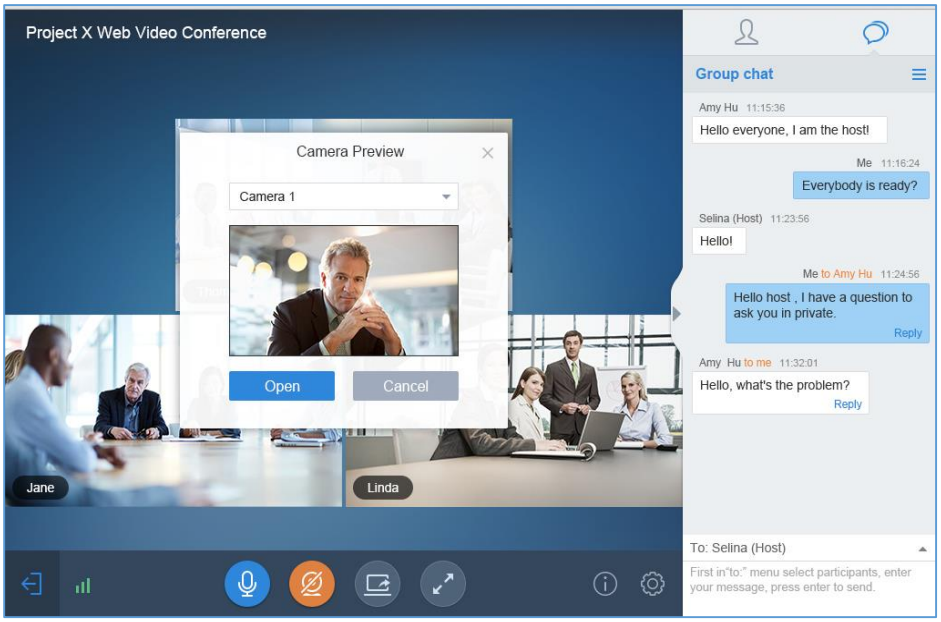


Figure 33: Share Your Own Webcam

Sharing

Currently only Firefox and Chrome support desktop or application sharing.

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

Figure 34: Share Desktop/Application

Note:

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

Install Add-ons

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

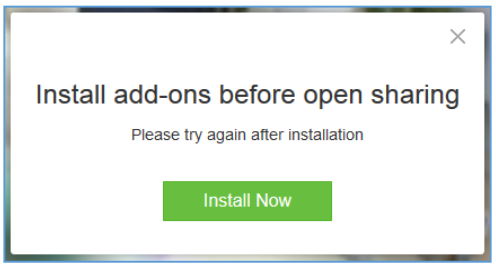


Figure 35: Install Add-ons Interface

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.

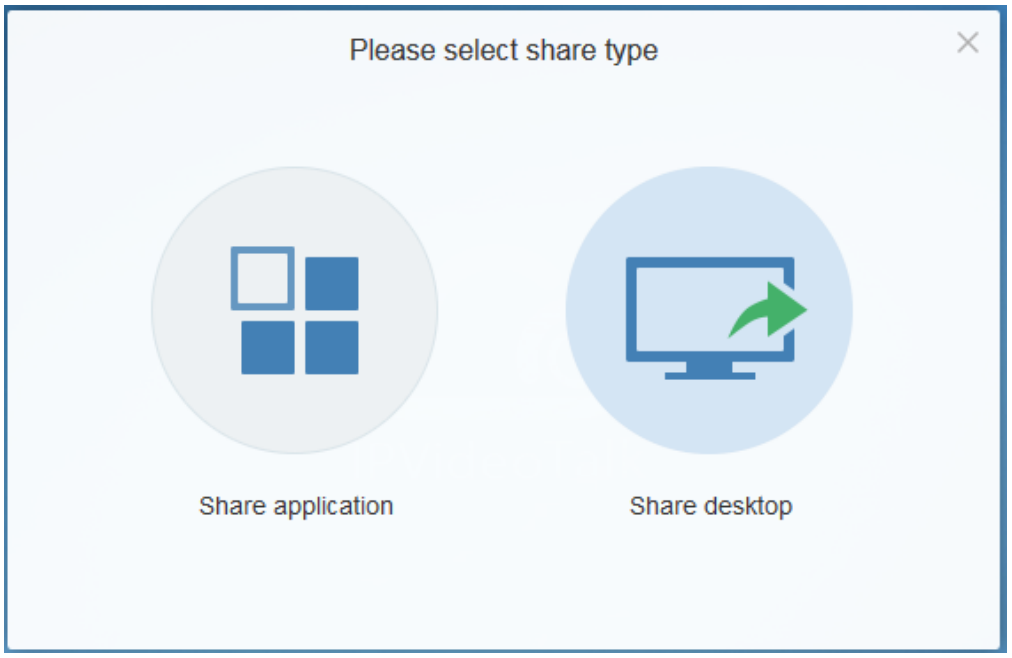


Figure 36: Select Share Content

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.

Pause Sharing

If the presenter wants to pause sharing the screen, the presenter could click on icon and select "Pause Sharing" icon

. The other participants will see the last image before the presenter pauses sharing the screen until the presenter recovers sharing the screen.

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.

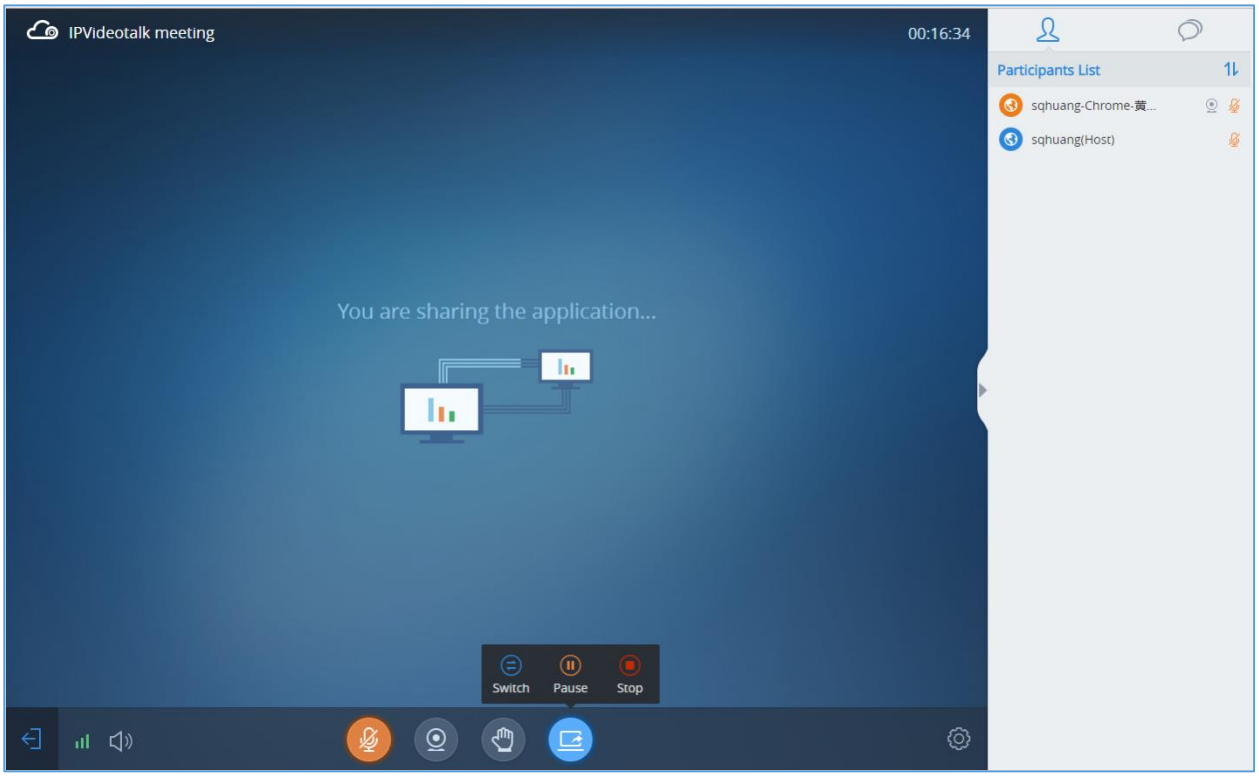


Figure 37: Stop Sharing

Switch Sharing Resource

If the presenter wants to switch sharing resource (e.g. switch the sharing resource from Word application to Excel application), the presenter could click on icon and select "Switch" icon

. Then, the presenter needs to select the sharing application/desktop and confirm to share the resource, the other participants will see the new sharing contents by this operation.

Participants list

This is used to show all participants in the conference. The meeting host could set to allow all participants to see all meeting members.

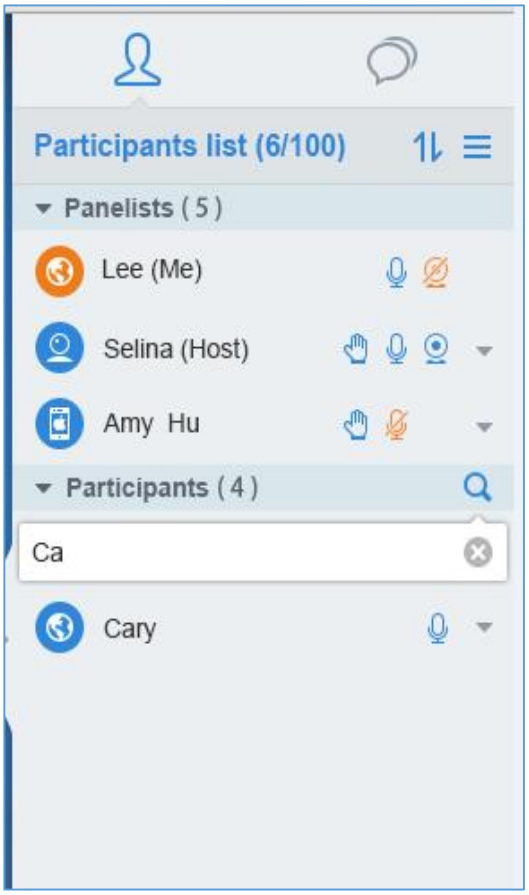


Figure 38: Participants List

1. In IPVideoTalk Webinar, the Participants List includes “Panelists” and “Participants”, users could click to expand to show the list. The “Panelists” includes the Webinar host and all panelists, the members in this group are allowed speaking, sharing the webcams, starting presentation any time. The participants need to get the permission from the Webinar host/panelist to speak in the conference, and they are not allowed sharing the webcams or starting presentation.
2. In IPVideoTalk Meeting, the participants will not be divided, all participants are shown in the Participants List.
3. **Client Types:** Users could see the participants’ clients type in the Participants List, the icon will be seen in front of the participants’ name. Here are all clients type icons:

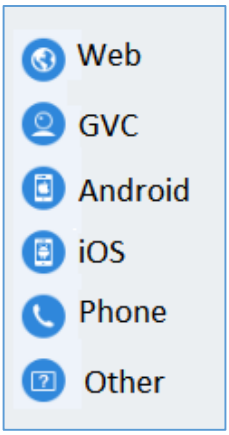


Figure 39: Clients Type Icons

4. **Panelists Contacts:** For IPVideoTalk Webinar, users could check the information of the panelists, such as photo, name, and basic information (The meeting host/the meeting scheduler will input this information when scheduling the meeting).
5. **Search Participants:** Users could search the participants by the names. In IPVideoTalk Webinar, it only allows searching the general participants.
6. **Sorting the Participants:** The default sorting rule is Intelligent Sorting, and there are some optional sorting rules:
    a) ***Intelligent Sorting:*** The default rule is the participants who raise hands will be sorted at the beginning of the list, following participants are the people who are speaking, and the rest of participants will be sorted by names.
    b) ***Sorting by MIC:*** The participants who are speaking are sorted at the beginning, and the rest of participants are sorted by names.
    c) ***Sorting by "Hand Raise":*** The participants who click on "Hand Raise" button will be sorted at the beginning, and the rest of participants are sorted by names.
    d) ***Sorting by Cameras:*** The participants who start sharing the cameras will be sorted at the beginning, and the rest of participants are sorted by names.

All Group Chat

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

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

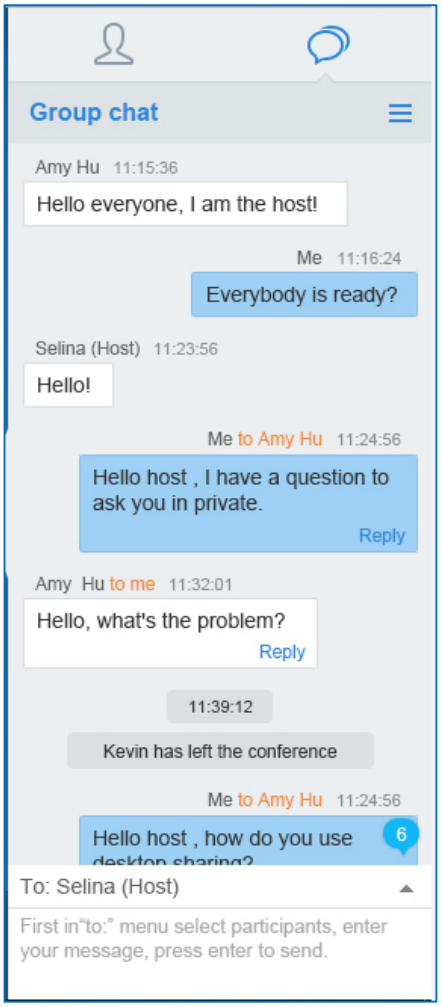


Figure 40: Group Chat Interface on WebRTC Client

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

Panelists Group Chat

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

Note: This feature is only supported in IPVideoTalk Webinar mode

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

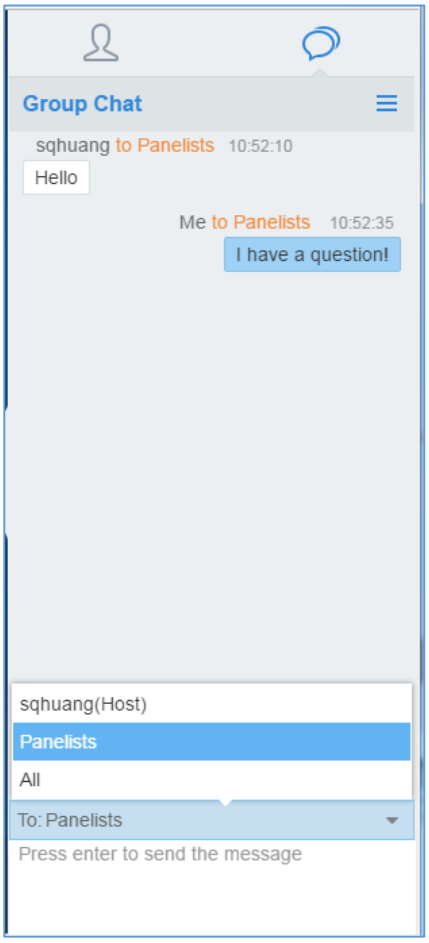


Figure 41: Panelists Group Chat

Private Chat

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

1. Select the person you want to send the message to in the dropdown list.

2. Once the message is sent, the message will be marked as "Private".

3. You can click the name to reply private message quickly.

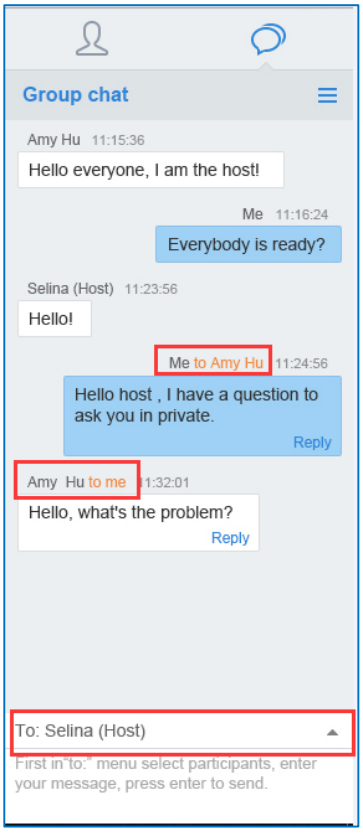


Figure 42: Private Chat Interface on WebRTC Client- Select Person

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

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

Raise Hand

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

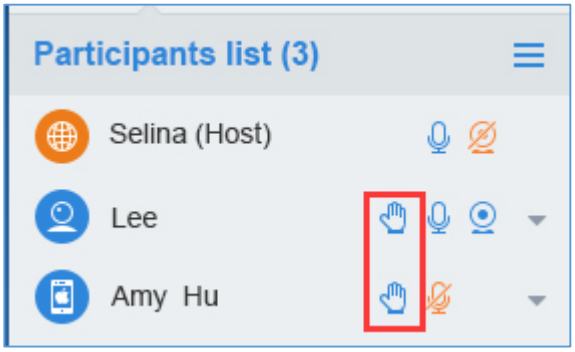
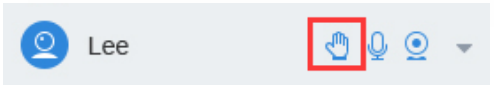


Figure 43: Raise Hand

1. The participant could click on Raise Hand button again to cancel the request.
2. The meeting host could click on the Raise Hand icon 

to cancel the request, or click on button to cancel all requests.

Q&A

This feature is only supported for IPVideoTalk Webinar.

1. The Webinar participants click on the icon on the right bottom corner, and the participants could send the questions to the Webinar host/panelists.

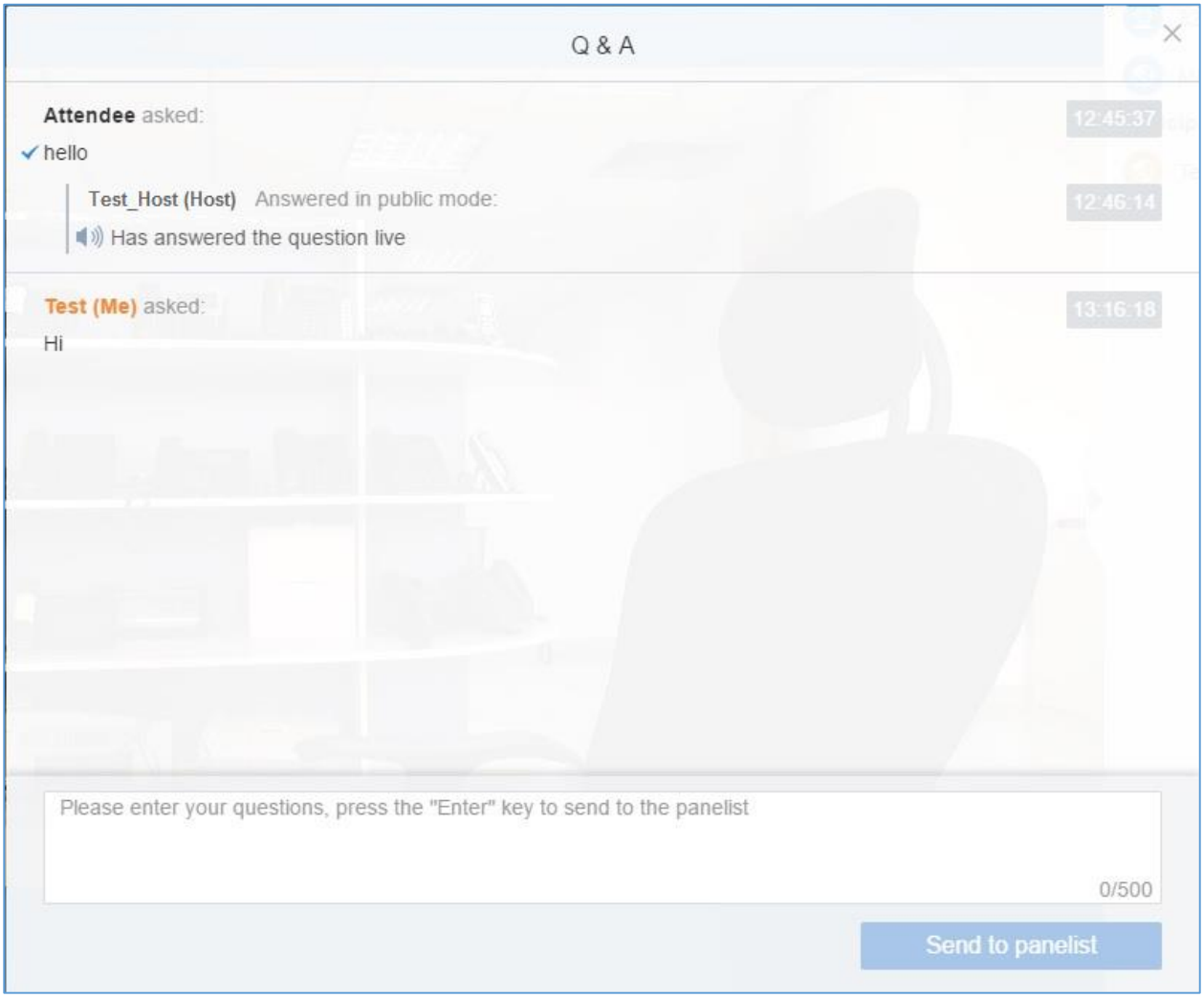


Figure 44: Send Questions

2. The Webinar host/panelists will receive the notification of the new question, the Q&A icon will be updated to a new status and check all questions during this Webinar (including the answered and unanswered questions). There are two ways to answer the question, “Answer live in public mode” or “Answer by Text”.

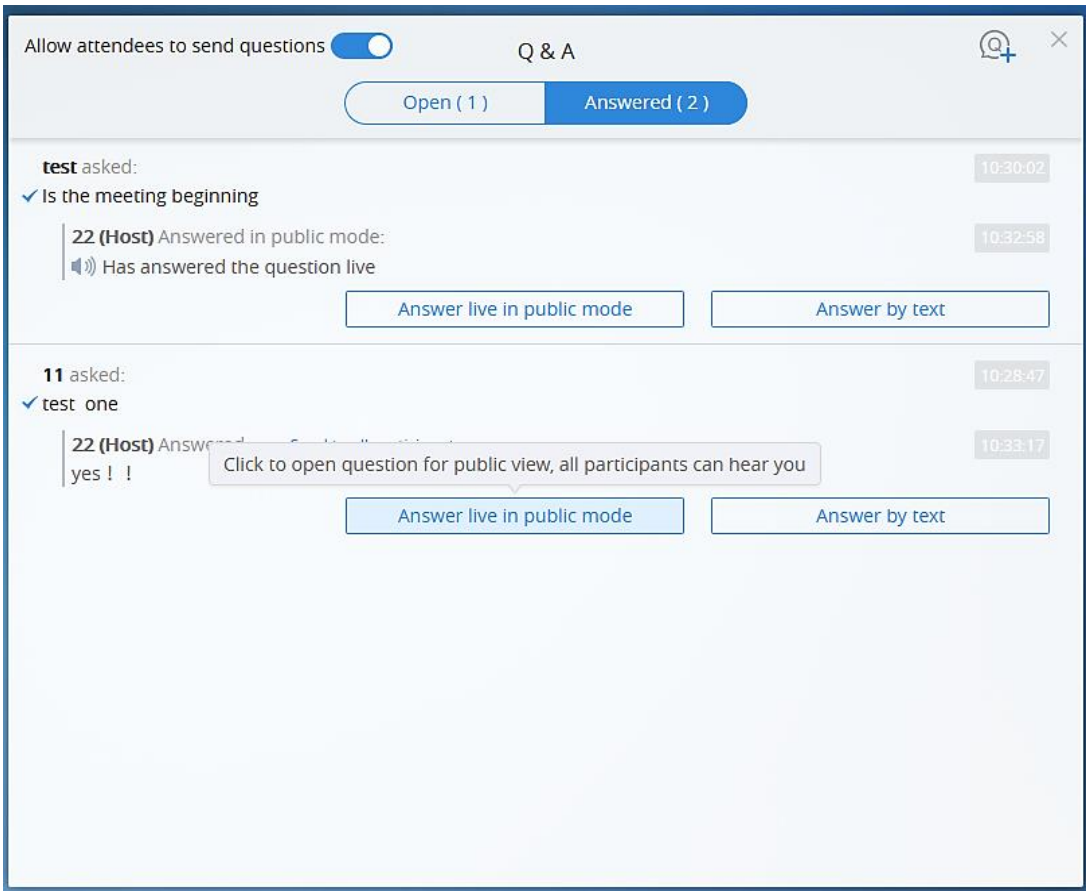


Figure 45: Answer the Questions

a. Answer live in public mode:

i. When the user clicks to answer the question, the question will be sent to public by default, and the user could answer the question via audio during the Webinar.

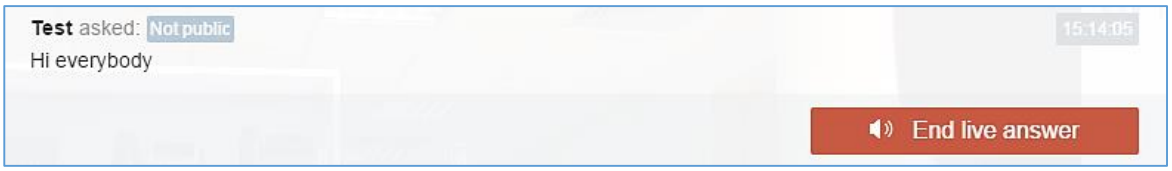


Figure 46: Answer Live in Public Mode

ii. All participants will see the question, and know that the user is trying to answer the question.

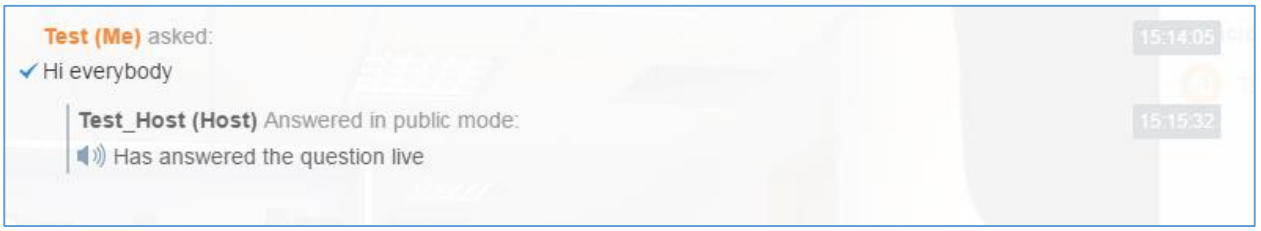


Figure 47: End Live Answer

iii. If the user answers the question and clicks on button

to finish the question, all Webinar participants will see the notification below.

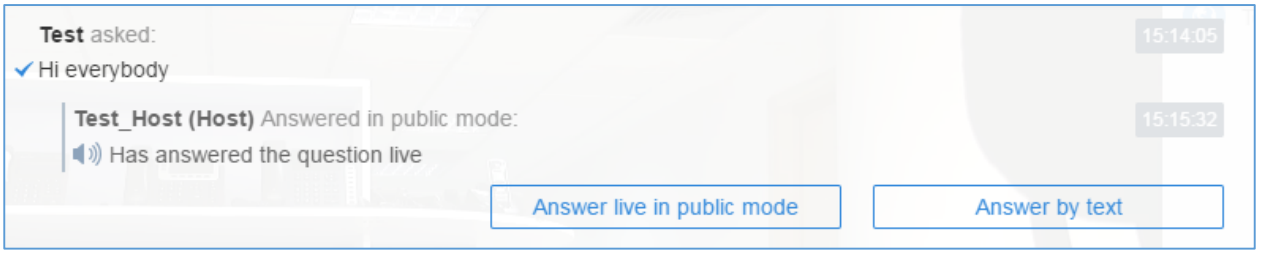


Figure 48: Finish the Question

b. Answer by Text: The Webinar host/panelists will send texts to the user who sends the question. The Webinar host/panelists could select option “Send to all participants”, and all participants will see the question and answer.

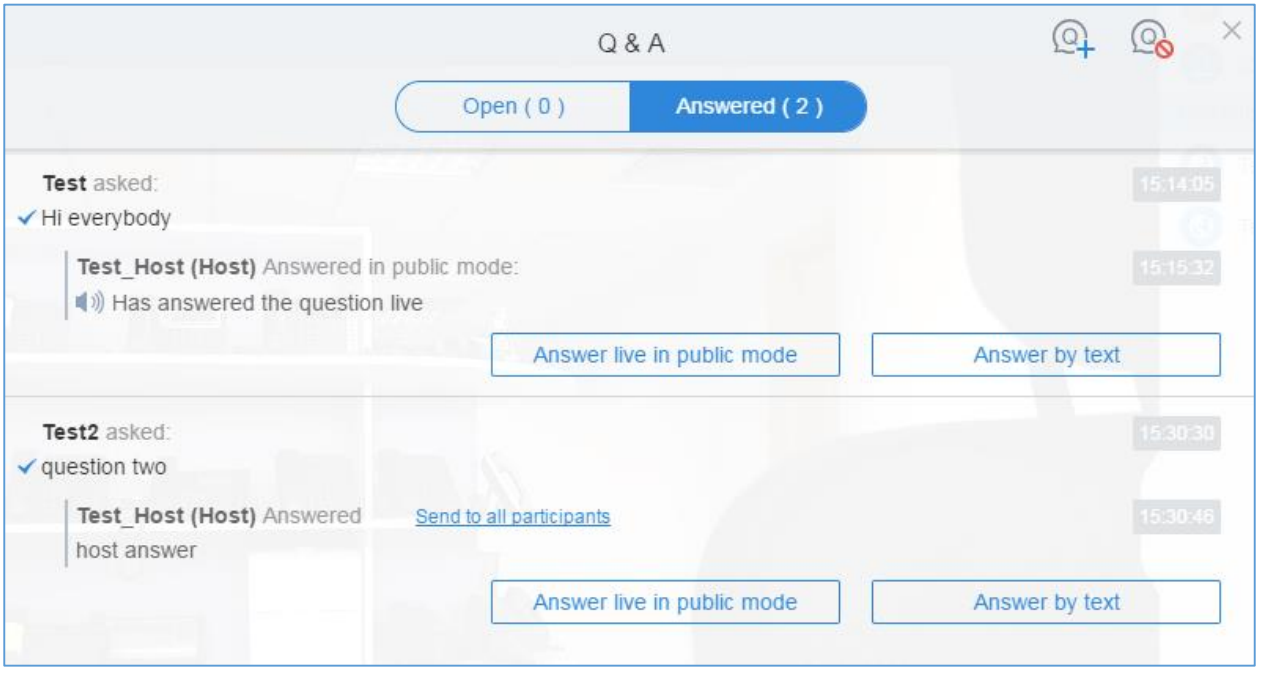
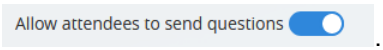


Figure 49: Answer by Text

1. The Webinar host/panelists could add more additional comments for the answered questions.
2. When the new participants join into the Webinar, they will receive all questions and answers which are in public.
3. The panelists could answer the questions which are sent by themselves, in order to show the typical Q&As to other participants.
4. The Webinar host is able to select whether if this Webinar allows participants to send out the questions. This option could be operated at the upper left side 

. If this option is disabled, the participants cannot send questions to the panelists.
5. For any question, it does not allow two Webinar hosts/panelists to answer in live mode at the same time.

Browser Notification

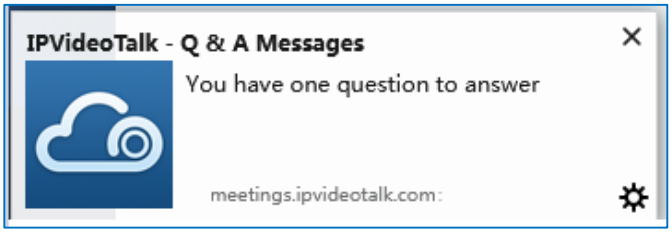
If the browser is minimized or on other tab page, and WebRTC receives the messages below, there will be a pop-out window to show the prompt:

✓ Lost connection with the server (Disconnection by unknown error).

✓ End Presentation (The prompt is only displayed on presenter's client).

✓ The conference will be ended in 5 minutes.

✓ Muted/Unmuted.



Uploading Logcat

In the conference, if users encounter any unknown error, users could upload the logcat of WebRTC in the specified browser to the debug server, in order to help our support team to address the issue.

Click on the button at the right bottom corner, and select "Report a Problem", it will direct users to upload the logcat.

Note: The logcat only includes the operations logs in the WebRTC client.

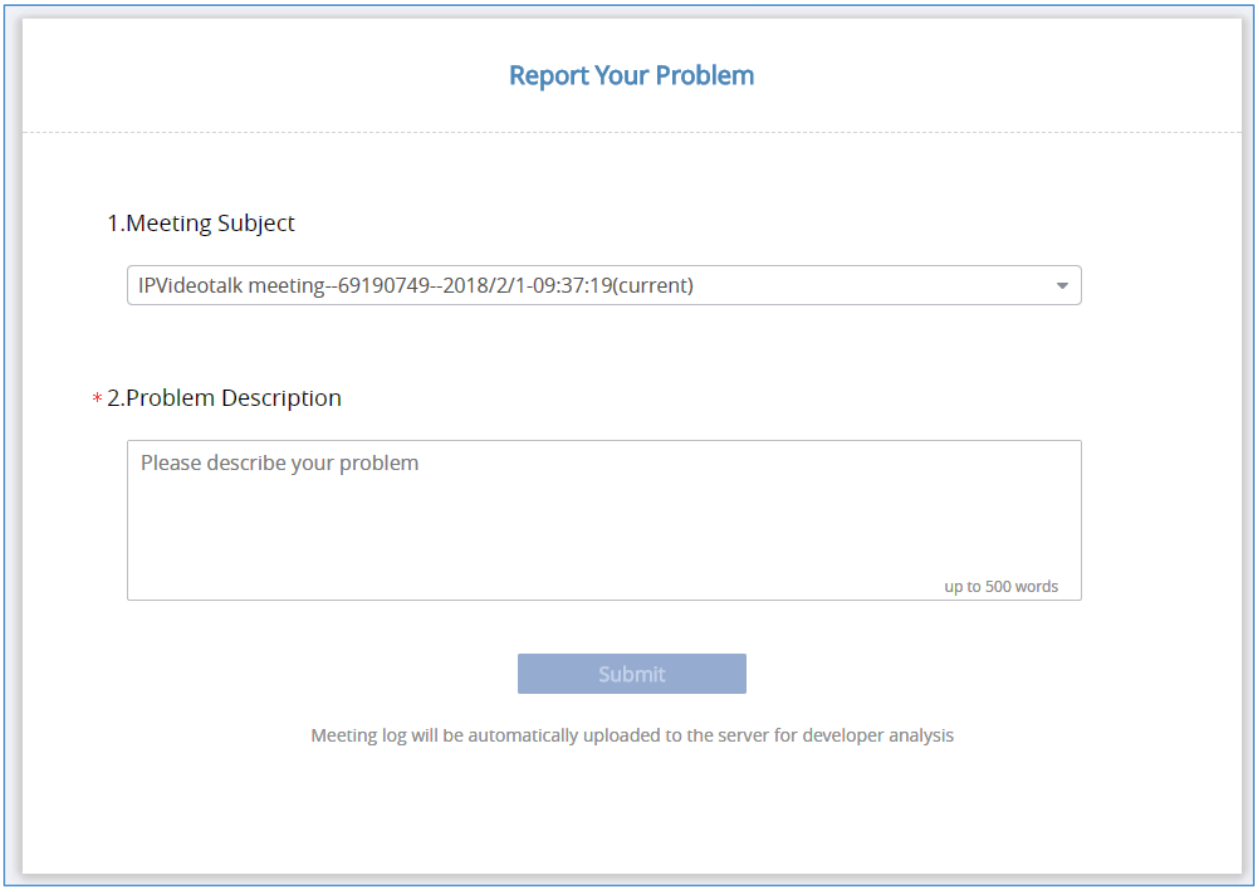


Figure 50: Report a problem

Quit a Meeting

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

Host

Become Meeting Host

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

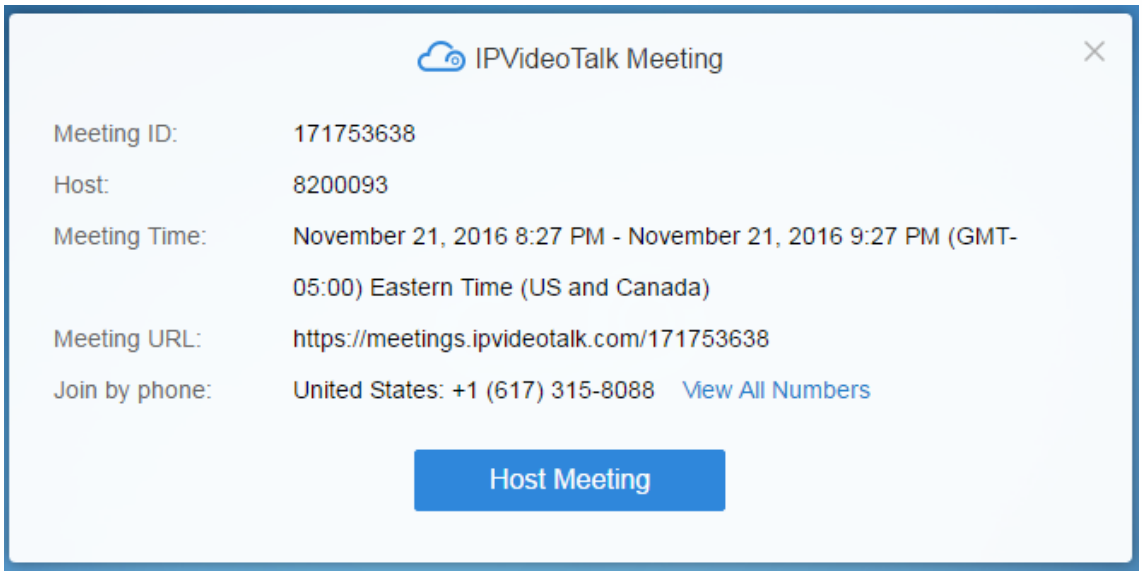


Figure 51: WebRTC Interface - Meeting Info

2. Enter the correct host code to be the new host. To find host code, the user could go to IPVideoTalk Portal to find the host code of the meeting; or, if the host has filled up host Email when scheduling the meeting, the Email notification will list the host code there. Host Code is also found in **Meeting Info** during a meeting of the GVC32XX host.

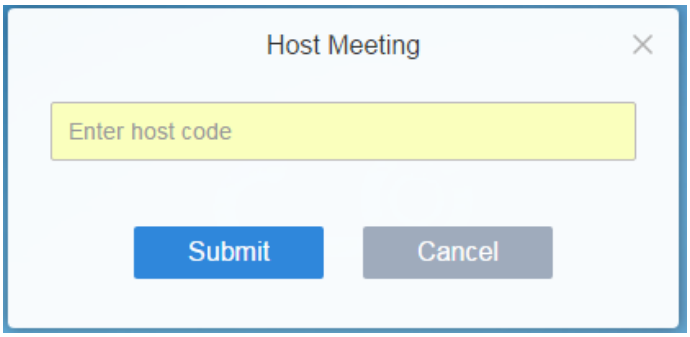


Figure 52: Input Host Code

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

Multiple Meeting Hosts

IPVideoTalk allows having multiple hosts in the same meeting.

- The GVC32XX which establishes the IPVideoTalk meeting will be the meeting host by default.
- If the WebRTC user becomes an IPVideoTalk meeting host with host code, the user will be the meeting host until leaving the meeting.

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

Notes:

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

Meeting Control

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

Panelists

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

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

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

Mute/Unmute

- **Mute all**

Click on button at the bottom right corner and select "Mute all". There will be a prompt showing "Mute all success". All participants on the Participants list will be muted except the host. Please note participants who join the meeting via GVC32XX 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.

Cloud Recording

The meeting host could start cloud recording during the meeting. When the cloud recording starts, other participants will see the recording status icon . Webinar participants will not see the recording status icon.

The meeting host could stop cloud recording at any time. When the cloud recording is stopped, users could login the web portal to check/download recording files. When the recording files finish uploading to web portal, the meeting host will receive an email notification.
The recording file format is MP4, including the meeting audio, video/presentation (presentation will be recorded and has higher priority than video stream).

Prerequisites:

1. The IPVideoTalk Plan needs to include the Cloud Recording feature.
2. The enterprise account should have enough storage space in cloud sever. The sum of all spaces for all activated plans which belong to the same enterprise account will be counted. The used storage spaces are counted with all recording files for the enterprise account.
3. GVC32XX needs to be linked with IPVideoTalk account, otherwise, the user cannot use cloud recording feature.

Facebook/YouTube Live

1. The meeting host could broadcast the meeting on Facebook/YouTube.
2. When Facebook/YouTube account is authenticated, the meeting host could start to broadcast the meeting.

3. When the user wants to start living on Facebook, the user could select the channel: Personal Timeline, Page, Group.

4. If the meeting is ended, or there is no one in the meeting, the broadcast will be terminated.

5. If the meeting has been broadcasted on Facebook/YouTube, others cannot broadcast the meeting again. Otherwise, the previous live will be ended.

6. The broadcast includes audio, video/presentation (presentation will be recorded and has higher priority than video stream).

Note: If users' Facebook/YouTube accounts are not authenticated with the broadcast feature, please setup the live feature first on Facebook/YouTube.

Live on the 3rd Party Platform

The meeting host could broadcast the meeting on the 3rd party platform via the RTMP address.

1. Select "Live to third-party platform" on the conference control menu at the right bottom corner

2. Select "Other platform"

3. Enter the live broadcast address (RTMP address) in the popup window. This address needs to be viewed on the third party live broadcast platform.

4. Enter the live broadcast code in the popup window (optional). This live broadcast code may be viewed on the third-party broadcast platform. Some live broadcast platforms do not require a live broadcast code.

5. When users click to start the live broadcast on the 3rd party platform, the system will broadcast the audio/video during the conference to the RTMP address. If the RTMP address or live broadcast code is incorrect, the live broadcast will fail, and the system will ask the user to re-enter the information for broadcasting.

6. The live broadcasting includes audio, video, and presentation (only display single stream, demo stream has higher priority).

Note: Users could log in the third-party live broadcasting platform to check the RTMP address and broadcasting code.

Video Layouts Control

Only the host could control the video layouts for the video conference. When the video layouts are changed, all the participants will see the updated video layouts.

The host clicks on the icon at the right bottom corner, and select the video layouts in the conference. There are total 2 kinds of layouts:

- **Tile layout for all participants:** The video for all attendees will be tiled and adapted automatically based on the number of video images.

Figure 53: Tile Layout for All Participants

- **Host layout for all participants**: There are three modes for users: “1+3” layout, “1+5” layout, and “1+7” layout, which means one large video image with N smaller video images (polling mode).

The current large video image is displaying the video image from current speaker, and other participants’ video images will be displayed as the smaller video image at the top of the large video image. The smaller video images will be switched with all participants in each 10s. If the participants are less than 4 people, the smaller video images will not be switched.

The host also can set the specified participant’s video image as the large video image, and this participant has to enable the video camera before this operation.

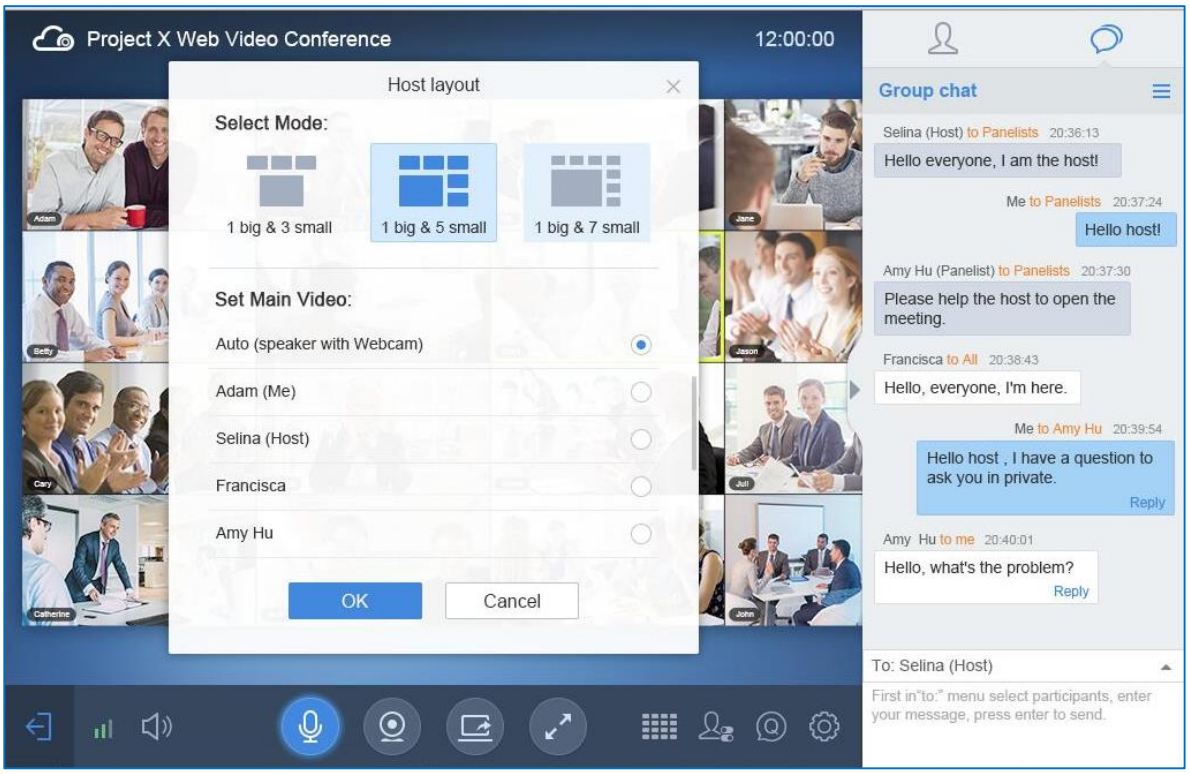


Figure 54: Host Layout for All Participants – I

Figure 55: Host Layout for All Participants - II

Stop Sharing the Webcam

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

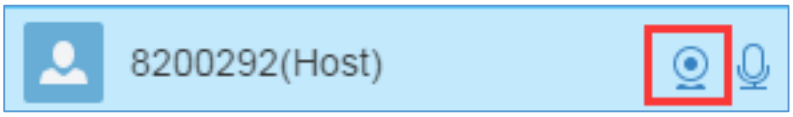


Figure 56: Stop Sharing Webcam

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

Require Webcam Sharing

If the GVC32XX client in the IPVideoTalk meeting does not share the webcam, the meeting host is able to request the GVC32XX client to share the webcam.

The meeting host could select the button next to the GVC32XX participant, and select "Require Webcam Sharing" to send the sharing request. The GVC32XX participant will receive the notification and show a prompt to accept/reject the request. If accepts, the GVC32XX participant will share the webcam to the IPVideoTalk meeting immediately.

Notes:

- The client GVC320X/GVC3210 should be running firmware version 1.0.3.47/1.0.1.20 or higher (respectively).
- If the GVC32XX client is the general participant in an IPVideoTalk Webinar, this feature will not be available. In this case, the meeting host could set the GVC32XX client to a panelist, and request the GVC32XX client to share the webcam.

Disable/Enable Chat Function

- **Disable chat**

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

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

Mute Attendees on Entry

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

Allow All View Attendee List

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

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

Add Participants during a Meeting

During an IPVideoTalk meeting, the meeting host could invite GVC32XX participants or WebRTC participants at any time by IPVideoTalk ID or Email address, respectively.

Click on button , and select “Add Participant”, the user could input the IPVideoTalk ID or Email address and click on “Add” to invite more participants. When done, IPVideoTalk system will call GVC32XX directly, or send an invitation to the given Email address.

If the GVC32XX rejects the invitation, the meeting host will receive the failed prompt; If the participants amount reaches the limitation, the meeting host cannot add more participants during the meeting; If the participant accepts to join the meeting, but the participants amount reaches the limitation at current time, the participant cannot join the meeting.

Remove Participant

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

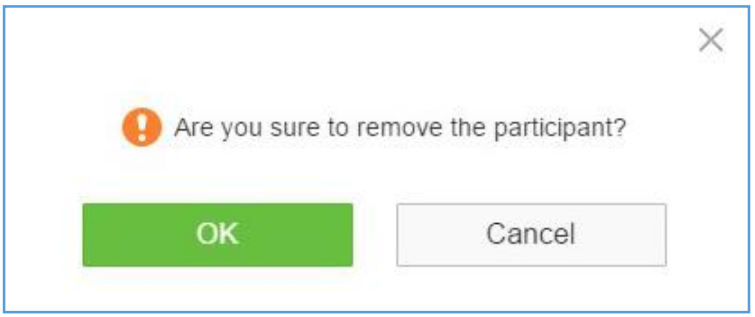


Figure 57: Confirm to Remove Participant

End/Exit Meeting

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

- If choosing "**End meeting**", the meeting hosted on GVC32XX device will be ended and all participants will be disconnected from the meeting.
- If choosing “**Exit meeting**” only the host will leave, please make sure to end the meeting manually from IPVideoTalk portal after all participants left. Otherwise, it will be ended automatically after 6 hours.

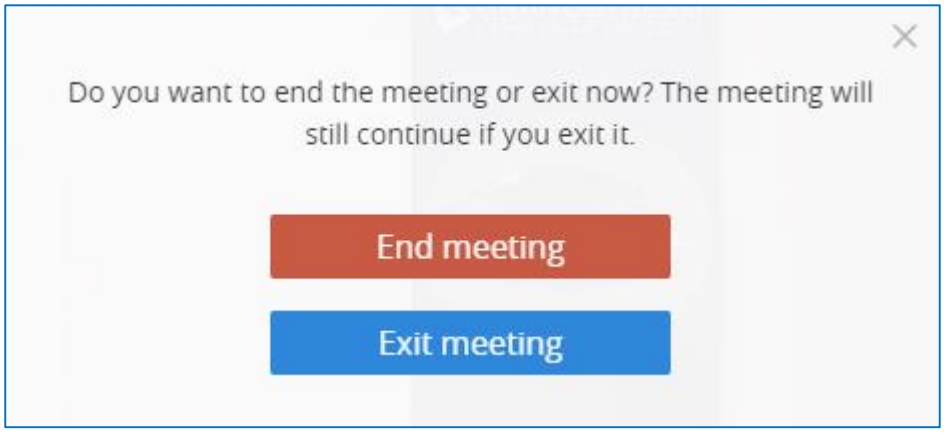


Figure 58: End/Exit Meeting

MOBILE CLIENT

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

Operating System

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

Join a Meeting

Download IPVideoTalk Mobile app

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

Configure IPVT10 Server Address

If users want to use IPVT10 service in IPVideoTalk mobile client, users need to configure the IPVT10 server address in the IPVideoTalk mobile client.

1. Start IPVideoTalk mobile client on the mobile device.

2. Click on the icon on left upper corner, open the menu, select “Server address”, and go to the configuration page as the figure shows below:

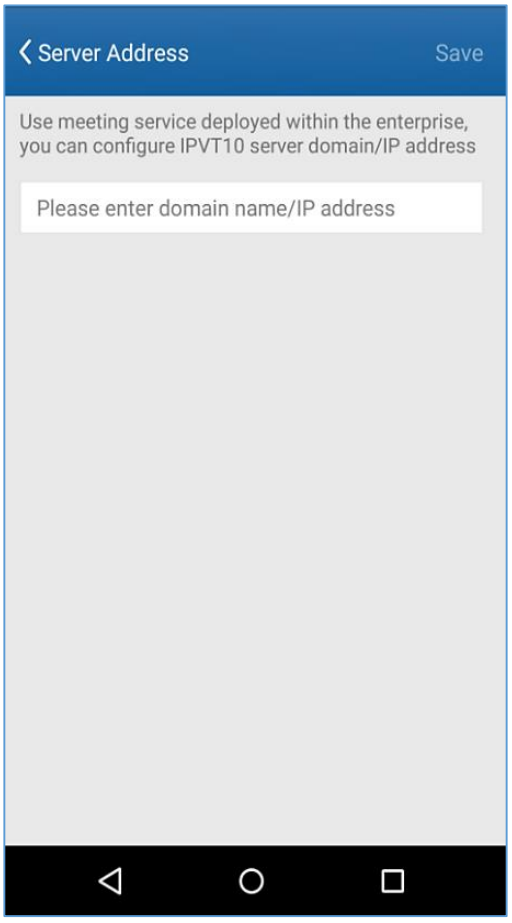


Figure 59: Configure Server Address

3. Enter the IP address or domain name of the Conference Management Platform.
4. Click “Save” to save the configuration, and the mobile client will connect to the IPVideoTalk server automatically.
5. If the user wants to recover the configuration to default values, please click on “Recover to Default”, and the mobile client will recover the connection with IPVideoTalk cloud conferencing platform.

Join a Meeting via Mobile app

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

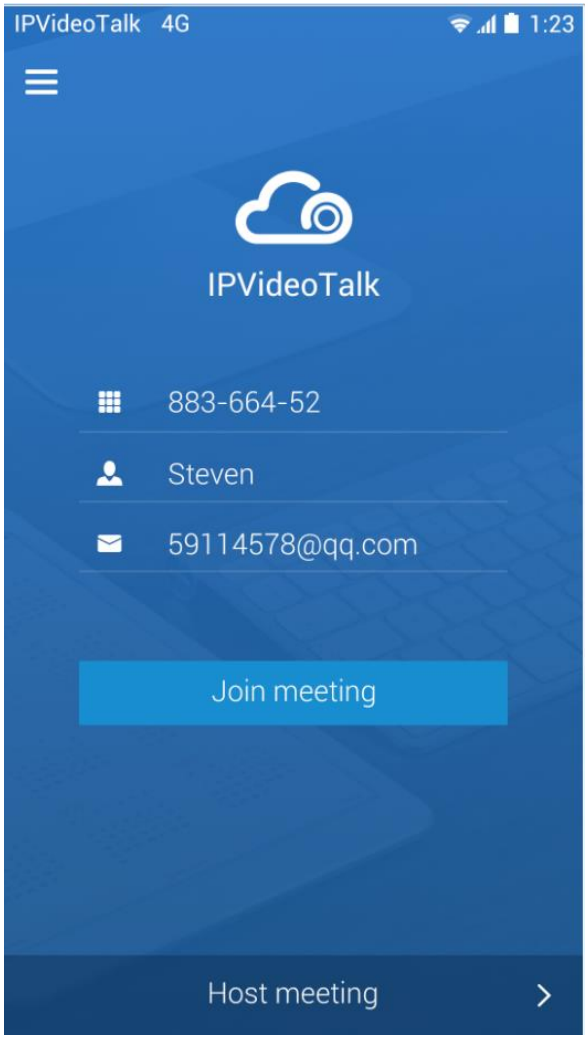


Figure 60: IPVideoTalk Application Join Meeting Interface

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 to join the meeting.

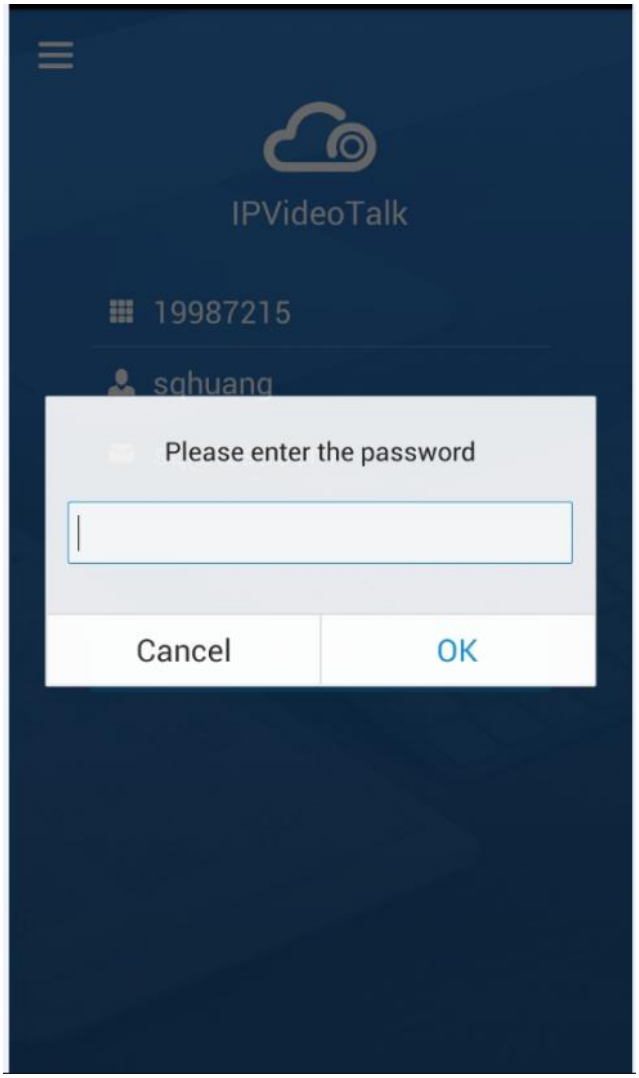


Figure 61: IPVideoTalk Application Join Meeting Interface - Enter Password

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

Host a Meeting via Mobile App

Users could start and host the meeting with host code.

Prerequisites: The meeting should have “To be hosted” status, which is 15 minutes before the meeting starting time. Otherwise, users cannot host the meeting via Mobile App.

1. Users could input the meeting ID, host code, name, and Email address to host the meeting.
2. Users may also click on the URL in the host notification Email to start to host the meeting, and it

will use the name and Email in the web portal to host the meeting. The meeting host does not need to input the password to host the meeting in this scenario.

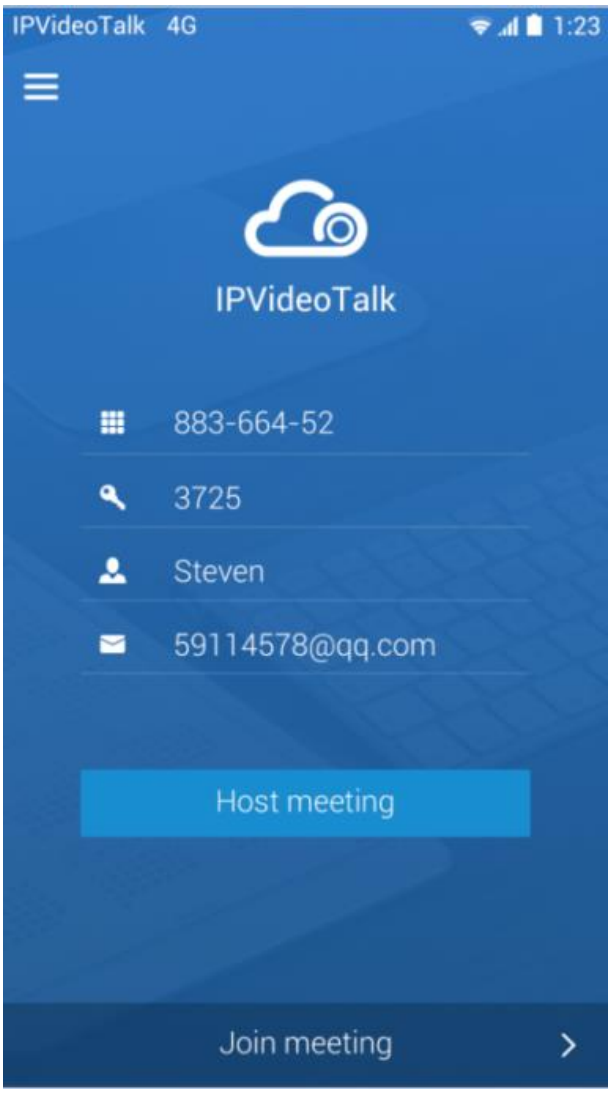


Figure 62: Host Meeting via Mobile App

Meeting Interface

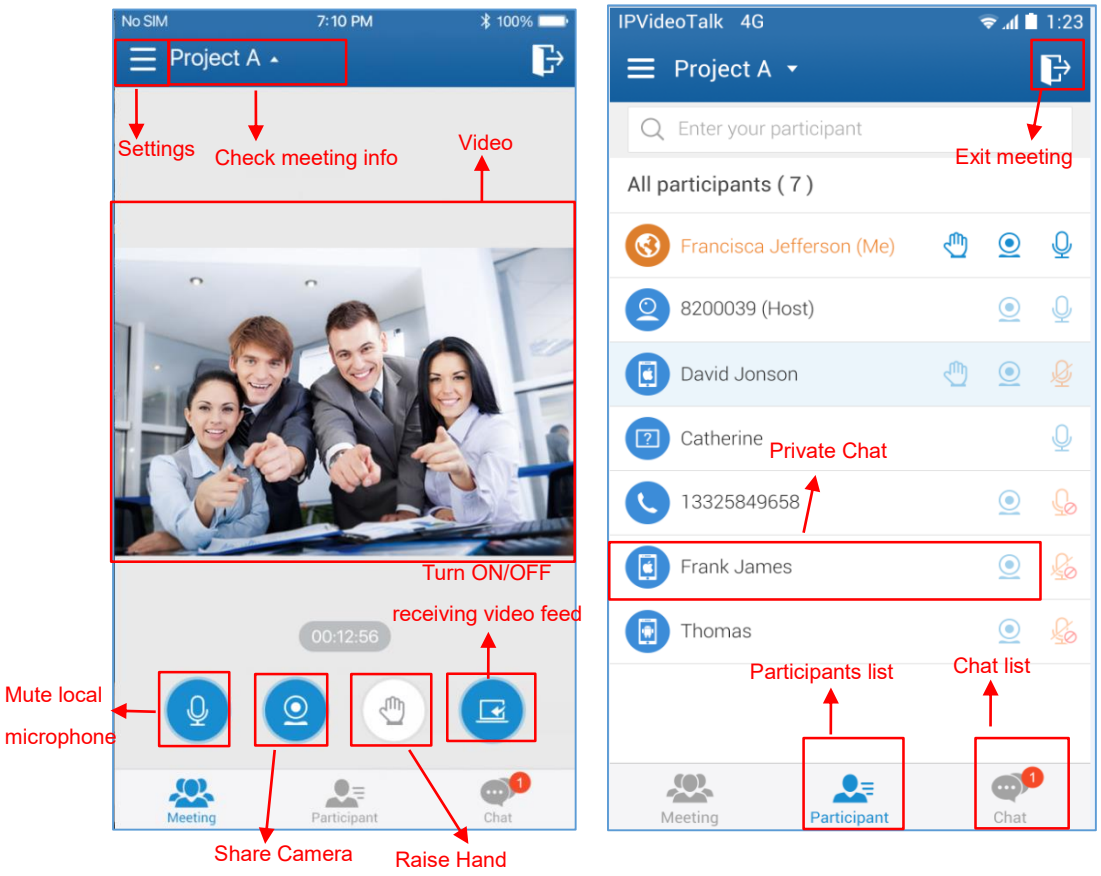


Figure 63: IPVideoTalk Meeting Interface on Mobile Client

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

Figure 64: IPVideoTalk Landscape Mode

Please check the options below on the UI of IPVideoTalk mobile app. See **Figure 63: IPVideoTalk Meeting Interface**.

- **Video**

  The received video or presentation will be displayed here. If one of the participants is doing presentation during the meeting, the mobile app user could switch to the conference video by swiping the screen. The user could place two fingers on the screen, then pinch them together to zoom out, or spread them apart to zoom in, to resize the screen to get clearer video.

- **Participants list**

  Display all participants during a meeting. Users may only view the host due to permission restriction. The meeting host has the authority to allocate permissions.
  Users could see the participants' clients type in Participants List, the icon will be seen in front of the participants' name. Here are all clients type icons:

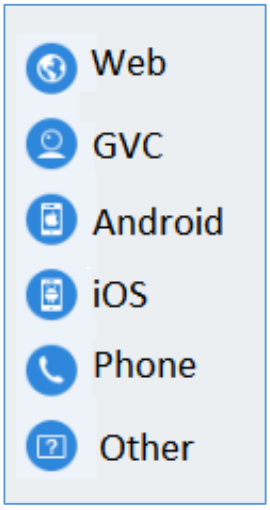


Figure 65: Clients Type Icons

- **Chat**

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

- **Mute Local Microphone**

  Users can mute or unmute the microphone.

- **Share Camera (beta)**

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

- **Raise Hand**

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

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

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

- **Meeting Duration**

  This is used to show the meeting duration.

- **Check Meeting Info & Become Meeting Host**

  Users can click on this option and input the host code to become the meeting host, or check the meeting information.
  Click meeting subject to view more meeting info such as meeting ID, meeting host, meeting time and etc.

- **Settings**

  Users could check the name and Email that users use to join the current meeting, mute himself/herself when joining the meeting or check the firmware version here.
  Users could also configure the media channel manually, and switch the media channel any time.
  Currently, the IPVideoTalk mobile app does not support online chatting or desktop sharing feature.

Webinar Practice Session

For IPVideoTalk Webinar, the Webinar host and panelists could join into the Webinar 1 hour before the Webinar starting time, in order to test the audio/video performance, and sharing/presentation performance. During the preparation period, the participants cannot join into the Webinar, and they can only stay at the waiting room (cannot receive any audio/video from the Webinar) until the Webinar starting time.

1. When the Webinar host joins into the Webinar, there will be a prompt showing that the current period is preparation period or starting the Webinar immediately.

   a) If the Webinar host selects to prepare the Webinar, the Webinar host could start the Webinar any time.

   b) The default behavior is the IPVideoTalk Cloud System will not call the Webinar host or invite the GVC panelists, there will be a prompt on GVC32xx host to ask whether to call the participants

immediately. If the user rejects to call the participants, the IPVideoTalk system will call the participants at the Webinar starting time. Or, the device owner could select to call the conference ID to join into the Webinar for preparation.

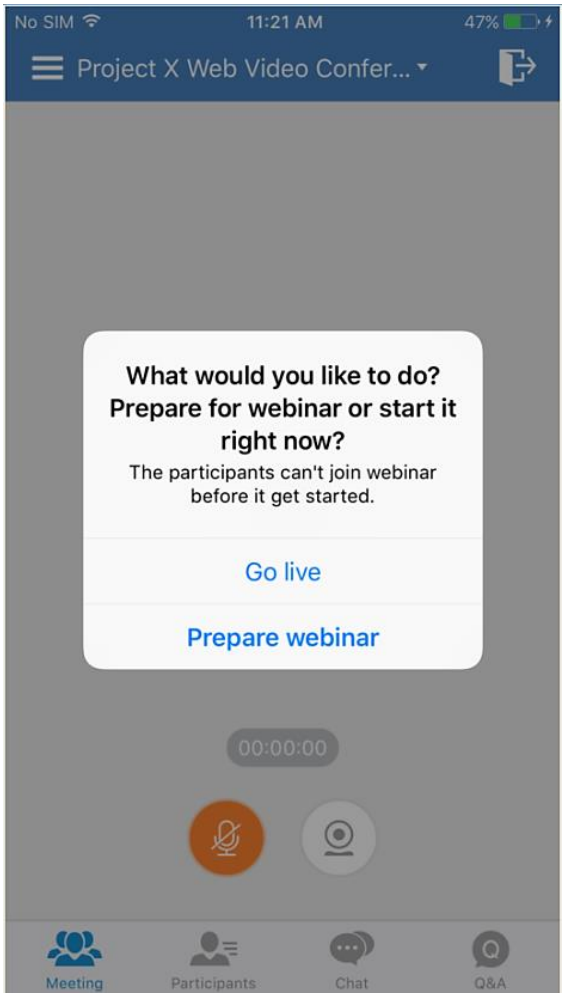


Figure 66: Webinar Practice Session

2. The Webinar panelists could join into the Webinar 1 hour before the starting time, the default is preparation period. The panelists cannot start the Webinar.

3. The participants stay at the waiting room until the Webinar starts. At this time, the Webinar host could set the participant as a panelist and this new panelist will join into the Webinar. The Webinar host could also kick out any participant who is waiting out of the Webinar.

4. During the preparation period, there are some limited features:

   a) Recording/Live features are temporarily unavailable.

b) The Chatting feature is only available for panelists group.

c) If the scheduled Webinar is set to record automatically, this recording feature will be started only if the Webinar starts.

Note: If the Webinar is about to the scheduled ending time, but the Webinar is not started, this Webinar will be expired automatically.

Audio Control

Connect Audio

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

Mute/Unmute

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

Media Channel

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

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

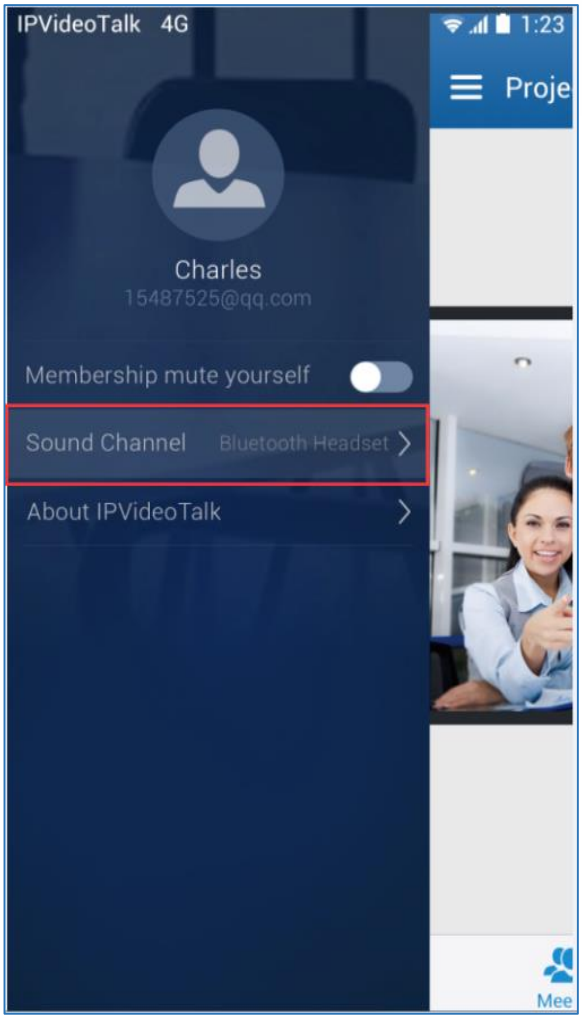


Figure 67: Media Channel Configuration Interface

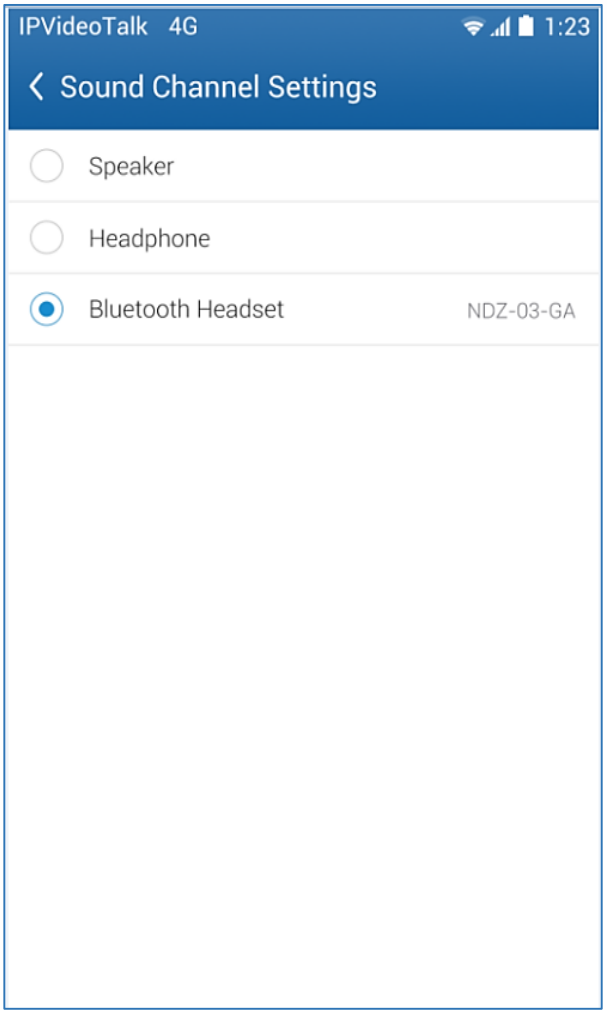


Figure 68: Sound Channel Settings

Invite Participants

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

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

Figure 69: Invite Participants by Share Icon

Video

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

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

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

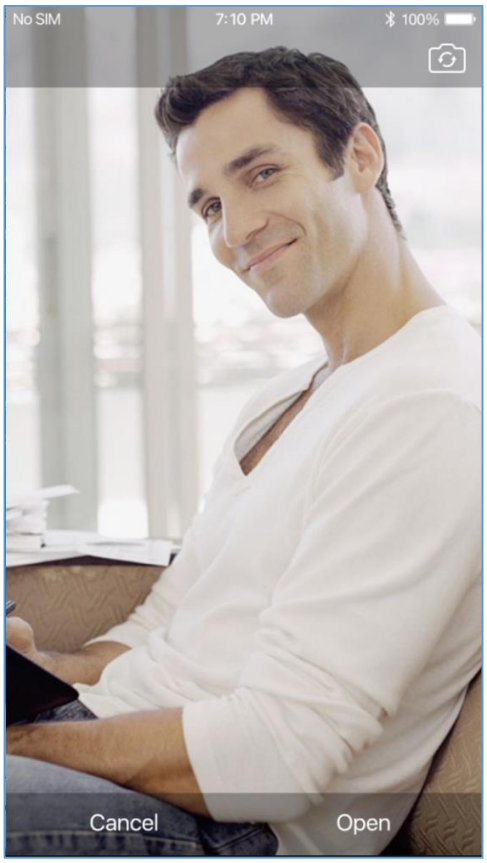


Figure 70: Share Webcam

Group Chat

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

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

.

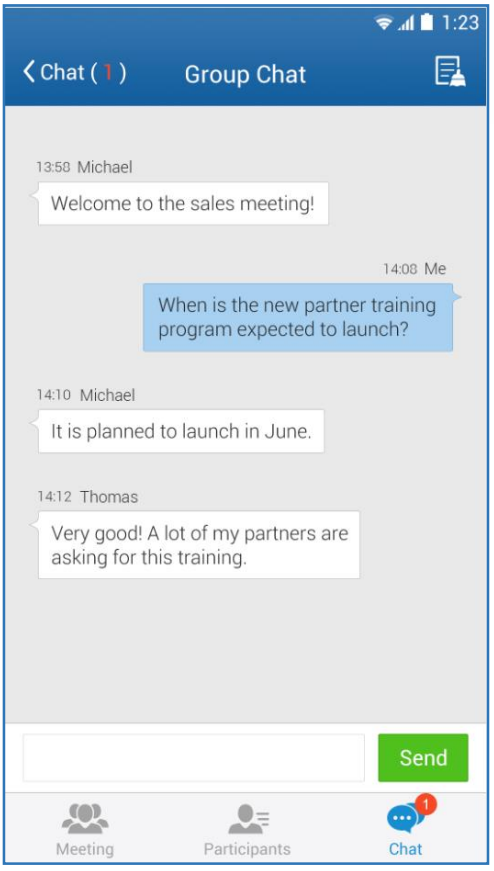


Figure 71: Group Chat Interface on Mobile Client

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

Panelist Group Chat

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

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

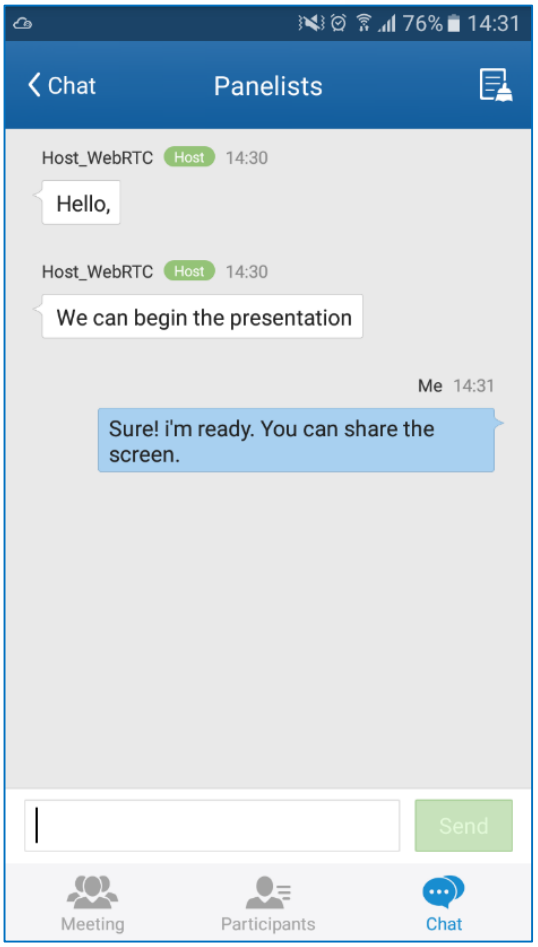


Figure 72: Panelist Chat on Mobile

Private Chat

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

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

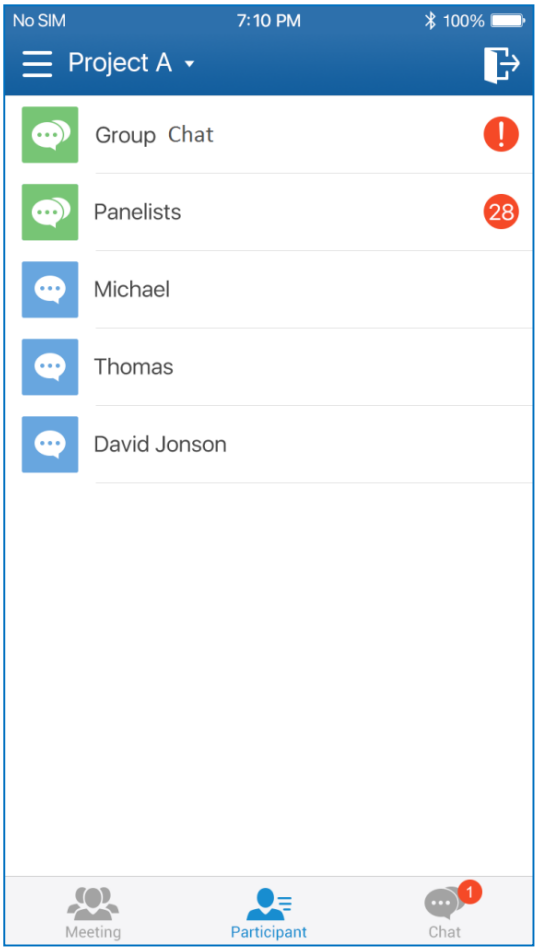


Figure 73: Chat List

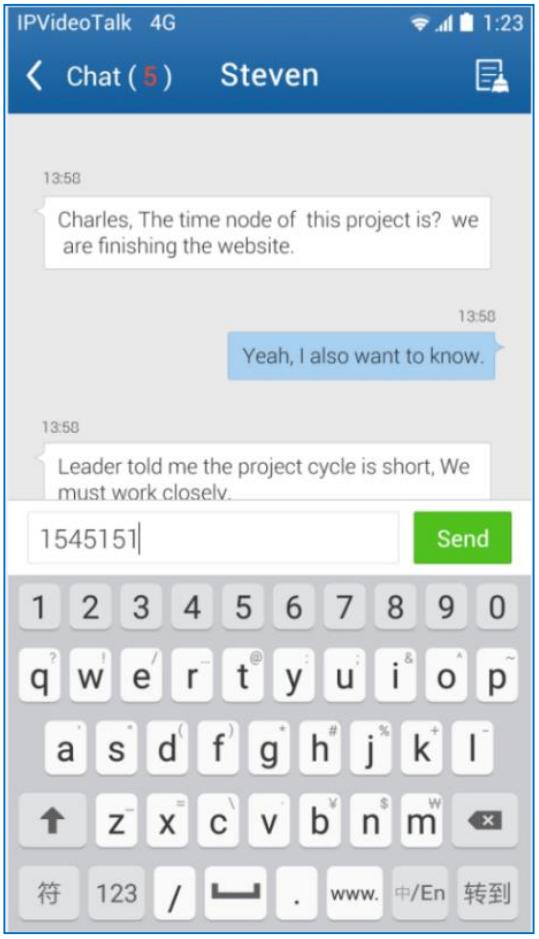


Figure 74: Private Chat with Other Participants

- 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.

Q&A

Only IPVideoTalk Webinar supports this feature.

1. The Webinar participants could click on the icon on the right bottom corner, and send the questions to the Webinar host/panelists.

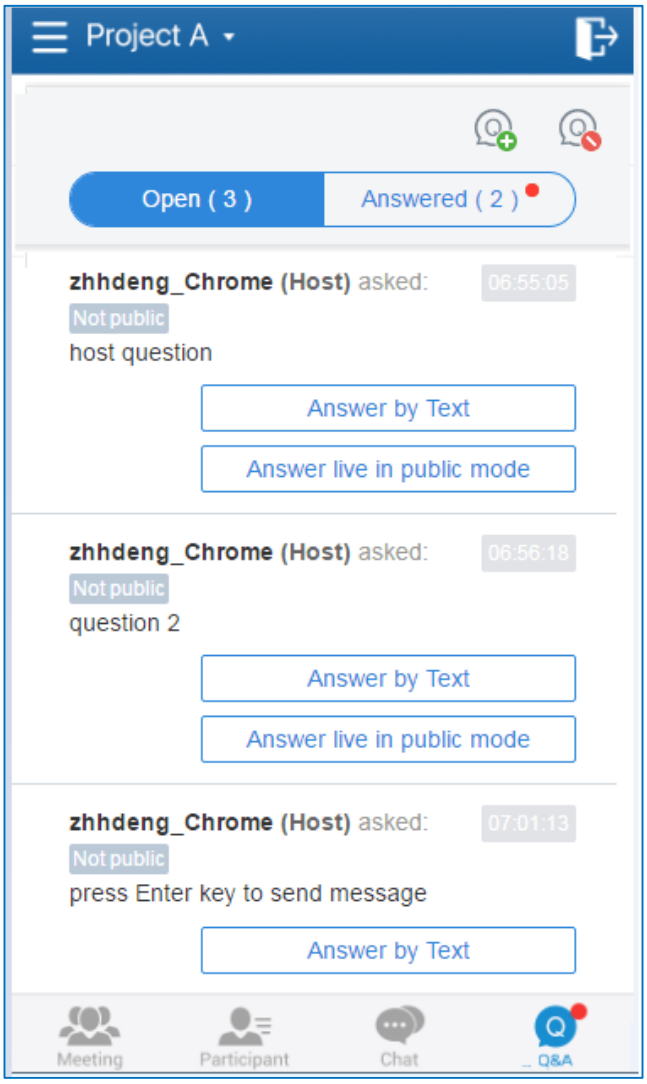


Figure 75: Q&A Interface

2. The Webinar host/panelists will receive the notification of new questions and check all questions (including answered questions and unanswered questions). There are two ways to answer the question, “Answer live in public mode” or “Answer by Text”.

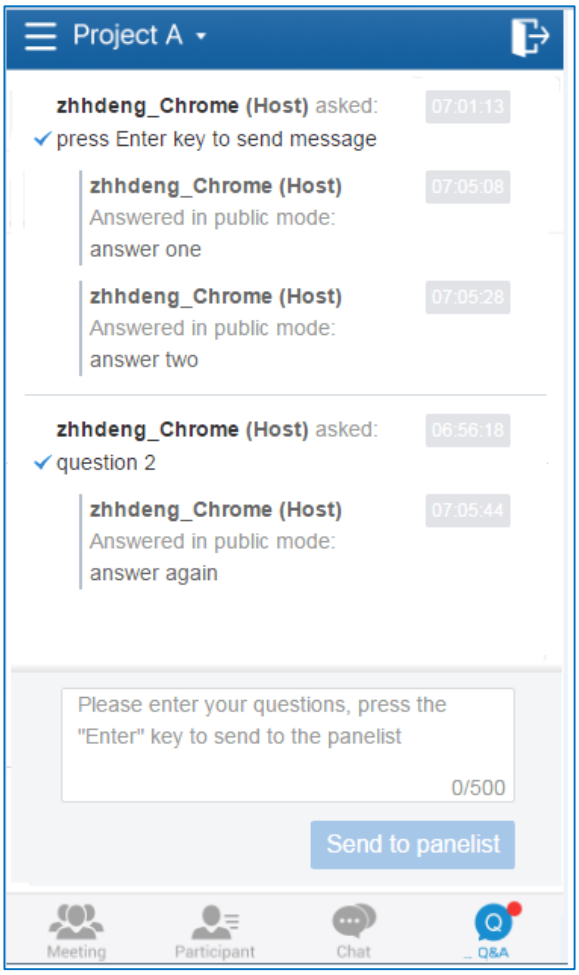
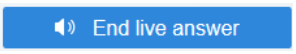


Figure 76: Answer Methods

a. Answer live in public mode:

i. When the user clicks to answer the question, the question will be sent to public by default, and the user could answer the question via audio during the Webinar.

ii. All participants will see the question and know that the user is trying to answer the question.

iii. If the user answers the question and clicks on button 

to finish the question, all Webinar participants will see the notification below.

b. Answer by Text: The Webinar host/panelists will send texts to the user who sends the question. The Webinar host/panelists could select option “Send to all participants”, and all participants will see the question and answer.

3. The Webinar host/panelists could add more additional comments for the answered questions.
4. When the new participants join into the Webinar, they will receive all questions and answers which are in public.
5. The panelists could answer the questions which are sent by themselves, in order to show the typical Q&As to other participants.
6. The Webinar host could click the on the icon “Forbid Participants Send Questions” on the right upper corner during the Webinar and allow users to send questions during another period.
7. For any question, it does not allow two Webinar hosts/panelists to answer in live mode at the same time.

Exit Meeting

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

Host

Become Meeting Host

1. Click on the icon on the left upper corner and select the “Host meeting” option.
2. Enter the correct host code to be the new host. To find host code, the user could go to IPVideoTalk Portal to find the host code of the meeting, or, if the host has filled up host Email when scheduling the meeting, the Email notification will list the host code there. Host Code is also found in **Meeting Info** during a meeting of the GVC32XX host.
3. Once host code is submitted successfully, this WebRTC user will become the host and other participants will receive the prompt "XXX is now the host".

Meeting Control

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

Panelists

1. Select a participant in Participants Lists.
2. Long pressing the screen on the name of the panelist, the menu will be shown up.

3. Select “Set as Panelist” to set the participant to be a panelist.

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

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

Mute/Unmute

- **Mute all**

Click on the icon on the right upper corner of tab “Participants”, users could see the meeting control menu. Users could select “Mute all” to mute all participants’ MIC. All participants on the Participants List will be muted except the host.

- **Unmute all**

Click on the icon on the right upper corner of tab “Participants”, users could see the meeting control menu. Users could select “Unmute all” to unmute all participants’ MIC. All participants on the Participants list will be unmuted except the host.

- **Mute/Unmute selected participant**

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

Cloud Recording

The meeting host could click on the button to start the cloud recording. When the cloud recording starts, all participants will see the recording status indicator . Webinar Participants cannot see the recording status icon.

The meeting host could stop cloud recording at any time. When the cloud recording is stopped, users could login the web portal to check/download recording files. When the recording files finish uploading to web portal, the meeting host will receive a notification Email.

The recording file is MP4 format, including the meeting audio, video/presentation (presentation will be recorded and has higher priority than video stream).

Prerequisites:

1. The IPVideoTalk Plan needs to include the Cloud Recording feature.

2. The enterprise account should have enough storage space in cloud sever. The sum of all spaces for all activated plans which belong to the same enterprise account will be counted. The used storage spaces are counted with all recording files for the enterprise account.

3. GVC32XX needs to be linked with IPVideoTalk account, otherwise, the user cannot use cloud recording.

Stop Sharing the Webcam

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

Figure 77: Stop Sharing the Webcam

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

Require Webcam Sharing

If the GVC32XX client in the IPVideoTalk meeting does not share the webcam, the meeting host is able to request the GVC32XX client to share the webcam.
Long pressing the name of the GVC32XX participant, the menu will be shown up, and select "Require Webcam Sharing" to send the sharing request. The GVC32XX participant will receive the notification and show a prompt to accept/reject the request. If accepts, the GVC32XX participant will share the webcam to the IPVideoTalk meeting immediately.

Notes:

- The client GVC320X/GVC3210 should be running firmware version 1.0.3.47/1.0.1.20 or higher (respectively).
- If the GVC32XX client is the general participant in an IPVideoTalk Webinar, this feature will not be available. In this case, the meeting host could set the GVC32XX client to a panelist and request the GVC32XX client to share the webcam.

Disable/Enable Chat Function

- **Disable chat**

Under “Chat” section, click on the button "Disable All to Chat" to disable chatting feature. No participant can send chat anymore.

- **Enable all to chat**

Under “Chat” section, click on the button "Enable All to Chat", and all participants can chat.

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

Mute Attendees on Entry

Click on the icon on the right upper corner of the tab “Participants”, users could see the meeting control menu. Users could click on option “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 affect on the participants who are already in the meeting.

Allow All View Attendee List

Click on the icon on the right upper corner of tab “Participants”, users could see the meeting control menu. Users could click on option “Allow All View Attendee List”. Then, all the participants in the meeting will see the meeting participants list. If the user unchecks this option, all the participants will only see the host and himself/herself on the participants list.

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

Add Participants during a Meeting

During an IPVideoTalk meeting, the meeting host could invite GVC32XX participants or WebRTC participants at any time by IPVideoTalk ID or Email address, respectively.

Click on the icon on the right upper corner of tab “Participants”, users could see the meeting control menu. Users could click on option “Add Participant”, the user could input the IPVideoTalk ID or Email address and click on “Add” to invite participants. When done, IPVideoTalk system will call GVC32XX directly, or send an invitation to the given Email address.

If the GVC32XX rejects the invitation, the meeting host will receive the failed prompt, If the participants amount reaches the limitation, the meeting host cannot add more participants during the meeting, If the participant accepts to join the meeting, but the participants amount reaches the limitation at current time, the participant cannot join the meeting.

Remove Participant

In the Participants List, long pressing the name of the participant, users could see the menu, and users could click on “Remove” to remove the participant.

End/Leave Meeting

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

- If choosing "End the meeting", the meeting hosted on GVC32XX device will be ended and all participants will be disconnected from the meeting.
- If choosing “Leave the meeting” only the host will leave, please make sure to end the meeting manually from IPVideoTalk portal after all participants left. Otherwise, it will be ended automatically after 6 hours.

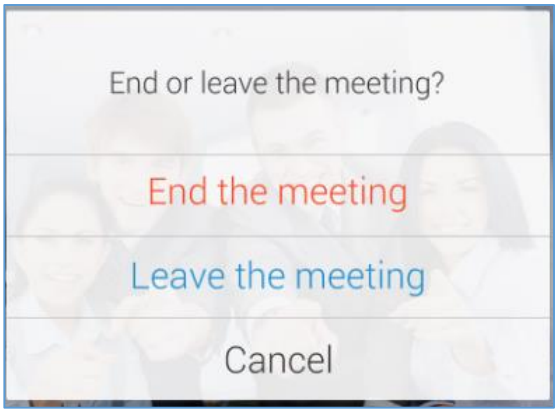


Figure 78: Choose How to End Meeting

About

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

IPVIDEOTALK PORTAL

IPVideoTalk Portal is a web-based online management center, on which users could manage video devices or internal contacts, check devices online status, make meeting reservation and etc.

Sign In

1. Enter the IP address or domain name of the IPVideoTalk Portal in the browser of the PC
2. Fill in the login account user name and password (The default login in user name and password are “admin/admin”, or the user account ID/password which is assigned by the administrator).
3. Click on "Sign in".

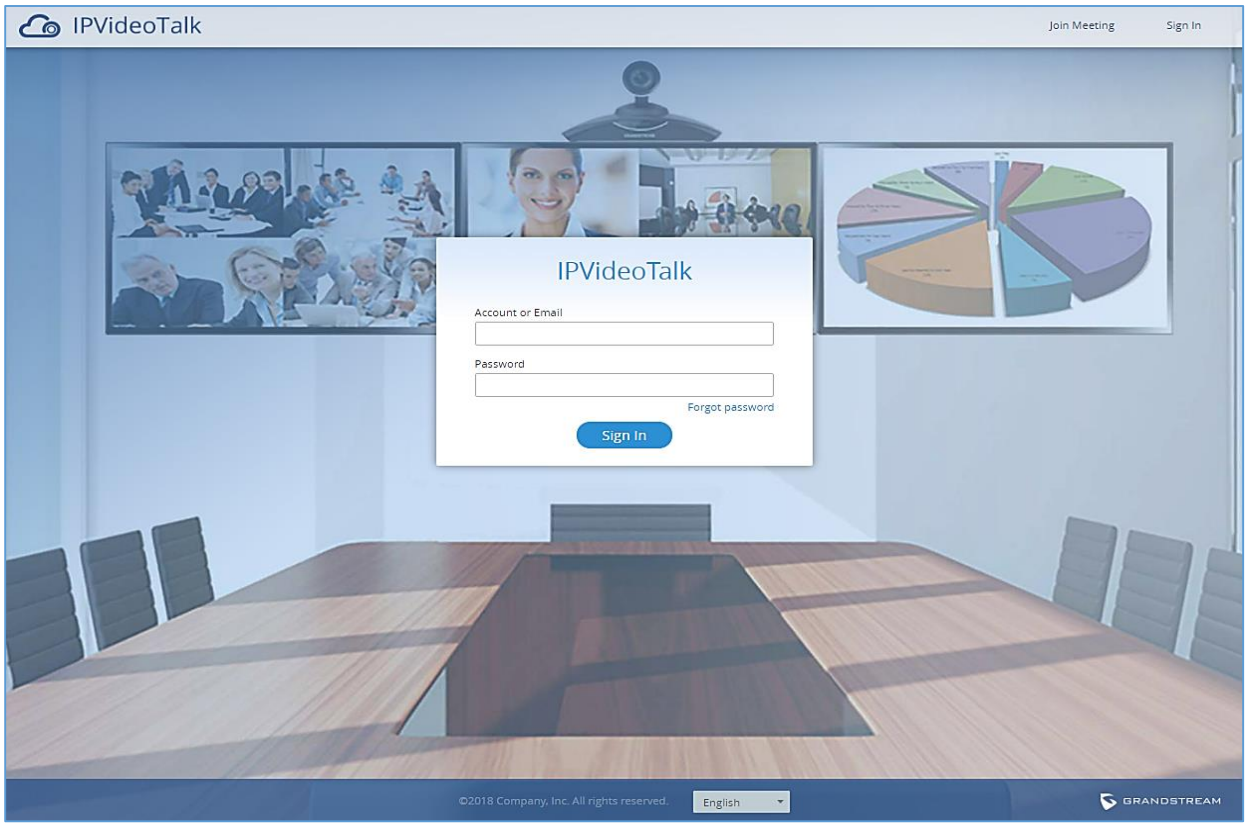


Figure 79: IPVideoTalk Sign in Screen

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

Definitions

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

Tool Bar

The login account is displayed on the upper right corner once logged in. Click on account (for instance

as shown in below figure), there will be a drop-down menu. Users could click “Admin Center” (including sub-user management and enterprise information management), and update Settings (including personal information settings and instant meetings template settings).

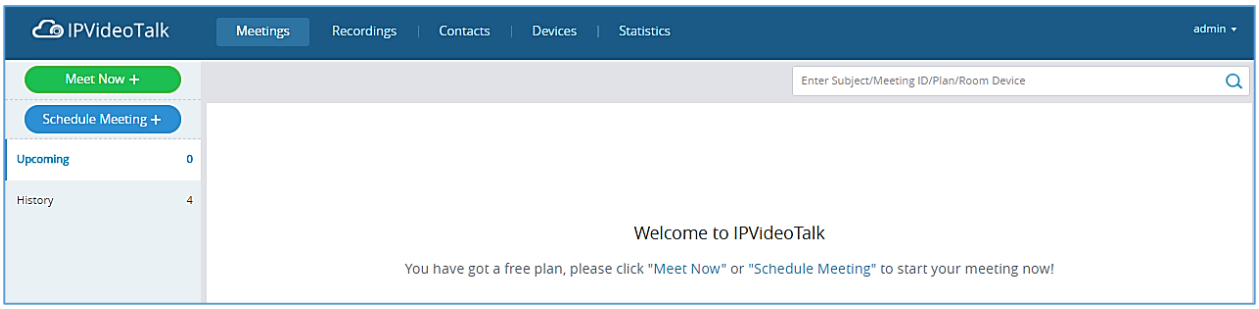


Figure 80: Account Info Screen

- Click “Sign Out” to exit.

Devices

Users can add, view, edit, delete or search devices on Devices screen.

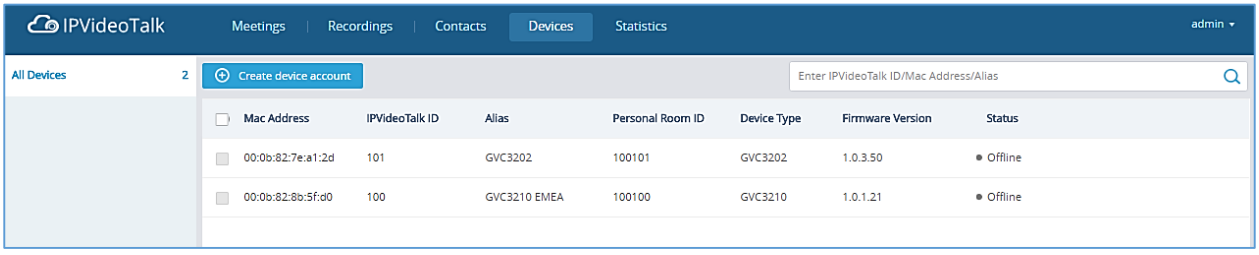


Figure 81: IPVideoTalk Devices Screen

- **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, Personal Room ID (Each GVC32xx device has a Personal Room Number, the instant meeting will use this Personal Room Number as the meeting ID), Alias, Device Type, Firmware Version, and Status.

Add Device Automatically

When the GVC32xx device connects to the IPVT10 server for the first time, it will be associated with the enterprise of the IPVT10 automatically.

Create Accounts for 3rd Party Device

If users want to use 3rd party device to join into the IPVideoTalk conference, users need to create an account for the device, and configure the account in the 3rd party device.
Follow the steps below to create an account for the device and configure the account in the 3rd party device:

1. Under “Device Management” menu, click on the option

to create accounts for 3rd party devices as the following screenshot shown below:

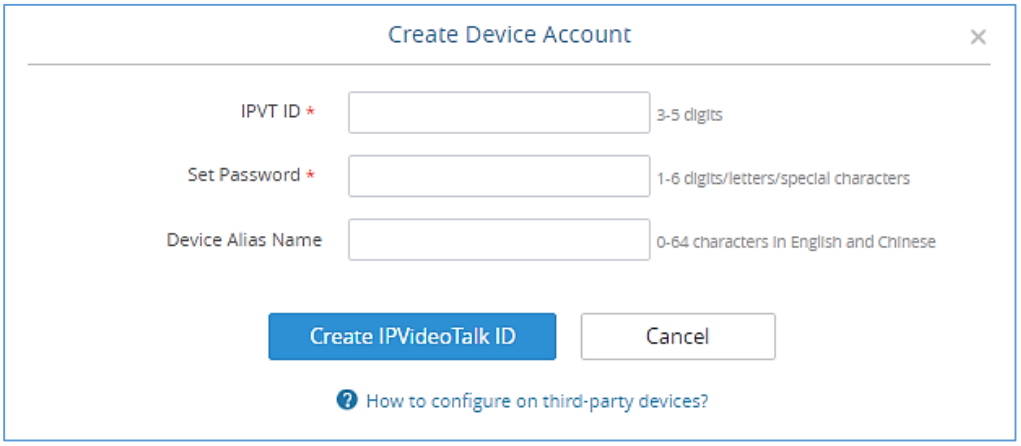


Figure 82: Create Device Account

2. Finish the account information:
   - **IPVideoTalk ID**: Create an IPVideoTalk ID for the device, and it should be a 3-digit to 5-digit number (e.g. 666).
   - **Password**: Set a configured password, and it should be a 1-digit to 16-digt number/words/special characters.
   - **Name**: Set a name for the device which using the configured IPVideoTalk ID.
3. Click on “Create IPVideoTalk ID” button to confirm to create the account.
4. The IPVideoTalk ID and Personal Room Number will be created by the system.

5. Users could configure the created account information in the 3rd party device as a SIP account. Then, users could register the IPVideoTalk ID on the 3rd party device.

Authenticated Devices Management – Remote Control

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

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

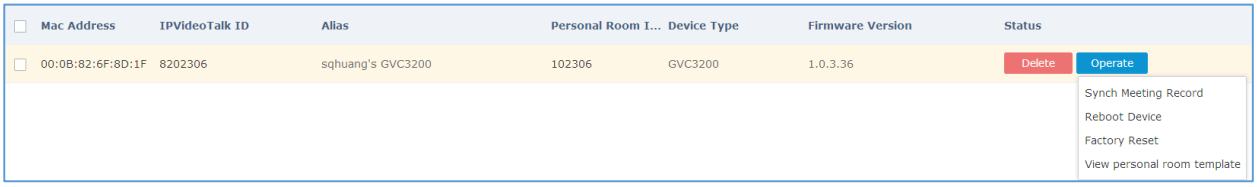


Figure 83: Remote Control Screen

2. Users could click on “Operate”→“Synch Meeting Record”, then all the scheduled meeting will be pushed into the GVC32XX device. When done, users could see the scheduled meeting in the meeting list in GVC32XX. This feature will only sync the “Not Started” or “To be Hosted” meetings with GVC32XX.

3. Click "Factory Reset" or "Reboot Device". Please note the device must be online before any operations, otherwise, the operation will fail.

4. Click on “View Personal Room Template”, users could check/edit the device’s personal conference template, such as the meeting tile and meeting password.

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.
- In the IPVT10 server, the auto-linked GVC320x/3210 devices cannot be deleted (The service cannot be used normally if the auto-linked GVC320x/3210 devices are deleted). The created IPVideoTalk IDs can be deleted, and all conferences information and data of the IPVideoTalk IDs will be removed from the IPVT10 sever.

Meetings

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

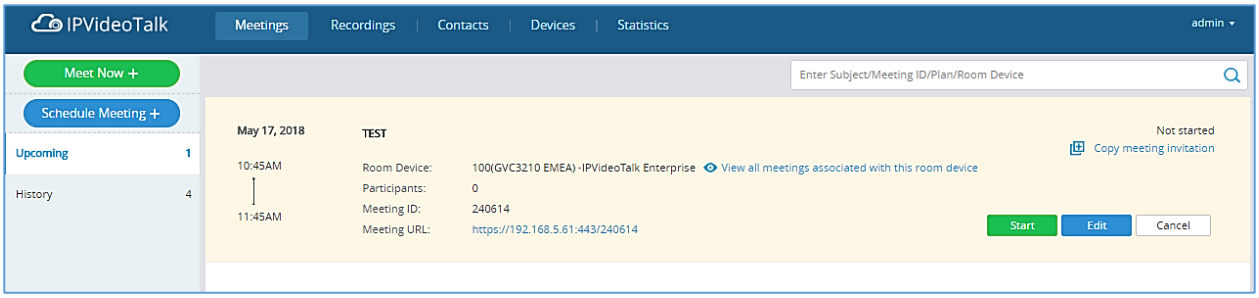


Figure 84: Meetings Screen

Personal Room

Each Room Device has a Personal Room Number. Once the device registers the IPVideoTalk ID, the IPVideoTalk system will assign a Personal Room Number to the device.

1. Meeting Now will use the Personal Room Number to start the meeting.

2. If the scheduler wants to schedule a meeting, the scheduler could select to use the Personal Room Number.

3. Each IPVideoTalk ID has a personal conference template, and users could update the template in "Settings" → "Personal Room Template". Here are the default settings:

    a) The default setting of conference password is none for the Personal Room. If the user needs to set a conference password, the user could set the preferred password in the template.

    b) Users could check the Personal Room Number here.

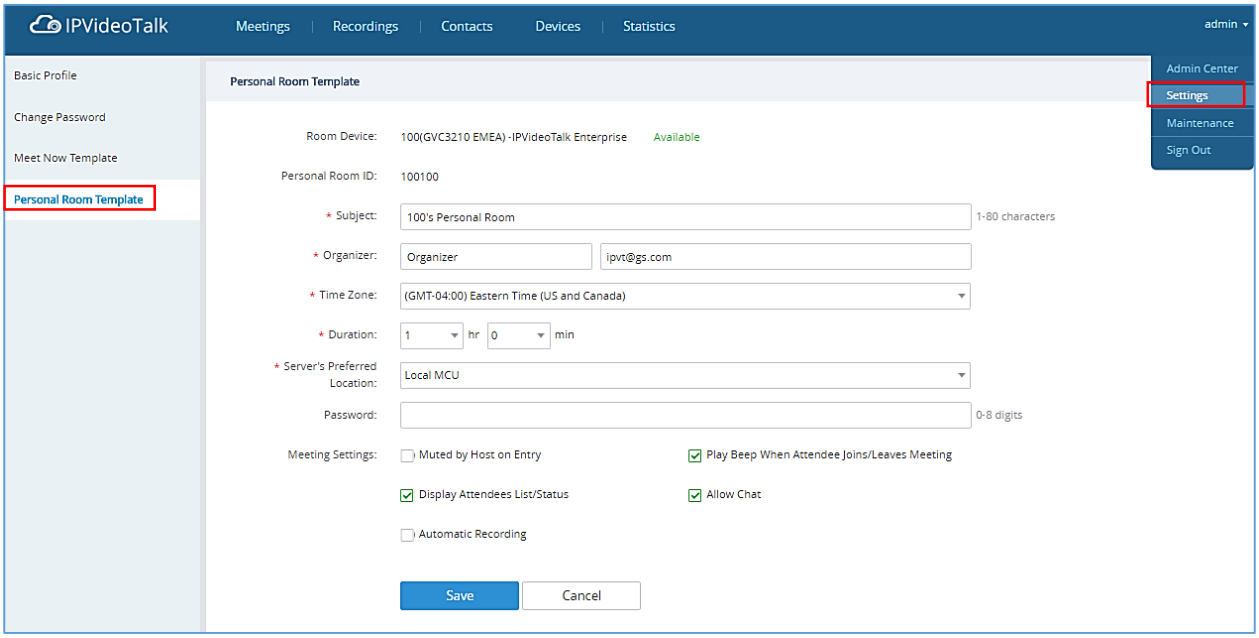


Figure 85: Personal Room Template

4. All the scheduled Personal Room will use this “Personal Room Template”. If the user changes the conference password, server location, participants control, the scheduled Personal Room will be updated with this updated template.

5. If the conference password is updated, the meeting system will send Emails to the meeting host and panelists/meeting invitees.

Note:

If there are some meetings are in progress, or some “To be hosted” Personal Rooms the user cannot edit the “Personal Room Template”.

Meet Now

Users can start an instant meeting on IPVideoTalk Portal.

1. Go to IPVideoTalk Portal and click on

.
2. Enter the meeting information into the appropriate fields, and the meeting will be considered as an instant meeting by default:

    - **Plan/Room Device**: Select the host device or web meeting plan for the meeting. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Or, select the purchased/assigned web meeting plan.
        - If the user selects “Room Device”, the default setting is “Personal Room”, and the

meeting title and password will be loaded with the information in the “Personal Room Template”. If the user wants to update the information, please click on “Edit Personal Room Template”.

- If the current plan or room device has a meeting in progress, the user cannot start an instant meeting. If the room device has a “To be hosted” Personal Room, the user cannot start an instant meeting.

- **Subject**: Fill in the subject of the meeting.
- **Password**: Users can set meeting password for the meeting. This is optional. Setting meeting password can prevent meeting from being interrupted by any unexpected callers.
- **Invitees:** The user could input the Email or IPVideoTalk ID to invite the participant. The user could also click on “Frequent Contacts” to select the invitees.

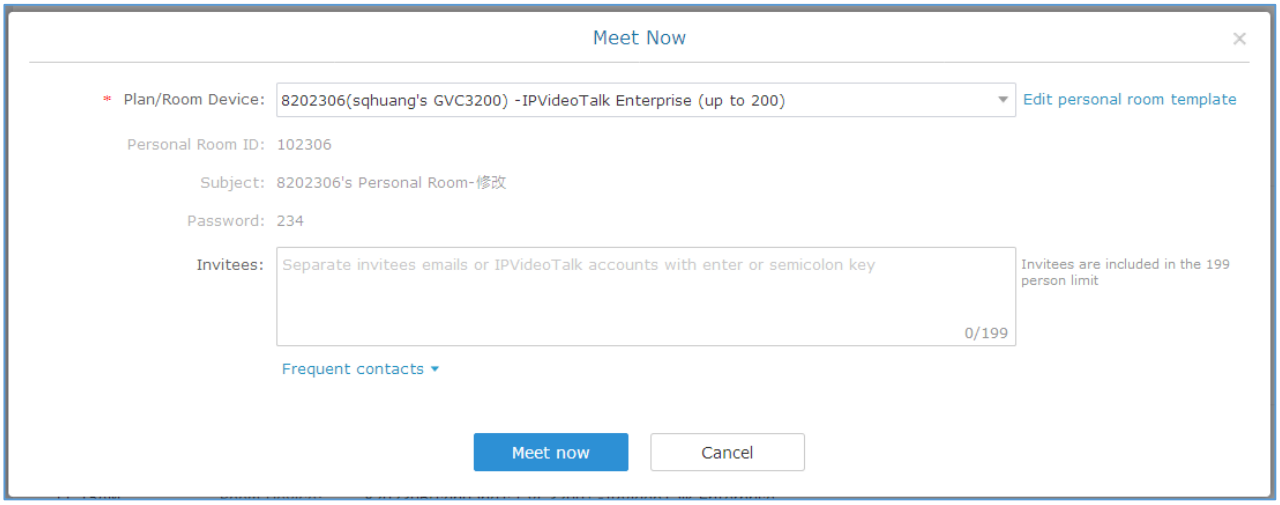


Figure 86: Meeting Now Options

3. When done, click “Meet now” to confirm. Then, users will be directed to the WebRTC meeting starting interface, and will automatically initiate a call to the host device.

4. Users could modify the default information for “Meet Now”. Go to **IPVideoTalk Portal → Settings → Meet Now Template/personal Room Template**, users could modify the default meeting information.

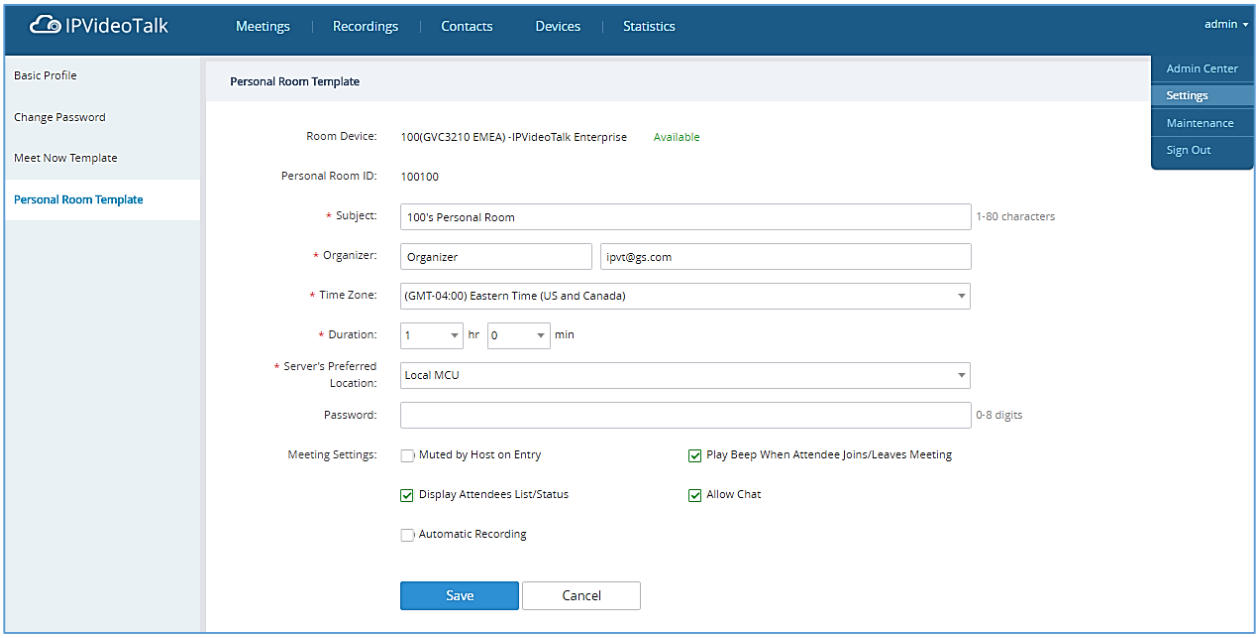
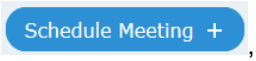


Figure 87: Meet Now Template

Schedule a new Meeting

1. Access Meeting screen and click on 

, and select the meeting type.

2. Fill in meeting information.

Basic Info:

- **Plan/Room Device:** Select the host device or web meeting plan for the meeting. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Or, select the purchased/assigned web meeting plan.
- **Personal Room**: If the user selects Room Device, the user could also select to use the Personal Room Number. This Conference ID is the personal conference room, and the Conference Password, Attendees Control, Server Location will be loaded from the Personal Room Template. If the user wants to update the information, please click on “Edit Personal Room Template”.
- **Subject**: Fill in the subject of the meeting.
- **Time Zone:** Select time zone for the meeting.
- **Start Time:** Set start time for the meeting.
- **Duration**: Set the expected meeting duration and it is visible to other participants. Users can end the meeting in advance or delay the meeting, the meeting is not restricted by the configured duration.

- **Recurring**: Recurring meeting on regular time basis. Please refer to chapter **Schedule a Recurring Meeting** for more information.
- **Password**: Users can set meeting password for the meeting. This is optional. Setting meeting password can prevent meeting being interrupted by any unexpected callers.
- **Description:** Users could input the descriptions of the meeting, in order to mark the meeting.
- **Agenda:** Users could enter the agenda of the meeting. The participants will see it in the meeting invitation Email.
- **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 can 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.
- **Attendees Control - Automatic Recording:** If this option is selected, the meeting will be recorded automatically once the meeting is started.
- **Host Email**：Users could enter the Email of the host who will receive an Email that contains host code and reminds him/her about the meeting to be hosted.
- **Server Location**：Specify the server where the meeting will be hosted. When the meeting starts, it will automatically connect to the specified server region, and all participants will connect to it. To ensure the meeting quality, users should select the closest sever to the meeting location, or where most participants are located. e.g., Oregon for US area, Frankfurt for EU area, and Sydney for Asia and Pacific area.
- **Participants**: Users can enter Email to invite meeting participants, or enter IPVideoTalk ID of other GVC32XX devices. Users can also input name or the key words to search for company contacts. The user could also click on “Frequent Contacts” to select the invitees.

Note: If the server’s STMP mailbox is not configured on the IPVT Deployment Platform, the conference Email cannot be sent.

Email settings:

- **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. Users could also configure the Email reminder, set the sending time before the meeting. Users could set 3 Email reminders for each meeting.

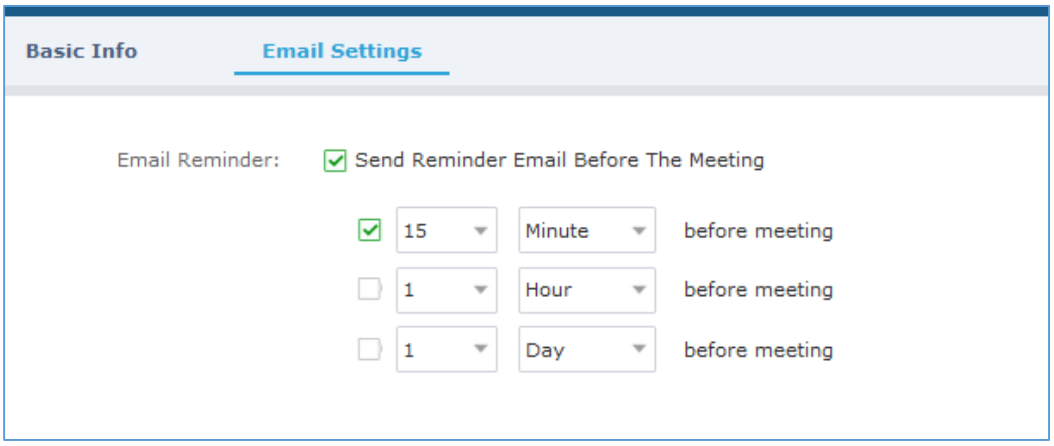


Figure 88: Email Settings

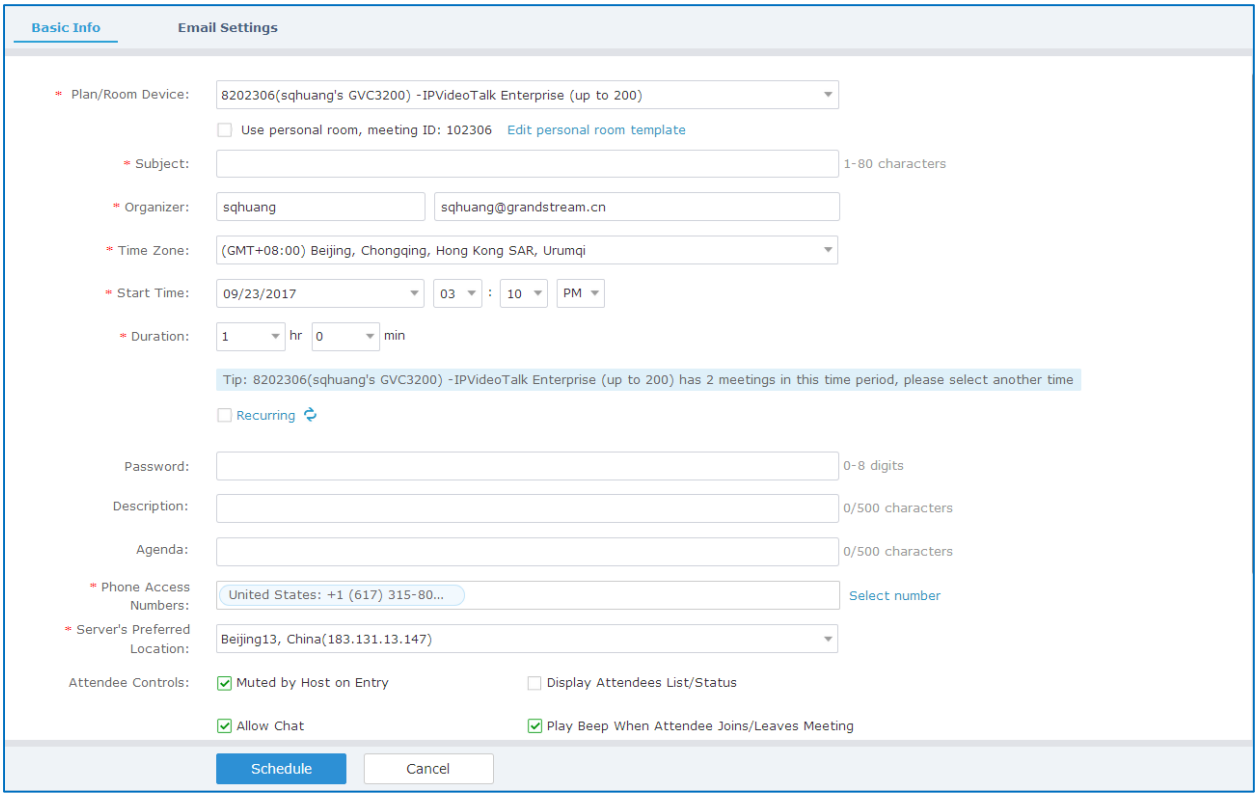


Figure 89: Schedule Meeting Screen

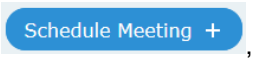
3. If the meeting is scheduled successfully, the system will send notification Email to the Email participants automatically. Users could also check the meeting detailed on the host device schedule interface on LCD or Web UI. The host device will initiate meeting automatically when the meeting time starts.

4. If the two scheduled meetings time are overlapped during the same period, there will a prompt to indicate users to change the schedule. Users still can schedule the meeting and ignore the overlap.

Notes:

- Please make sure the host device is powered on and connected to Internet when the meeting is about to start.
- If the server's STMP mailbox is not configured on the IPVT Deployment Platform, the conference Email cannot be sent.

Schedule a new Webinar

1. Access Meeting screen and click on 

, and select the meeting type to Webinar.
2. Fill in Webinar information: Basic Information

- **Plan/Room Device:** Select the host device or web meeting plan for the Webinar. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Or, select the purchased/assigned web meeting plan.
- **Subject**: Fill in the subject of the Webinar.
- **Time Zone**: Select time zone for the Webinar.
- **Start Time**: Set start time for the Webinar.
- **Duration**: Set the expected Webinar duration and it is visible to other participants. Users can end the Webinar in advance or delay the Webinar, the Webinar is not restricted by the configured duration.
- **Recurring**: Recurring Webinar on regular time basis. Please refer to chapter **Schedule a Recurring Meeting** for more information.
- **Password**: Users can set Webinar password for the Webinar. This is optional. Setting Webinar password can prevent Webinar being interrupted by any unexpected callers.
- **Description:** Users could input the descriptions of the Webinar, in order to mark the Webinar.
- **Agenda:** Users could enter the agenda of the Webinar. The participants will see it in the Webinar Invitation Email.
- **Phone Access Number**: In the Invitation Emails, it will show the default Phone Access Numbers. The scheduler could also select to show only 2 default Phone Access Numbers.
- **Attendees Control - Mute Attendees on Entry:** If checked, all participants will be muted when entering the Webinar.

- **Attendees Control - Display Attendees List**: If set to "Yes", WebRTC participants could view the participants list during the Webinar. If set to "No", WebRTC participants can only see the host in the participants list.
- **Attendees Control - Allow Chat**: If checked, all participants can chat.
- **Attendees Control - Play Beep When Join/Leave Meeting:** If checked, when there is a Webinar participant join/leave the Webinar, other participants will hear the beep notification.
- **Attendees Control - Enable Q&A:** If this option is selected, the Q&A feature is supported during the Webinar. The Q&A module will be shown up on the Webinar interface. The Webinar participants could send questions for the Webinar host/panelists, and the Webinar host/panelists could select to answer the questions.
- **Attendees Control - Automatic Recording:** If this option is selected, the Webinar will be recorded automatically once the Webinar is started.
- **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 Webinar to be hosted.
- **Server Location**：Specify the server where the Webinar will be hosted. When the Webinar starts, it will automatically connect to the specified server region, and all participants will connect to it. To ensure the Webinar quality, users should select the closest sever to the Webinar location, or where most participants are located. e.g., Oregon for US area, Frankfurt for EU area, and Sydney for Asia and Pacific area.
- **Add Panelists**: Users could add panelists (meeting host) with their names, Email addresses, photos and introductions. Other participants will see the information of the invited panelists (meeting host). And, when users customize the registration page, users could add the information of the panelists (meeting host) into the registration page. In this case, other participants will see the Webinar host/panelists information when joining into the Webinar.
- **Participants**: Users can enter Email to invite Webinar participants, or enter IPVideoTalk ID of other device devices. Users can also input name or the key words to search for company contacts. The number of invitees is depending on the plan of the organizer.
- **Participants Registration**: If checked, the participants except invitees should register before joining the Webinar, this feature will help the host to collect the participants' information. The system will provide Webinar registration link, all participants except invitees need to register the Webinar via the link. Users could customize the registration page.
- **Registration:** If the Webinar is recurring Webinar, the user could also select to allow the invitee to register only once and join all recurring Webinars, or only for the next Webinar.
- **Approval:** Users could set to get verified automatically, or verified manually. If it is set to get verified manually, the participant will not receive the confirmation Email immediately after registering, and the participant cannot join into the Webinar until passing the verification.

- **Notifications:** If this option is checked, when someone registers for this Webinar, the Webinar system will send a notification automatically to the Webinar host.

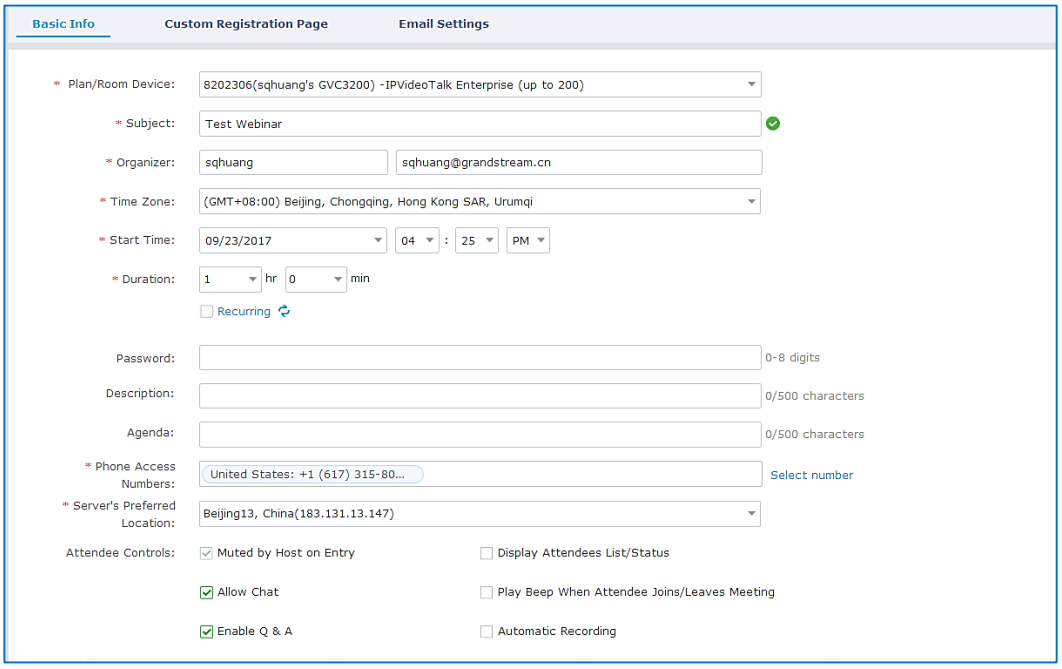


Figure 90: Schedule Webinar - I

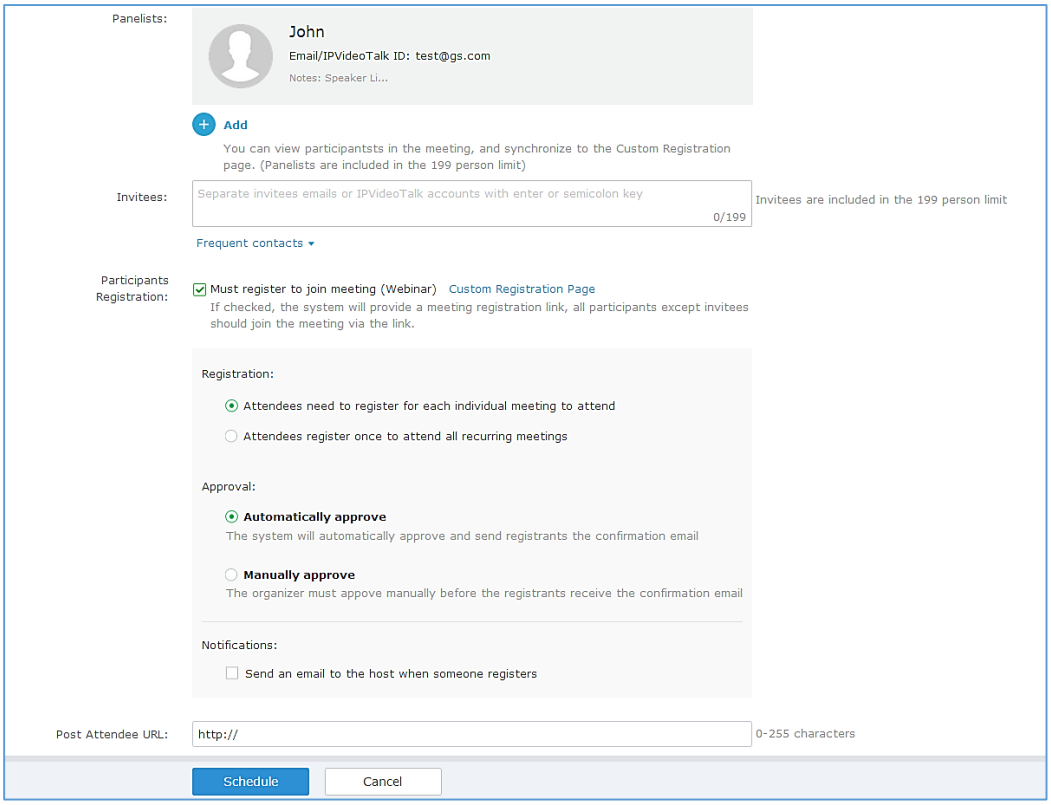


Figure 91: Schedule Webinar – II

3. Fill in Webinar information：Custom Registration Page.

i. Users could customize the banner, the information options from the participants, the Webinar host/panelists' business card and so on.

ii. The figure below shows the registration page for Webinar participants. Users could drag the items from "Register Items" / "Options" from the right side to the left-side page. When done, users could click on the button Preview on the bottom page to preview the registration page.

- **Banner**: The size is up to 1000*200, and the image format includes png, jpg, jpeg and other common image format.
- **Register Items**: The default displaying items are Name, Email address and Country. Users could customize and add up to 20 options. The Registration Items include Input, Drop-down, MText, Radio, and Multiple Checkboxes. Users could customize and add the items by requirements, and users could also define the customize option is a required option or not.

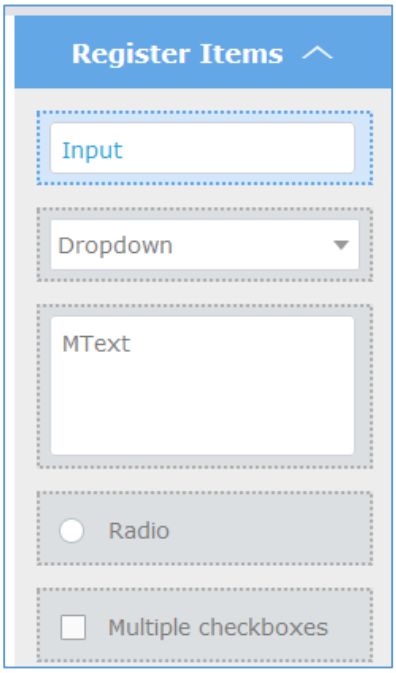


Figure 92: Customize Registration Page

- **Options**: Users could drag options "Lecturer Info", "Meeting Description" and "Meeting Agenda" to the registration page. Users could add up to 5 lecturers on the registration page. Users need to select the lecturers from the invited Webinar panelists. Users could move the panelist to the registration page, or add a new lecturer. The new added lecturer will not be moved to the Webinar panelists.

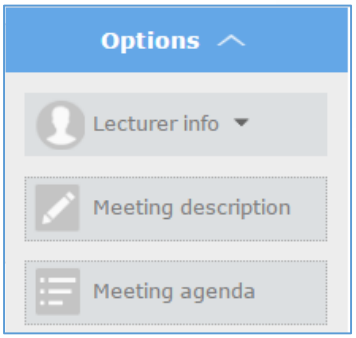


Figure 93: Customize Options - I

- **Move Options**: Move the mouse to the option, and there will be an icon shown on the right upper side of the option. Click on the icon and drag the option to the location where you preferred.
- **Edit Options**: Move the mouse to the option, and there will be an icon shown on the right upper side of the option. Click on the icon and start to edit this option such as the option name, the sub-options, and whether if the option is required.
- **Delete Options**: Move the mouse to the option, and there will be an icon shown on the right upper side of the option. Click on the icon and users could delete this option.

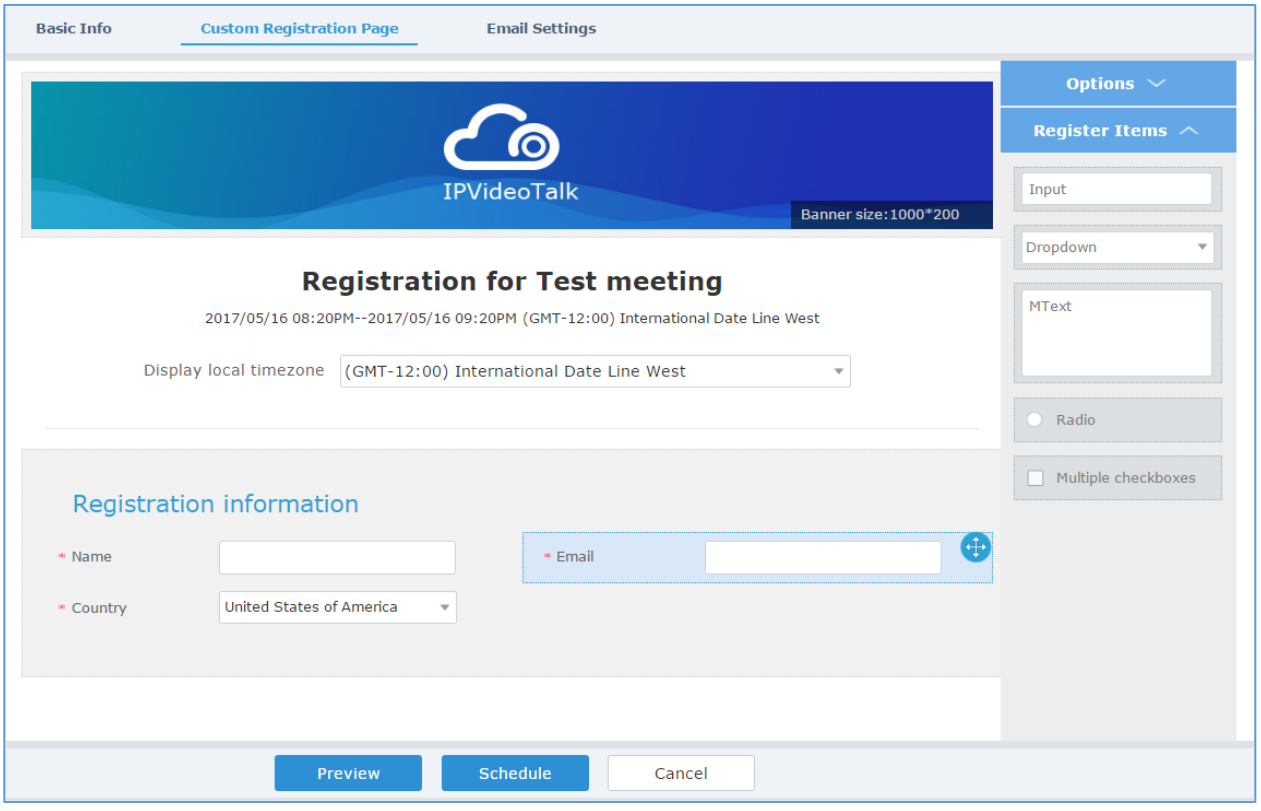


Figure 94: Customize Options II

iii. The language on the customized registration page is depending on the language of Webinar scheduler. For example, if the person who schedules this Webinar is using French, the registration page for the participants is in French, and this cannot be updated.

4. Fill in Webinar information：Email Settings.

- **Email Reminder**: If set to "Yes", the notification Email will be sent to the host and all invited participants 15 minutes before the Webinar starts. Users could configure the time when users want to send the notification Emails, up to 3 times.
- **Thank-you Email**: If checked, the system will send a Thank-you Email to the Webinar participants, the host can also customize the contents in the Email. Users could customize the Thank-you Email, and preview the Email.
- **Missed-you Email**: If this option is selected, the Webinar system will send the Emails to the users who registered/invited but miss the Webinar.

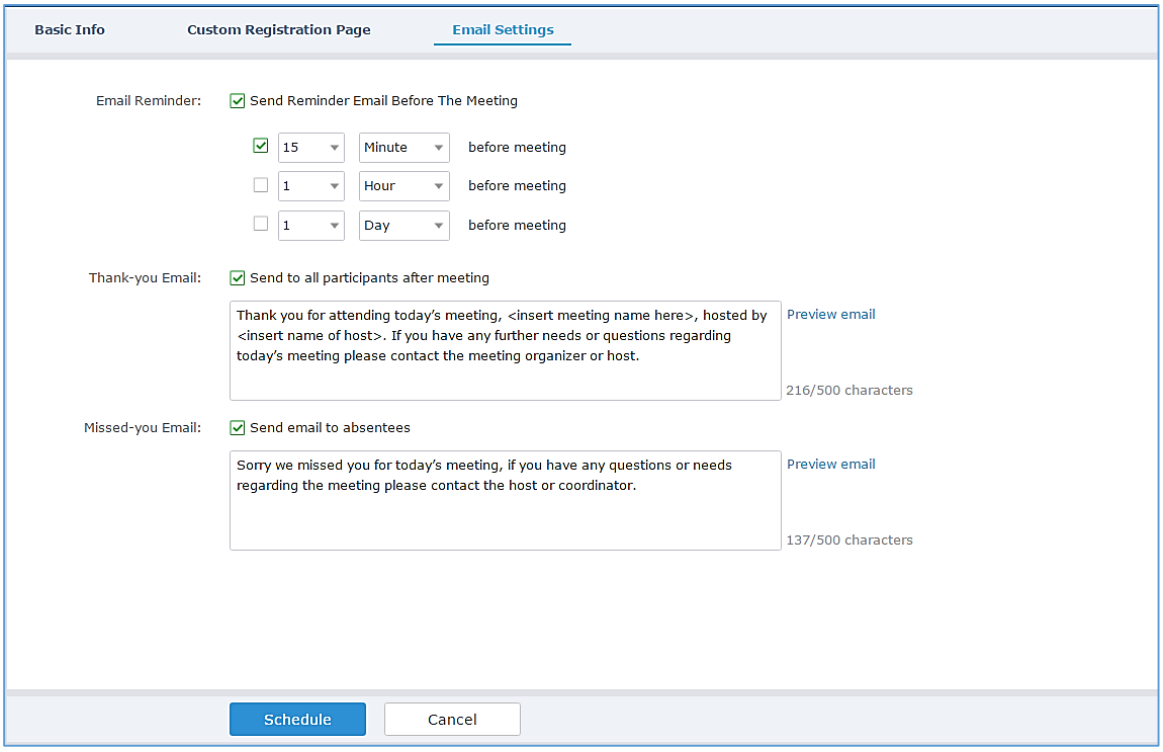


Figure 95: Email Settings

5. If the Webinar is scheduled successfully, the system will send notification Email to the panelists and participants automatically. Users can also check the Webinar details on the host device schedule interface on LCD or Web UI. The host device will initiate Webinar automatically at scheduled Webinar starting time.

6. If the Webinar time of two scheduled Webinars are overlapping during the same period, there will a prompt to indicate users to change the schedule. Users can still schedule the Webinar and ignore the overlap.

Schedule a Recurring Meeting

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

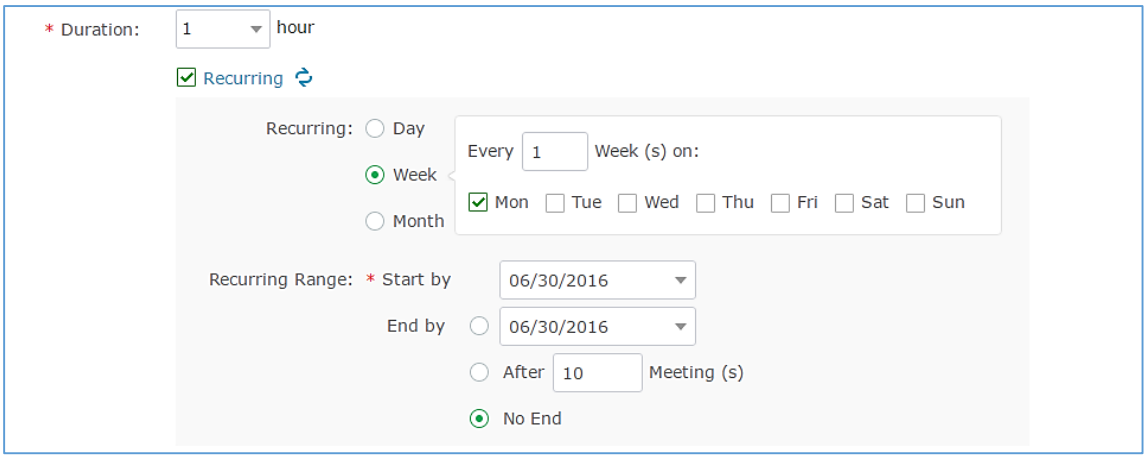


Figure 96: Set Recurring Meeting

Users can set the following recurring range:

Table 8: Recurring Range Specifications

Recurring	Options	Examples
Day	Every N day (s)	e.g.: have meeting per day
	Every workday (Monday to Friday)	e.g.: have meeting per day from Monday to Friday
Week	Every N week (s) + weekday (Optional: from Sunday to Saturday)	e.g.: have meeting on Monday every two weeks
Month	Every N month (s) + one exact day (day-of-month, weekday-of-month)	e.g.: have meeting on the first day of every month, or on the fourth Friday of each March
Start by	Start recurring meeting since this day	
End by	No end: recurring meeting always takes effect	
	End by date: set the date until when the recurring meeting will end	
	End by times: the meeting ends recurring after N meeting (s)	

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

View Meeting

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

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

Table 9: Meeting Status List

Status		Specifications
Upcoming	**Not started**	The meeting is not started, users can edit or cancel meeting.
	To be hosted	The meeting is about to start, waiting for the host to start meeting. Users can edit or cancel meeting.
	In process	The meeting is in process, users can end meeting.
History	**Ended**	The meeting is held successfully and ended. If the meeting ended unexpected, users can restart or reschedule meeting.
	Expired	The meeting is not started in the scheduled time period. The meeting is expired automatically. Users can reschedule meeting.
	Canceled	The meeting is canceled. Users can reschedule meeting.

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

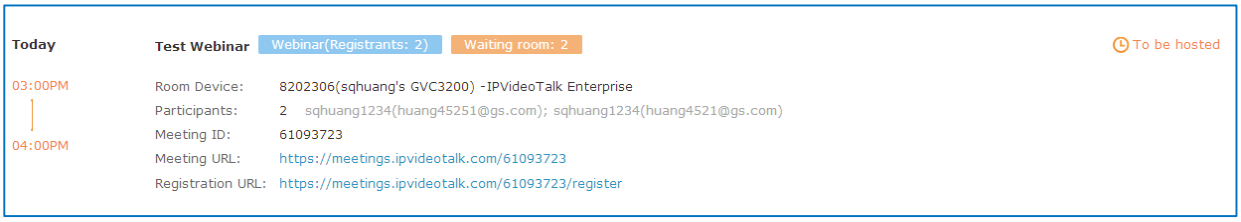
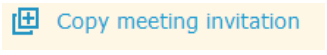


Figure 97: Check the Registered Participants

3. If there is a participant joining into the waiting room, there will be a prompt showing “Waiting Room: N” to indicate how many participants are waiting in the waiting room. The participants could join into the waiting only if the meeting status is changed to “To be hosted”.

4. Move the cursor on the meeting, and click on button 

, users could copy the meeting information.

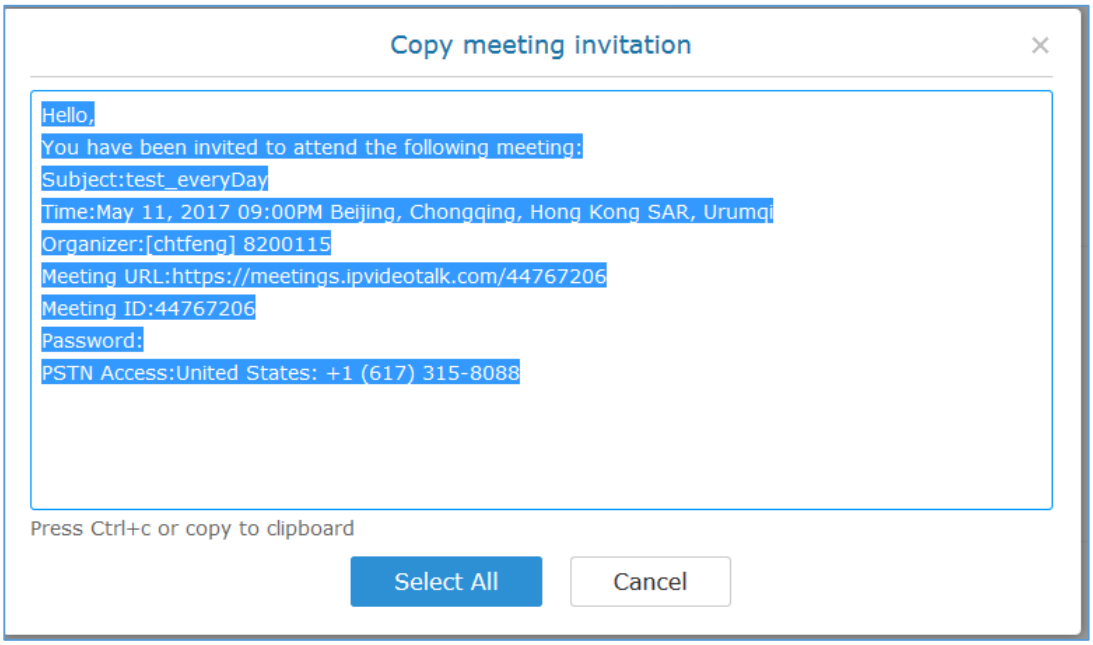


Figure 98: Copy Meeting Invitation

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

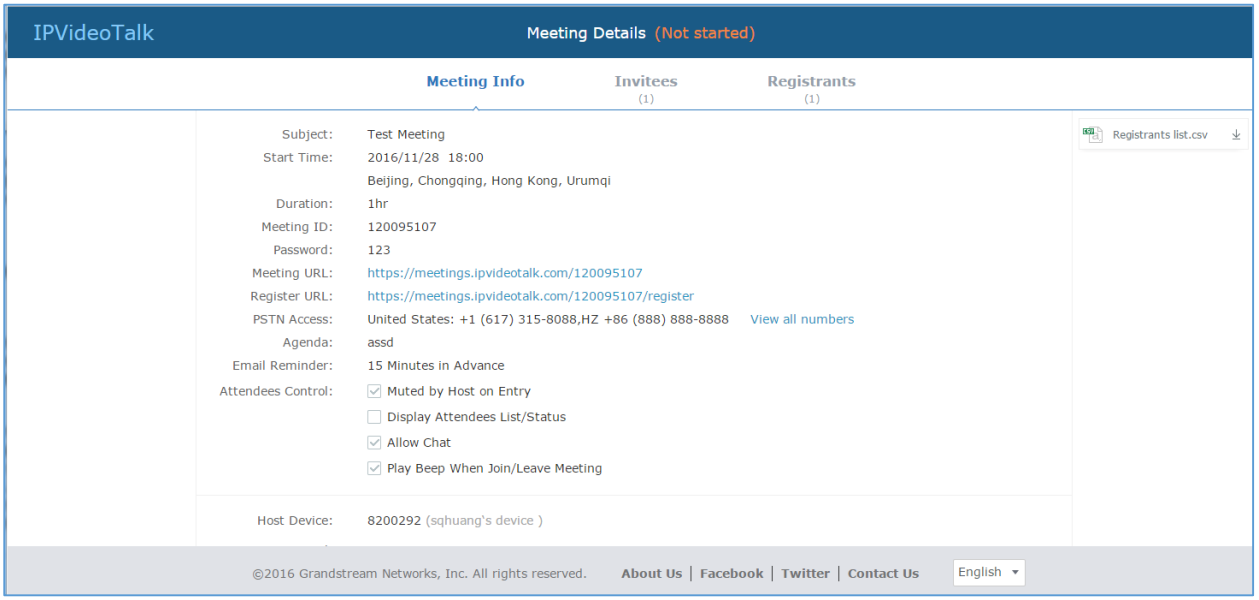


Figure 99: Meeting Details – Meeting Info

6. In Meeting Details page, users could check the invitees and registrants list (If the meeting does not require registering, the registered users list will be hidden). If users have customized some options on the registration page, the customized options will be shown on Meeting Details page. Users could also download the Registrants List on this page. Before the meeting starting time, it allows users to resend the invitation Emails to the invitees or registrants.

If it is set to get approval manually, the meeting host has to verify the registration. The participants who pass the approval can receive the Invitation Emails, and join into the meeting any time. Otherwise, the participants cannot receive the Invitation Emails, and cannot join into the meeting. The rejected participants could register again on the IPVideoTalk Portal, and renew the registration information, and wait for the verification by the meeting host. The participants who pass the approval could only renew the registration, the status of approval is still passed.

Figure 100: Meeting Details - Registered Participants

7. Once the meeting is ended, the user could check the detailed information of the meeting. It will show the actual attendees list, including participants' names, Email addresses (numbers), clients type, country, meeting duration and the leaving time.

If the meeting is cancelled or expired, it will also show the Participants List of the conference waiting room.

Figure 101: Meeting Details

8. In the meeting detailed information, it will show the joining meeting timeline for all participants, and the registration timeline for registrants. The "Pie statistics graph" including the countries of all participants, and the clients' type of the participants.

Figure 102: Meeting TimeLine

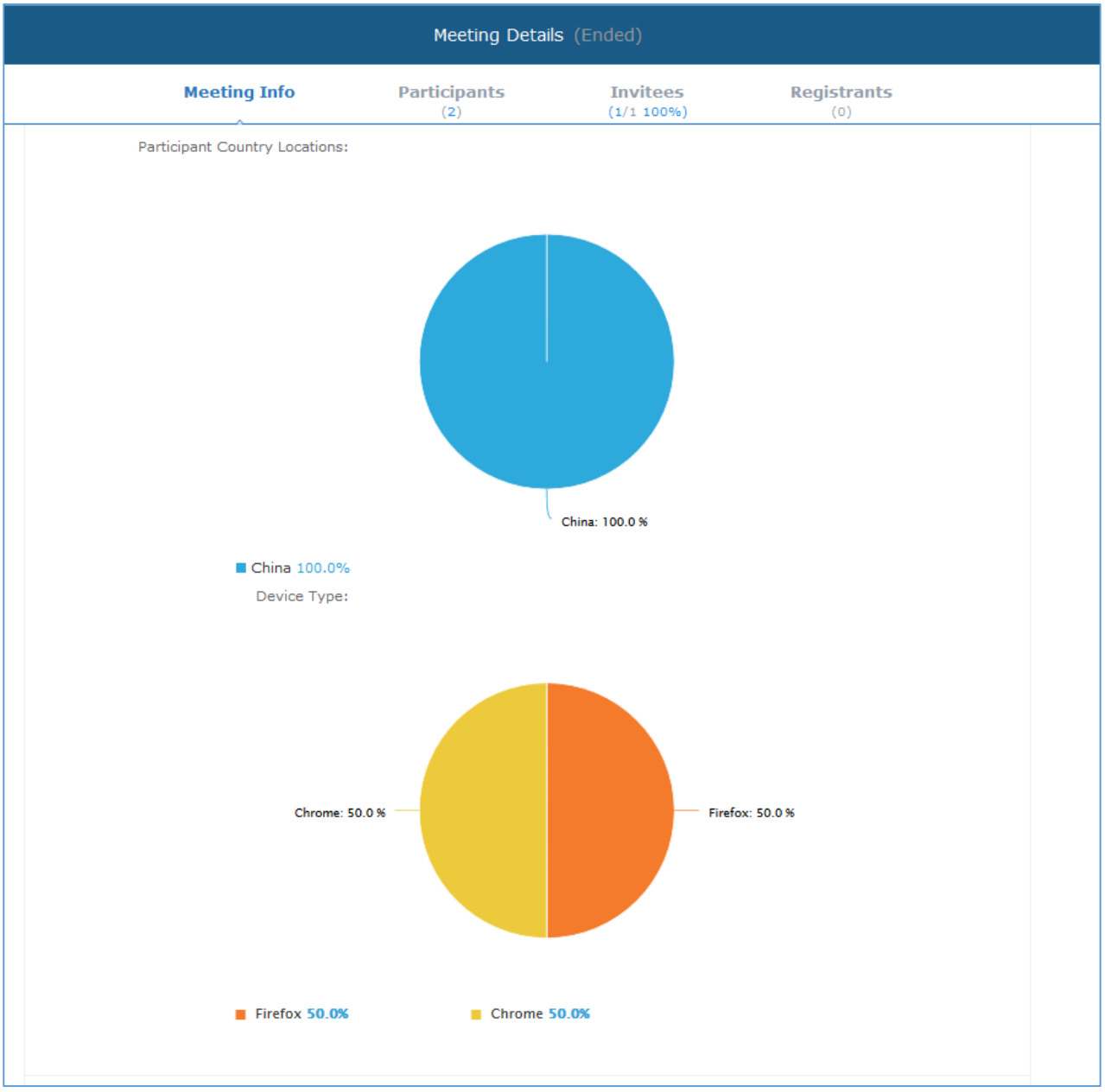


Figure 103: Pie Statistics Graph

9. After the meeting is ended, users could export the meeting report, including Meeting Details, Chat Content, Participants List and Registrants List, Q&As, Recording files (it will show all recording files if users have multiple recording operation). If the meeting does not request the participants to register, there will be no Participants List.

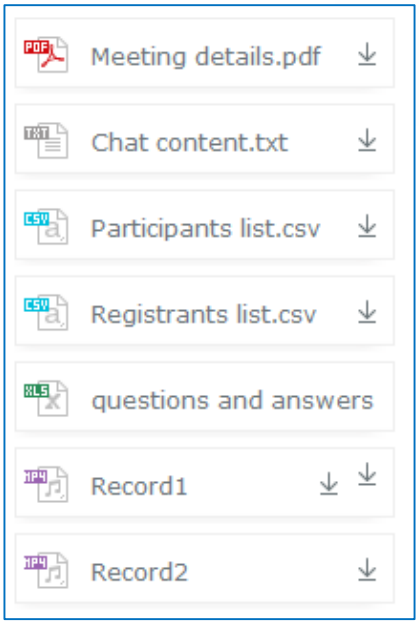


Figure 104: Exporting Reports

Start Meeting or Webinar

Users can start an IPVideoTalk meeting or Webinar manually before the starting time.

1. Access Upcoming meetings list, move the mouse cursor on the meeting and click on Start button.
2. If the current organizer is in an ongoing IPVideoTalk meeting, or the meeting is in time conflict with another one, it cannot be started manually.
3. When the meeting is started, the user will join the meeting automatically, and becomes a meeting host by default.
4. If the meeting organizer is a GVC320x device, it will receive the call automatically if the meeting is started before the starting time.
5. For IPVideoTalk Webinar, the user could start the Webinar or join into the Webinar preparation period 1 hour before the Webinar starting time.

Upcoming Meeting – Edit

Follow the steps below to edit scheduled meeting:

1. Access Upcoming meetings list, move the mouse cursor on the meeting and click on Edit button.
2. Fill in the new meeting information and click "Save". Once the meeting is saved, the users can edit all fields, including the meeting organizer.

3. If the meeting status is “To be Hosted”, the user can only add invitees, and other information cannot be revised.
4. When users try to edit a recurring meeting, users could only “Edit this meeting”, or “Edit the recurring meeting”.

⚠ **Notes:**

- If the meeting subject or meeting time is changed, an Email will be sent automatically to inform all Email participants.
- If users add or delete a new participant, the Email participants will receive Email notifications.

Upcoming Meeting – Cancel

1. Access "Upcoming" meetings list and move the mouse cursor on the meeting. Then click the Cancel button

2. To confirm canceling the meeting, click "OK" in the pop-up dialog. Otherwise, click "Cancel".
3. If it is a recurring meeting, users could cancel all the repeated meetings or the meeting only to be held this time.

Reschedule Meeting

If users would like to host a meeting that has the same meeting information as the past meetings, the users could find the past meeting in history meeting list and reschedule it from there.

1. Access History meetings list, move the mouse cursor on the meeting and click "Reschedule" button.
2. The user could select whether to use the previous scheduled meeting number. If the user selects the previous scheduled meeting number, the current scheduled meeting number will be the same as the previous scheduled meeting number. Otherwise, the new scheduled meeting number will be assigned to this meeting.
3. Users could import the previous participants, registrants, or invitees. Once the option is checked, the participants/registrants/invitees will be filled into the corresponding section, and users could edit the section if needed.
4. 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.

5. After the meeting is saved, 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 and registrants list as shown in figure below, host Email will also get a pdf attachment containing detailed report statistics. You can also log in to www.ipvideotalk.com to view the meeting details.

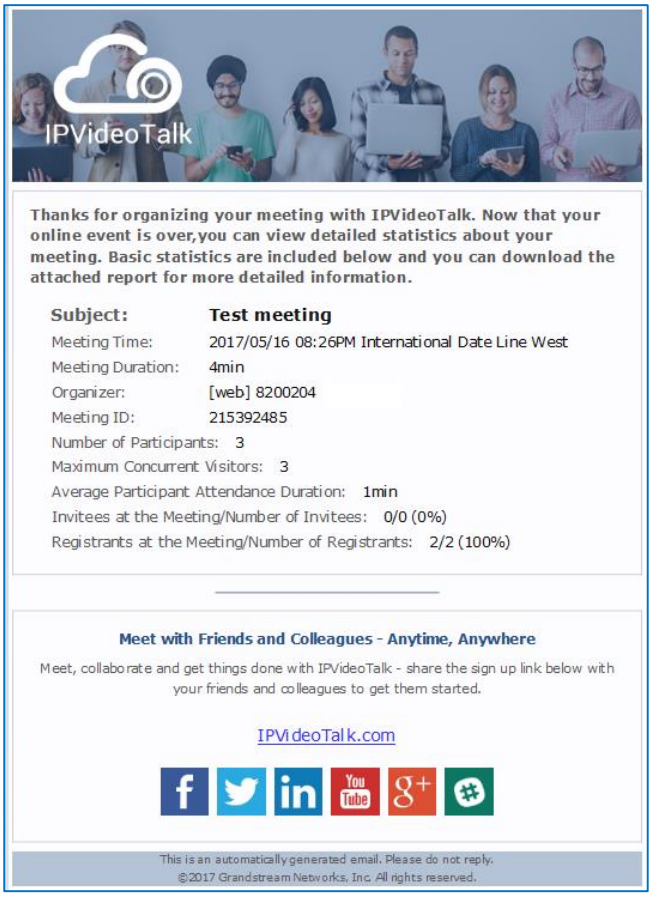


Figure 105: Report Email

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.

Recordings

Check Recording Files

Users could check all recording files which belong to the same enterprise account, including all cloud recording files in the room systems for this enterprise account (it does not include the local recording files in GVC32XX).

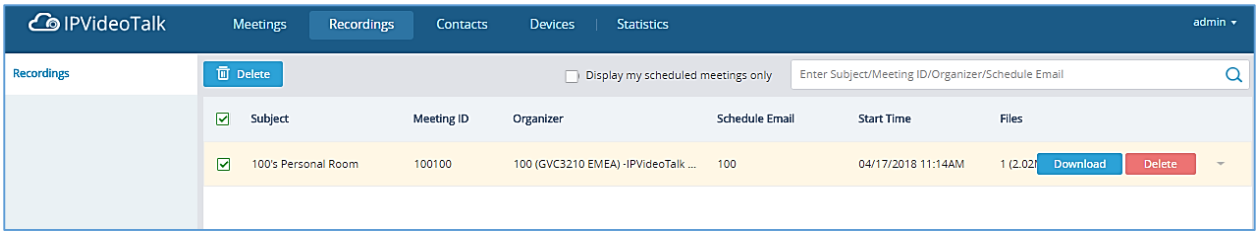


Figure 106: Check Recording Files

1. Users could check the recording files and the corresponding meeting list. Users could check the own scheduled meetings, or search the recording files by meeting ID, meeting topic and the meeting host name to check the meeting recording files.
2. Click on the meeting and check the recording files, including the recording starting time, duration, and the file size.
3. Click on the recording file to play the recording file. Users may also download or delete the recording files (if the recording file is still uploading, it will show the “uploading” status, users cannot do any operation for this recording item).
4. Users could also select a meeting, and download all recording files for this meeting.
5. Users could also delete multiple recording files. Select multiple meeting or multiple recording files, and click on the delete button to delete multiple recording files.
6. The administrator of the enterprise account could check all recording files which belong to this account, and it allows the administrator to delete the recording files.

Check Storage Space

The administrator of the enterprise account could check the total storage space and the rest of the storage space on the left bottom of the Recording page.

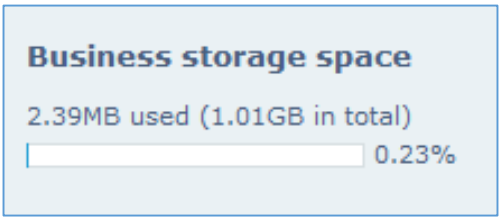


Figure 107: Business Storage Space

1. When the available storage space is lower than 20%, the system will send a notification Email to the administrator of the enterprise account. When the available storage space is 0, all users under this enterprise account cannot start cloud recording.

2. The administrator needs to check the storage space in time, to make sure there is enough storage space for cloud recording. Users could go to "Admin" option on the web portal to set to delete the recording files by time, and then the system will clean the storage space automatically in a specified period.

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 device LCD idle screen→Applications→IPVideoTalk application.
- Quickly search contacts in the IPVideoTalk Cloud Platform when calling other IPVideoTalk IDs.

Users could create business contacts or personal contacts in Contacts:

1. **Business Contacts:** The contacts under this section are common contacts for the same business. Users in the same business and sub-users will see the contacts.
2. **My Contacts:** The contacts under this section are only for current login account, other users cannot see the contacts even though they are in the same business group.

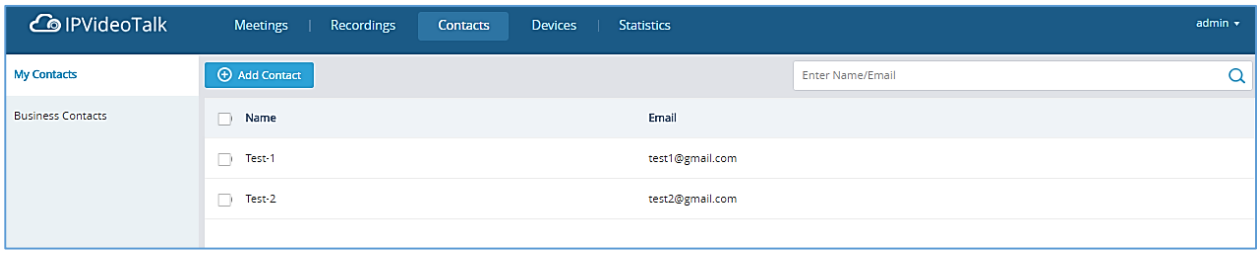


Figure 108: Contacts

My Contacts

The contacts under this section are only for current login account, and the user cannot create groups and manage the contacts. When the user schedules a meeting, and adds invitees, the system will search “My Contacts” quickly and match the contacts.

- **Add Contacts**

The invitees’ Email address in scheduled meetings will be saved into “My Contacts” automatically. The user could also “Add Contacts” in IPVideoTalk Admin Portal.

- **Edit Contacts**

The user could edit the contacts information at any time, including contacts name and Email address.

- **Delete Contacts**

This is used to delete the contacts.

Business Contacts

The contacts under this section are common contacts for the same business. Users in the same business and sub-users will see the contacts.

Contacts/Public Devices

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

- **Company contacts**

The green icon indicates "ONLINE" status while the gray icon indicates "OFFLINE" status or no IPVideoTalk ID.

- **Public devices**

The green icon indicates "ONLINE" status while gray icon indicates "OFFLINE" status.

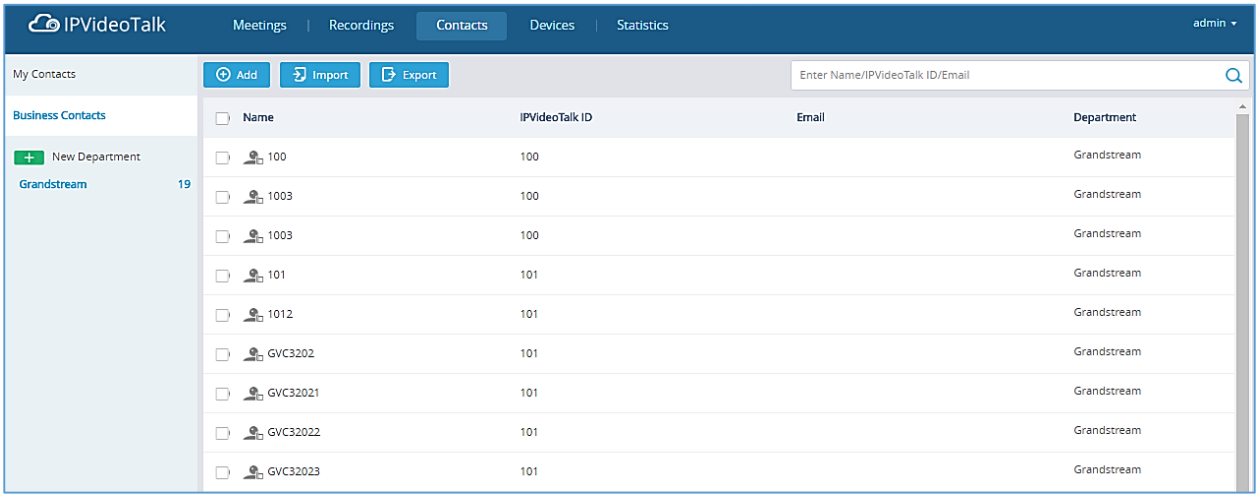


Figure 109: Contacts Screen

Add Contact

Users could add contact from its own company.

1. Click on top and select "Add Contact" in the drop-down menu.

2. Fill in contact information.

- **Name**: Enter the name of the contact.
- **IPVT ID:** Enter a random IPVideoTalk ID, e.g. the IPVideoTalk ID of the device from the customer/partner.
- **Department**: Select the department that the contact belongs to, so that the contacts can be managed in groups.

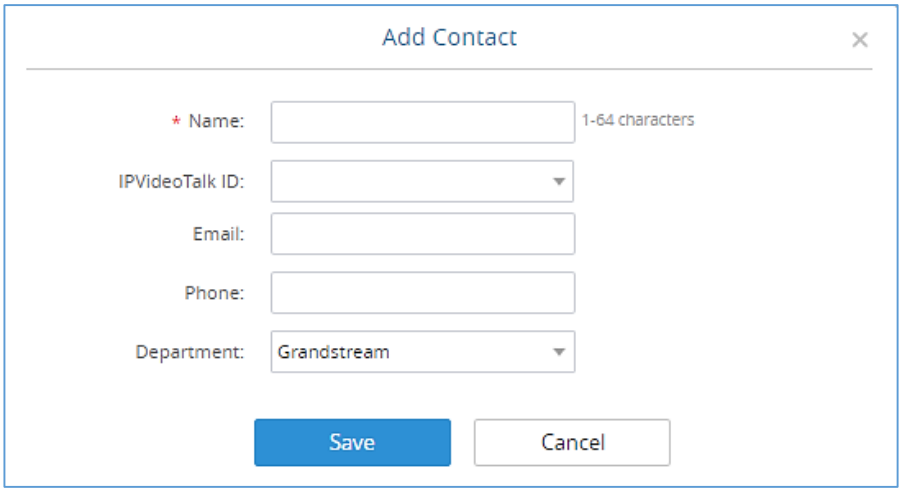


Figure 110: Add Contact Screen

3. Click on "Save" to save contact.

Add Public Device

Users could add public devices, and the devices should have a registered IPVideoTalk ID like GVC32XX.

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

2. Fill in public device information.
   - **Device**: Enter the name of the device.
   - **IPVT ID**: Choose IPVideoTalk ID of the device.
   - **Department**: Select the department the contact belongs to so that the contacts can be managed in groups.

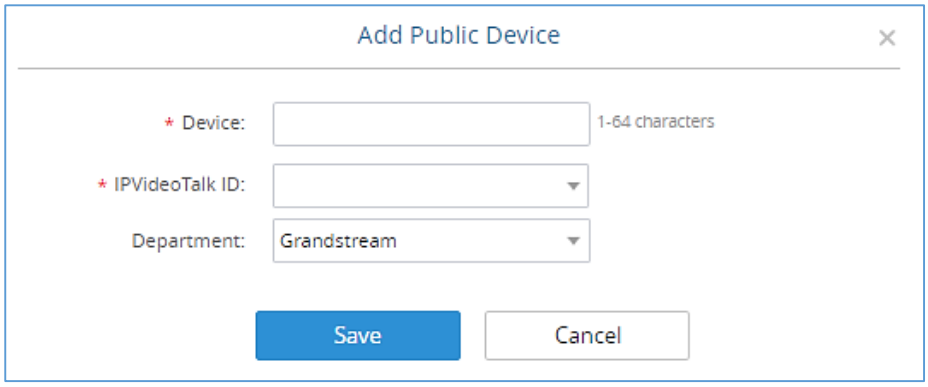


Figure 111: Add Public Device Screen

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 button.

Departments

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

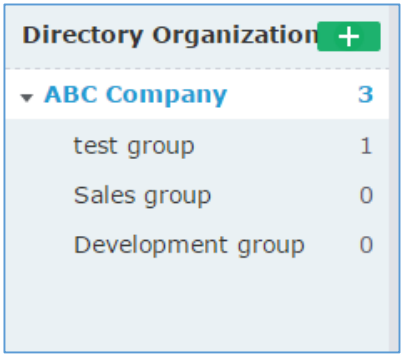


Figure 112: Directory Organization – Groups

Department - Add Department

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

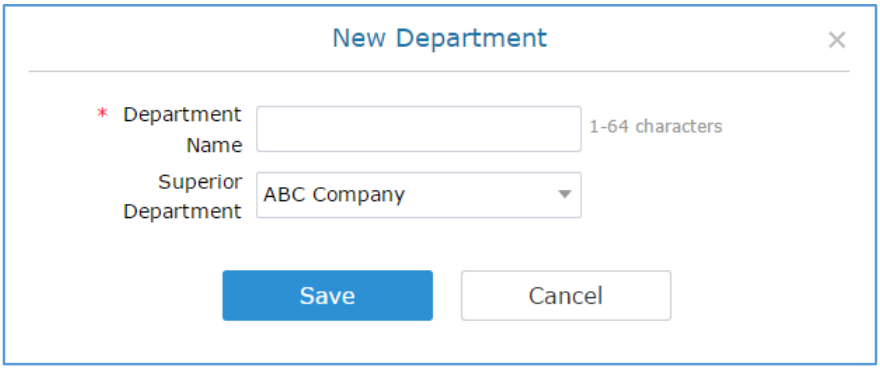


Figure 113: Add New Department Screen

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.

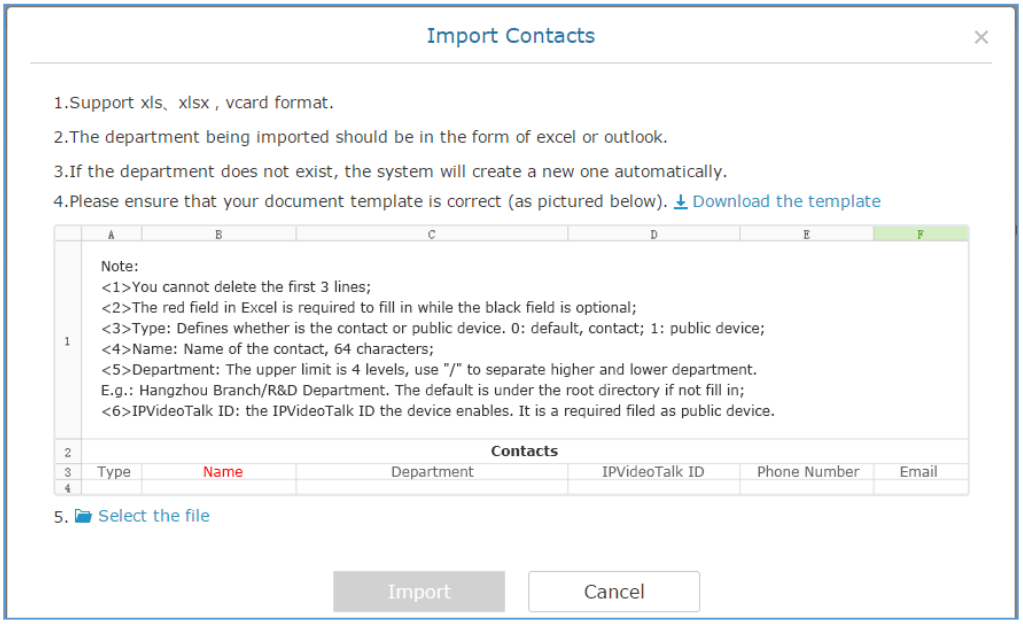


Figure 114: Batch Import Devices Screen

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 to import Excel form.

5. A message will prompt to remind users the quantity of the entries successfully imported, and failed to import. The device 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 Export.

2. The system will download the exported Excel form.

Admin Center

Business Profile

Users could access System screen and click on "Business Profile" to view company information. Profile information such as Business name, Email, country, and contact name and phone number can be edited after clicking on “Edit Profile”. Users could check the total storage space and the available storage space for the enterprise account, and set that if users want to delete the recording files which are 1 month ago. If this option is enabled, the system will delete the recording files which are over 1 month automatically during a specified period.

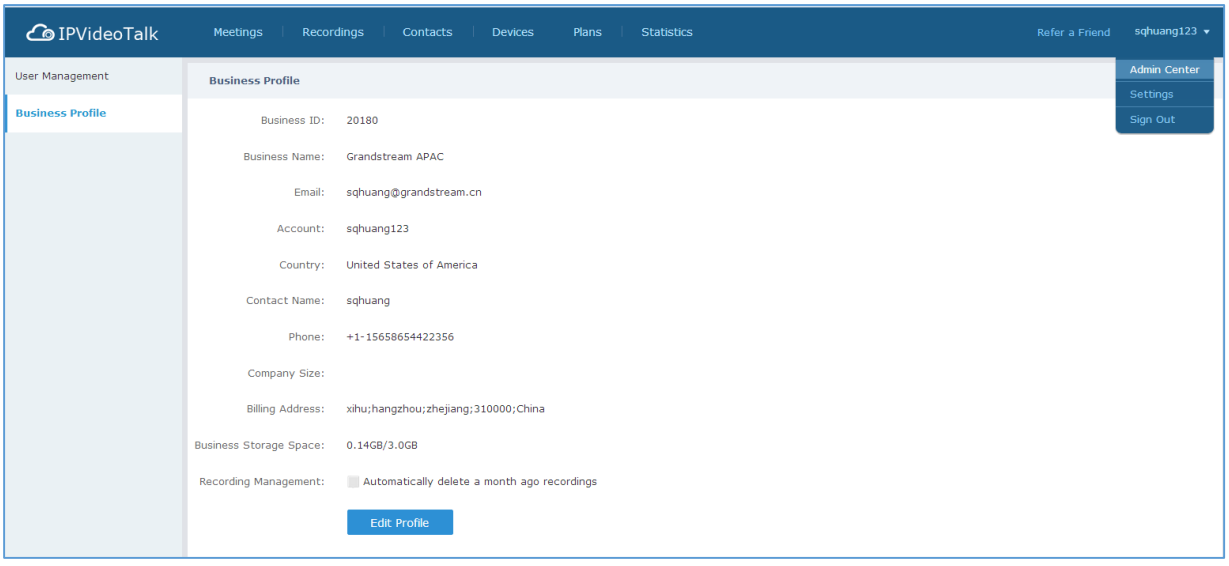


Figure 115: Company Profile Screen

User Management

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

Add Users

1. Click on

.

2. Fill in required information for user.

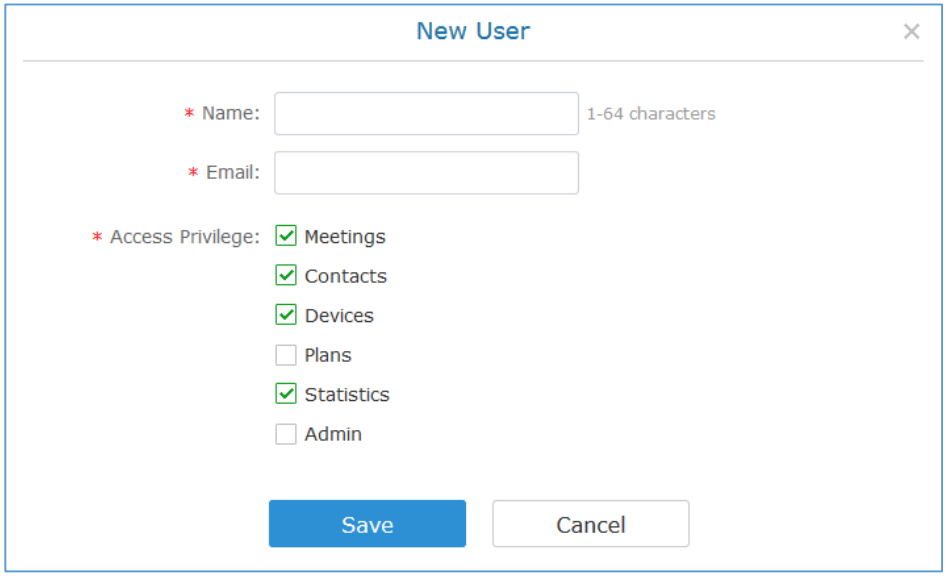
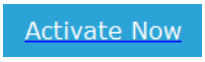


Figure 116: Add New User Screen

- **Name**: It is required to fill in.
- **Email**: It is required to fill in. The Email could be used to retrieve password.
- **Access Privilege**: Check to assign the corresponding privilege to user.

3. Click "Save" button to save, IPVideoTalk system will send the activated Email to the Email address. When the user activates via the Email, then the user could login IPVideoTalk Portal successfully.

4. Click 

in activation Email to set up login account and password. When it is over 5 days, the user needs to contact with the administration to resend another activation Email.

Note: If the server's STMP mailbox is not configured on the IPVT Deployment Platform, the activation Email cannot be sent.

5. The users can now successfully access IPVideoTalk Portal.

Edit Users

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

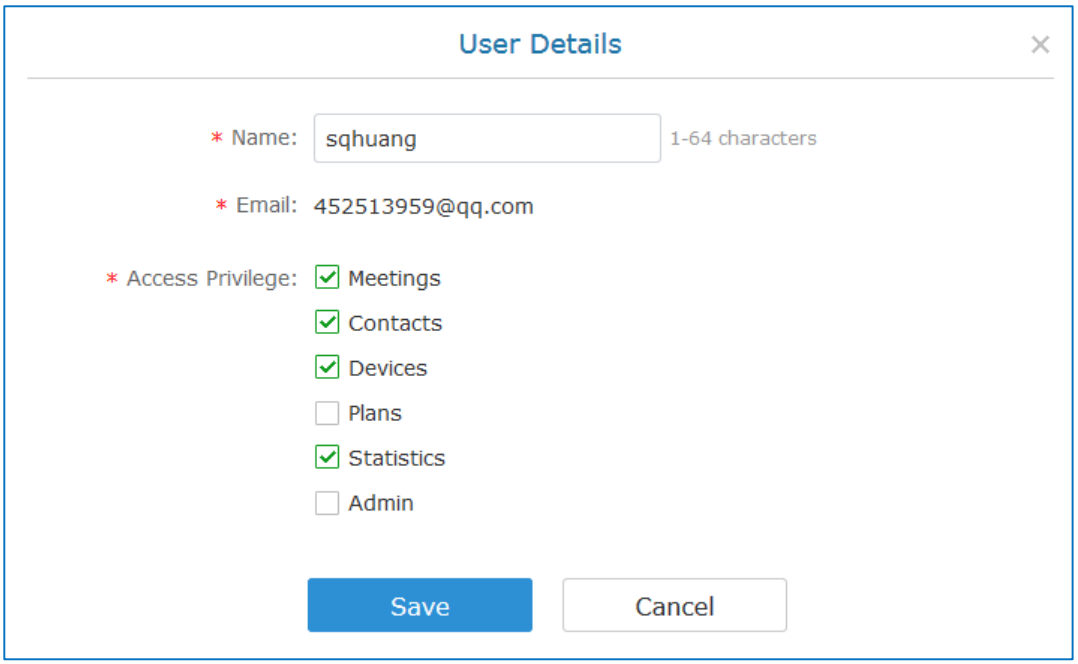


Figure 117: Edit user Screen

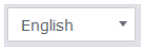
Delete Users

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

Settings

Users could check and edit the login account information in Settings.

- **Name:** Users could modify the User Name. This user name will be displayed as displaying name during an IPVideoTalk meeting.
- **Time:** Users could set the time format between 12-hours and 24-hours.
- **Date:** Users could also set the system date format between YYYY/MM/DD, MM/DD/YYYY, and DD/MM/YYYY.
- **Time Zone:** This is used to change the system time zone. Users could change the time zone based on location.

- **Change Password:** This is used to change the login password for users.
- **Language:** Users could select the displaying language on the IPVideoTalk Portal right bottom corner 

. Currently, it only supports Chinese, English, Japanese and Spanish. The language in the Email notification will be selected by this setting.

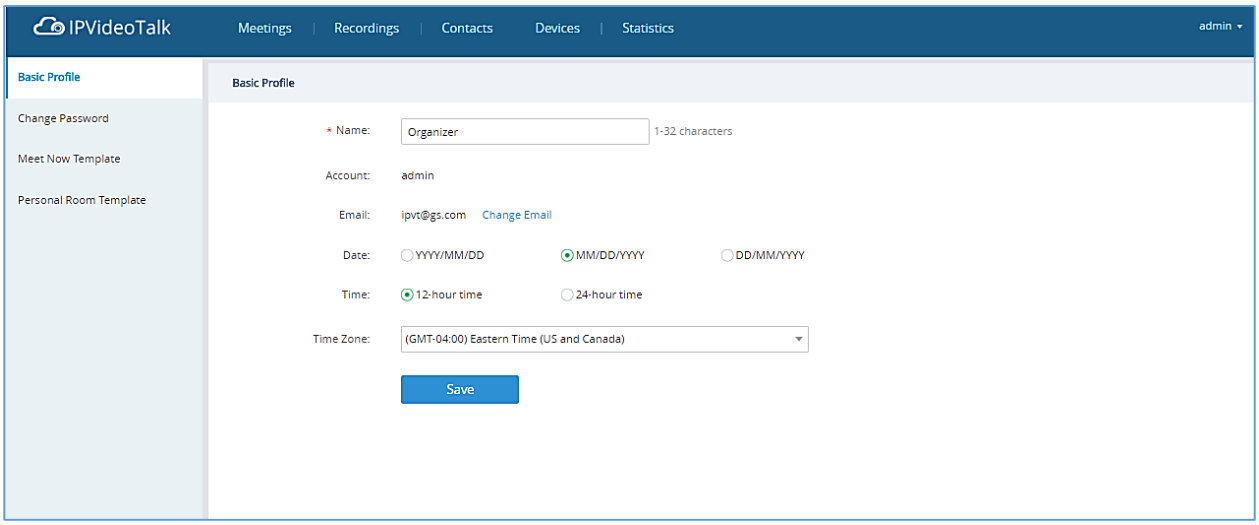


Figure 118: Settings

Multiple Languages

IPVideoTalk supports French, German, English, Spanish, Japanese and Chinese. Default language can be changed from the bottom bar on any page on IPVideoTalk Portal.

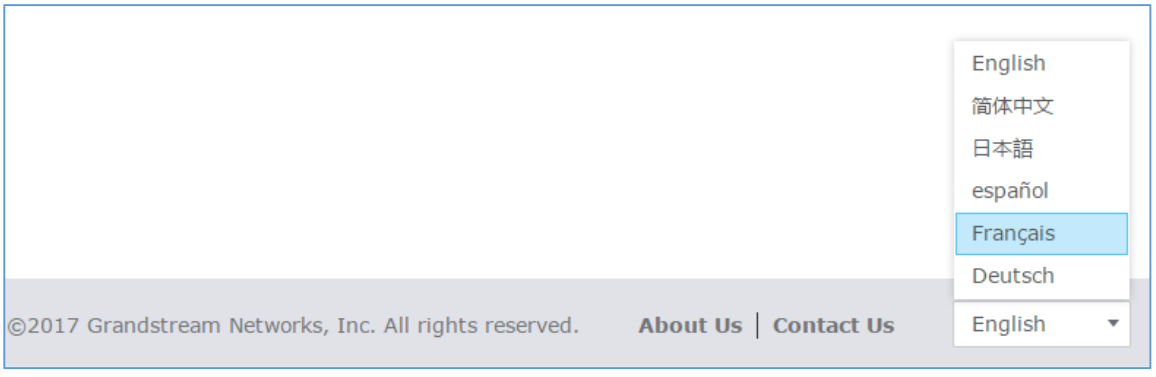


Figure 119: Change IPVideoTalk Language

EXPERIENCING IPVT10 VIDEO CONFERENCING SERVER

Please visit our product website at http://www.ipvideotalk.com for the latest release, features instructions, FAQs, latest documentations, and latest products information.

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 your questions. Contact a technical support member or submit a trouble ticket online to receive in-depth support.

Thank you again for using Grandstream IPVT10 Conferencing Server, it will be sure to bring convenience to both your business and personal life.