

# Grandstream Networks, Inc.

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IPVideoTalk Cloud Conferencing System

IPVideoTalk Portal User Guide



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## INTRODUCTION

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

For more information about IPVideoTalk usage, please refer to the links below:

- IPVideoTalk [User Manual](#)
- IPVideoTalk website: <http://www.ipvideotalk.com/>



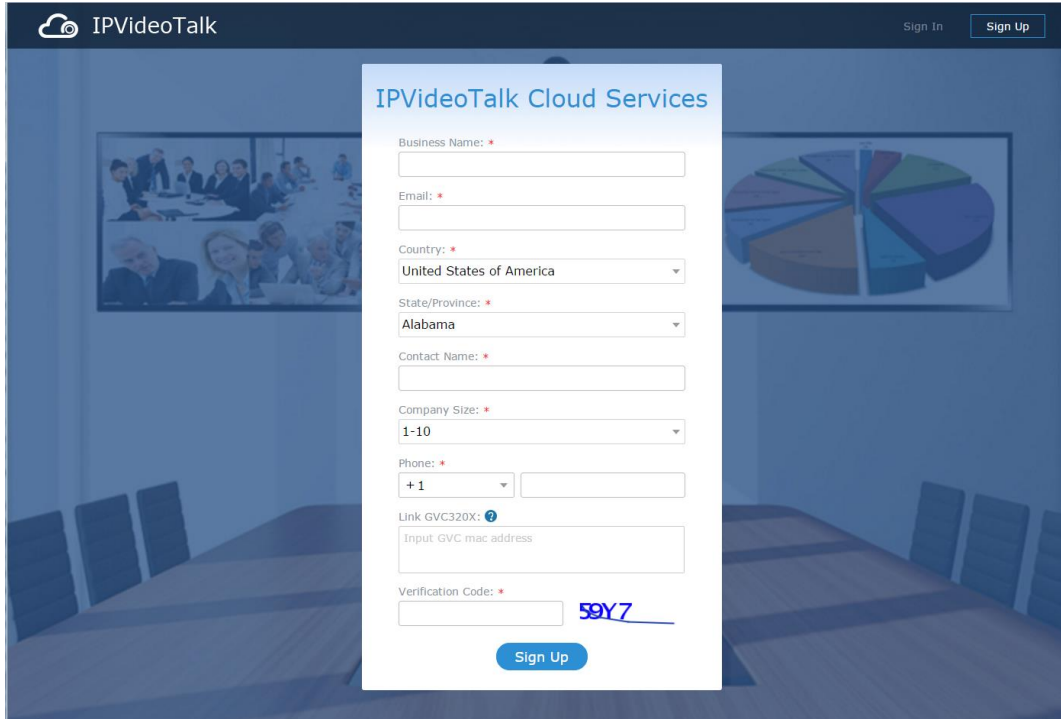
## OVERVIEW

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

### Sign Up

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





IPVideoTalk Cloud Services

Business Name: \*

Email: \*

Country: \*  
United States of America

State/Province: \*  
Alabama

Contact Name: \*

Company Size: \*  
1-10

Phone: \*  
+1

Link GVC320X: ⓘ  
Input GVC mac address

Verification Code: \*  
59Y7

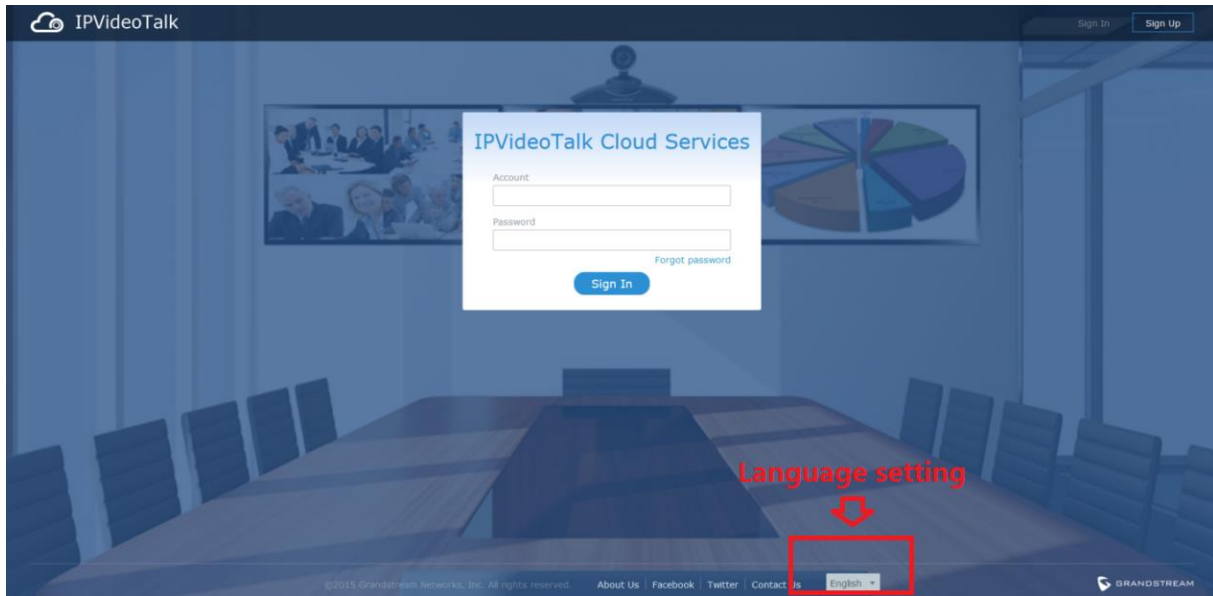
Sign Up

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

## Sign In

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

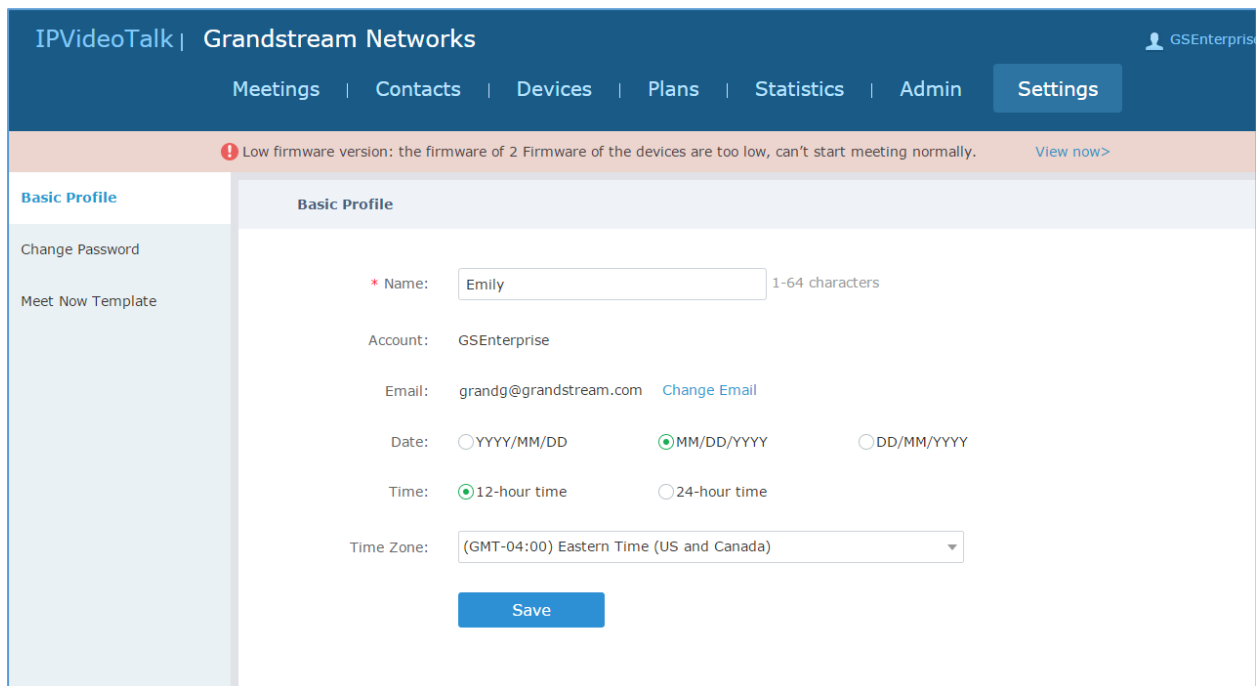




Users can set language to English, Chinese, Japanese or Spanish in the language drop-down menu.

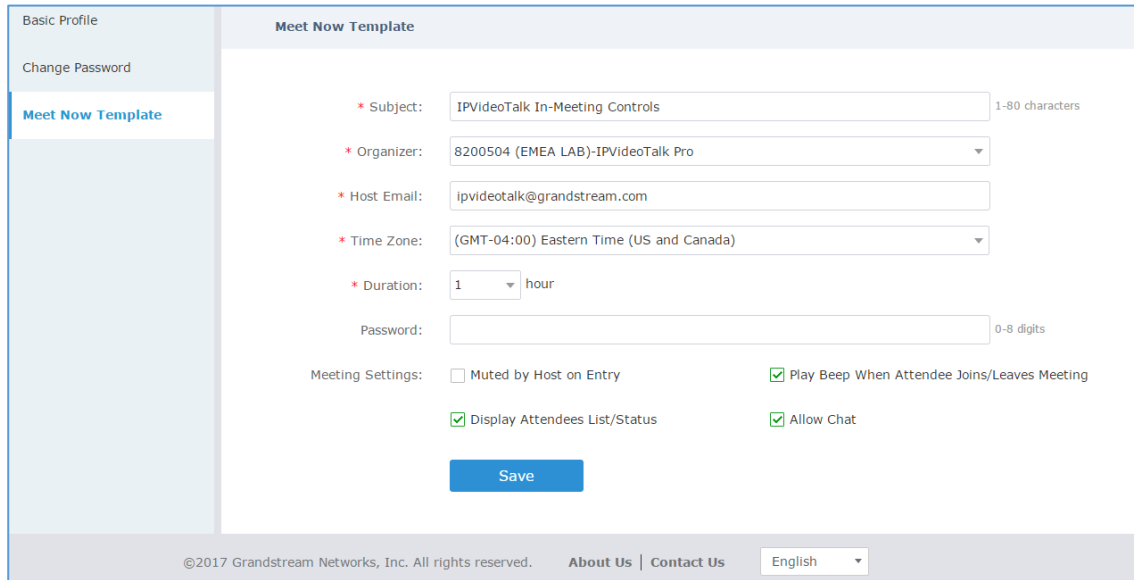
## Tool Bar

The login account is displayed on the upper right corner once logged in. Click on Settings or account Name to access the "Basic Profile" screen. Users could view account name and change time zone there.



- Click on "Change Password" to reset login password.
- Click on "Meet Now Template" to edit and save default template for Meet Now meetings.





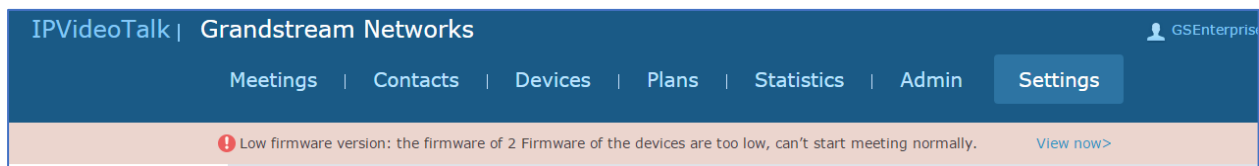
The screenshot shows the 'Meet Now Template' configuration page. On the left is a sidebar with 'Basic Profile', 'Change Password', and 'Meet Now Template' (selected). The main area contains the following fields and settings:

- Subject:** IPVideoTalk In-Meeting Controls (1-80 characters)
- Organizer:** 8200504 (EMEA LAB)-IPVideoTalk Pro
- Host Email:** ipvideotalk@grandstream.com
- Time Zone:** (GMT-04:00) Eastern Time (US and Canada)
- Duration:** 1 hour
- Password:** (0-8 digits)
- Meeting Settings:**
  - Muted by Host on Entry
  - Play Beep When Attendee Joins/Leaves Meeting
  - Display Attendees List/Status
  - Allow Chat

A 'Save' button is located at the bottom of the form. The footer includes copyright information for Grandstream Networks, Inc. (2017), links for 'About Us' and 'Contact Us', and a language dropdown set to 'English'.

## Portal Notifications

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



- **Plan expiration notification.** It will prompt how many plans have expired or about to be expired, click on "View now" to enter the Plans page to view details.
- **Low firmware notification.** It will prompt how many devices have low firmware versions, click on "View now" to enter the Devices page to view details.
- **System upgrade maintenance notification.** Click on "View now" to check the maintenance time, please avoid holding meeting during maintenance.

The messages are only for querying the background data when you log in, it is not updated in real time but it will be updated when you log in next time.





## DEVICES

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




- 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, Alias, Device Type, Firmware Version, and Status.

### Link GVC320x to IPVideoTalk Portal

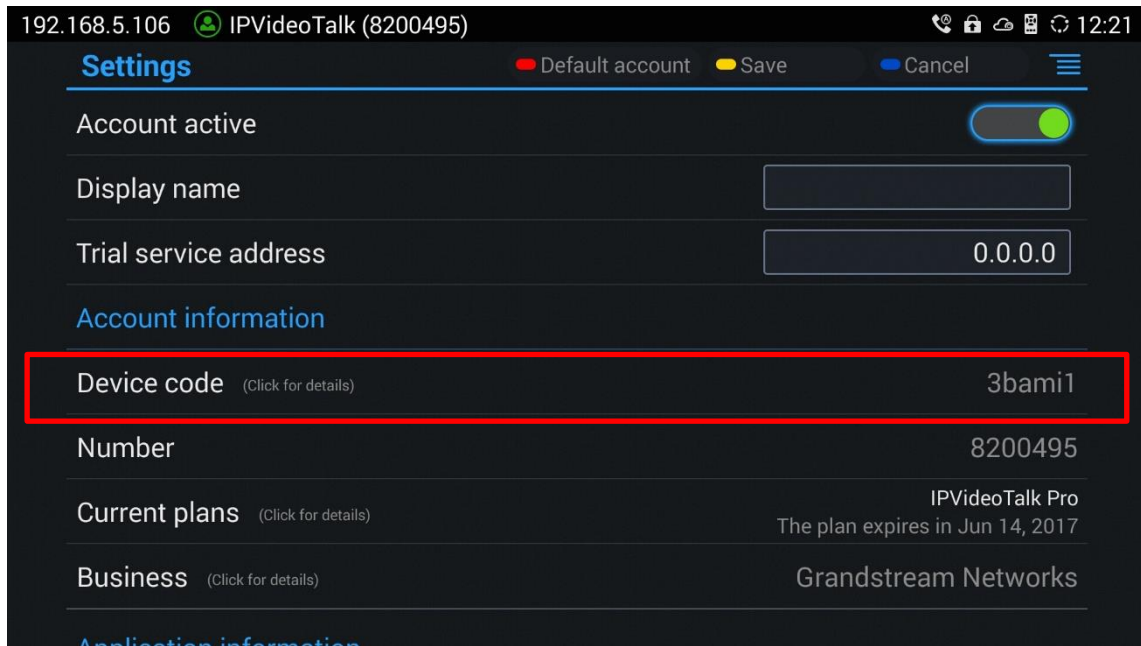
#### Add Device via Device Code

Users could link device via device code or MAC address of the device. It is recommended to use device code because the latter requires authentication. Follow the steps below to link device via device code:

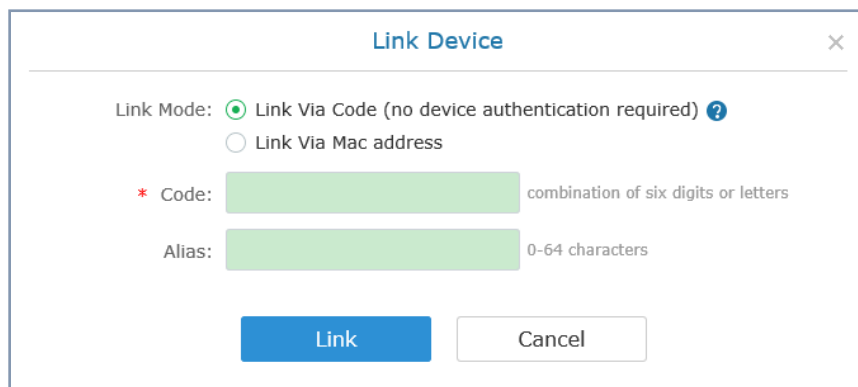
- Click on .
- Choose "Link via Device Code", fill in device code and alias in the pop-up dialog.



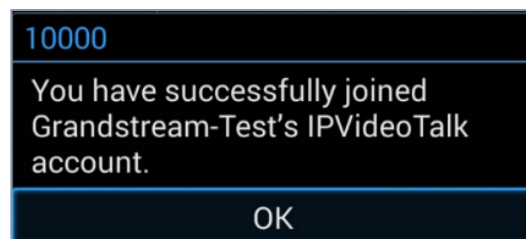
- **Device Code:** To find device code for your GVC3200/GVC3202, please go to GVC3200/GVC3202 LCD menu->Applications->IPVideoTalk application->Settings and check "Device code".



- Alias is used to identify and distinguish among different devices.




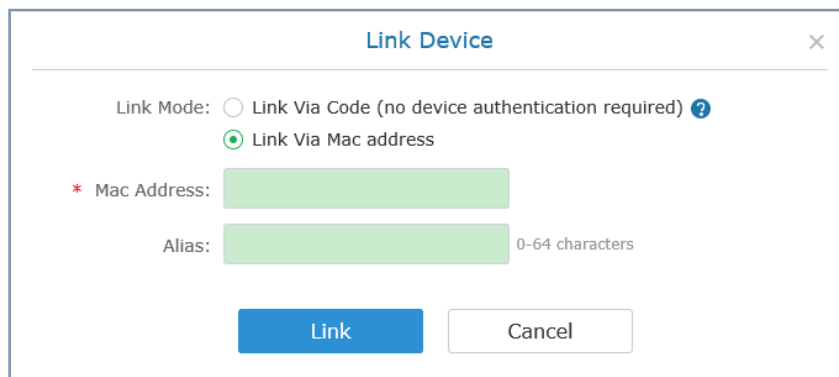
3. Click "Link" button to link the device. The GVC3200/GVC3202 will receive a message if it is linked successfully. On the GVC3200/GVC3202, please go to LCD idle screen->Applications->IPVideoTalk application, and click on "Notices" to retrieve the message as shown below.



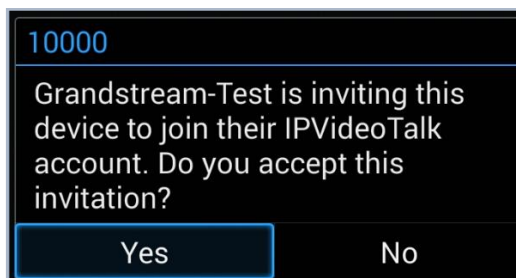
## Add Device via MAC Address

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

1. Click on .
2. Choose "Link via Mac Address", fill in MAC Address, Alias in the pop-up dialog.
  - MAC Address: The MAC address of the GVC3200/GVC3202 device. It can be found on the back of the device, or GVC3200/GVC3202 web UI->Status->Network Status, or GVC3200/GVC3202 LCD menu->Settings->Status->Network.
  - Alias is used to identify and distinguish among different devices.



3. Click on "Link" button and the system will send authentication message to GVC3200/GVC3202. The GVC3200/GVC3202 will receive the message if it is connected to Internet and has IPVideoTalk ID registered. On the GVC3200/GVC3202, please go to LCD idle screen->Applications->IPVideoTalk application, and click on "Notices" to retrieve the message.



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

<input type="checkbox"/>	Mac Address	IPVT ID	Alias	Device Ty...	Firmware Versio...	Status
<input type="checkbox"/>	00:0b:82:7e:a1:75	8200495	Marketing	GVC3200	1.0.3.8	● Online

## Device Status

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

## Manage Authenticated Devices

### 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.

<input type="checkbox"/>	Mac Address	IPVT ID	Alias	Device Type	Firmware Version	Status
<input type="checkbox"/>	00:0B:82:6F:8D:1F	8200292	sqhuang's device	GVC3200	1.0.3.8	<div style="display: flex; gap: 5px;"> <span style="background-color: #f00; color: white; padding: 2px 5px;">Delete</span> <span style="background-color: #007bff; color: white; padding: 2px 5px;">Operate</span> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;">           Synch Meeting Record            Reboot Device            Factory Reset         </div>

2. Click on "Operate" -> "Synch Meeting Record", then all the scheduled meetings will be pushed into the GVC3200/GVC3202 device. When done, users could see the scheduled meetings in the meeting list in GVC3200/GVC3202.





**Note:** This feature will only sync the “Not Started” or “To be Hosted” meetings with GVC3200/GVC3202.

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

## Delete Device

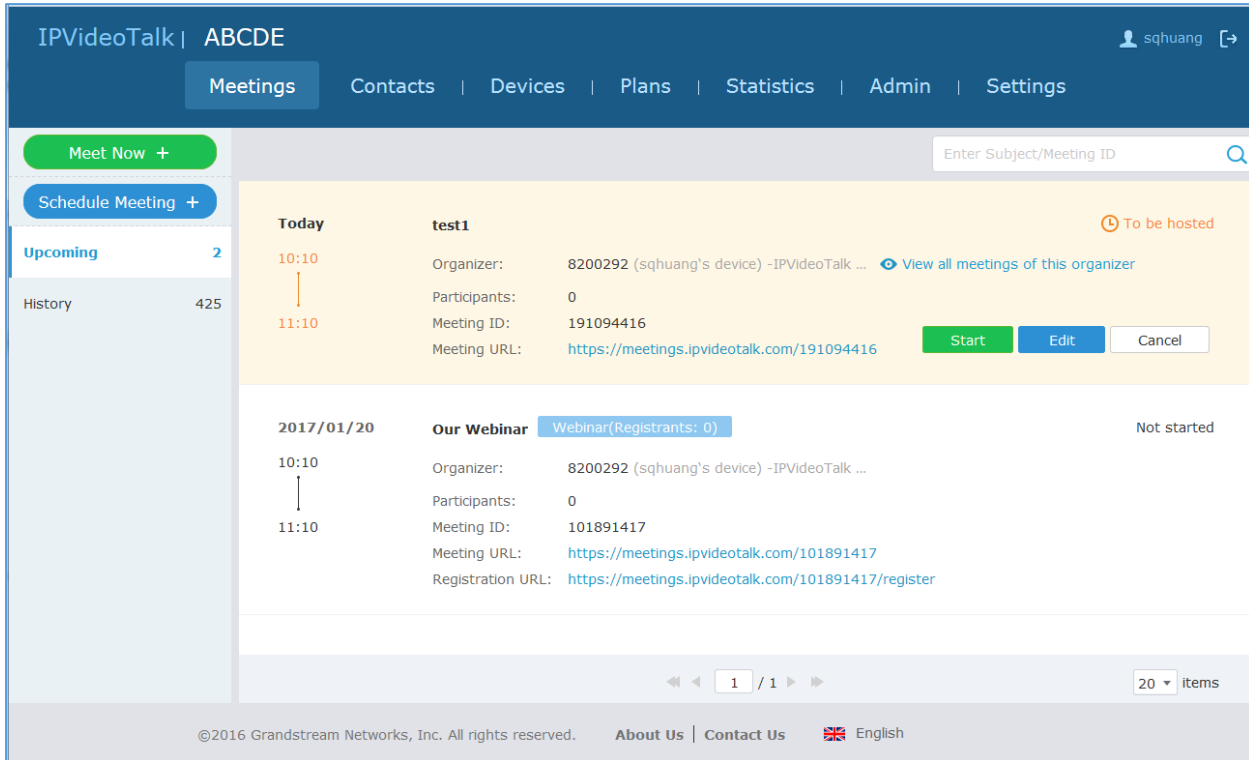
Users could delete or batch delete devices:

- To delete one device, please access the devices list, move the mouse cursor on one device and click  button on the right side of the device name.
- To batch delete devices, please access the devices list, click the checkbox for the devices to select devices in batch and then click  button on the top of the device list



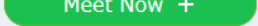
## MEETINGS

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



### 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:
  - **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.
  - **Organizer:** Select the host device for the meeting. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Please note only authenticated device can be assigned as meeting host.



**Meet Now** ✕

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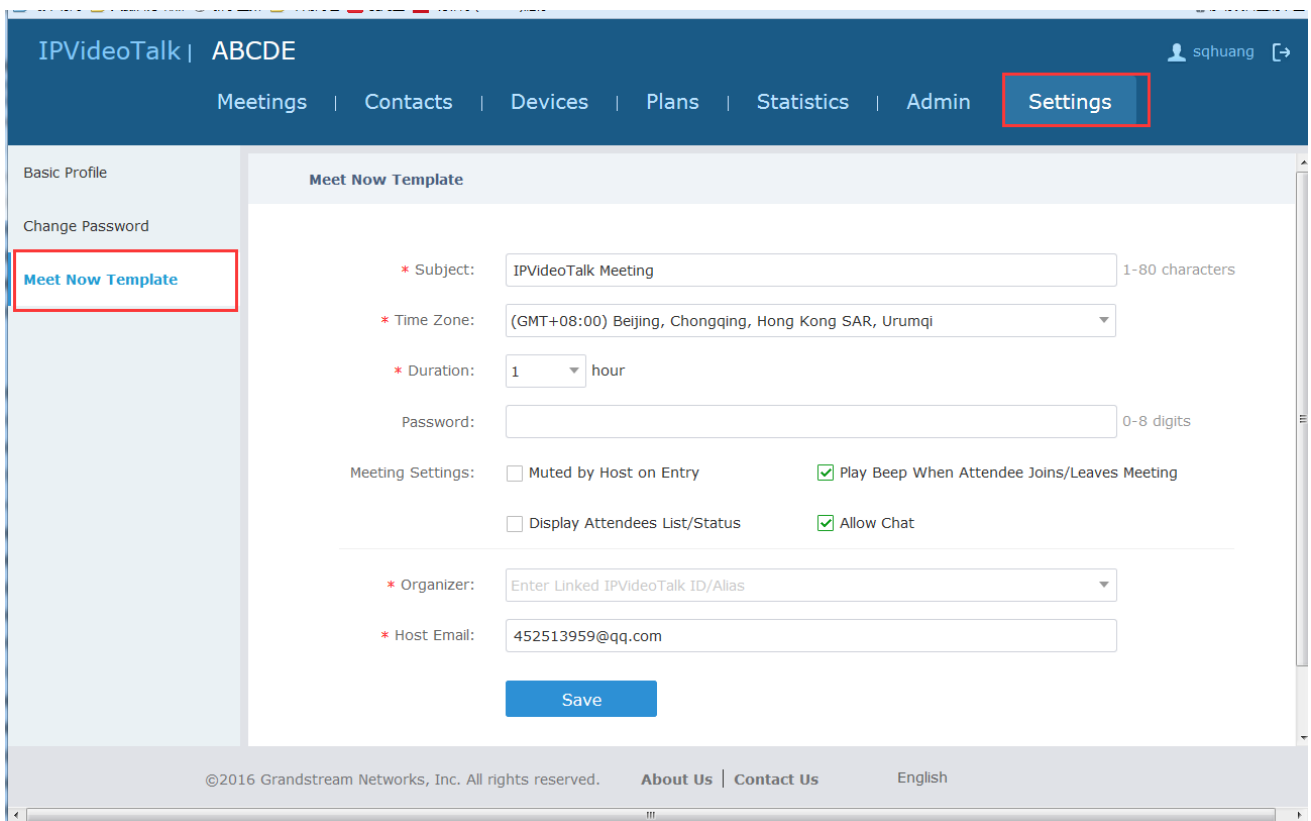
\* Subject:  1-80 characters

Password:  0-8 digits

\* Organizer:

[More settings](#)

- When done, click “OK” to confirm. Then, users will be directed to the WebRTC meeting starting interface, and will automatically initiate a call to the GVC3200/GVC3202 organizer.
- Users could modify the default information for “Meet Now”. Go to IPVideoTalk Portal -> Settings -> Meet Now Template, users could modify the default meeting information.




The screenshot shows the IPVideoTalk Portal interface. The top navigation bar includes 'Meetings', 'Contacts', 'Devices', 'Plans', 'Statistics', 'Admin', and 'Settings' (highlighted with a red box). The left sidebar contains 'Basic Profile', 'Change Password', and 'Meet Now Template' (highlighted with a red box). The main content area is titled 'Meet Now Template' and contains the following fields and settings:

- \* Subject:  1-80 characters
- \* Time Zone:
- \* Duration:  hour
- Password:  0-8 digits
- Meeting Settings:
  - Muted by Host on Entry
  - Play Beep When Attendee Joins/Leaves Meeting
  - Display Attendees List/Status
  - Allow Chat
- \* Organizer:
- \* Host Email:

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## Schedule IPVideoTalk Meetings

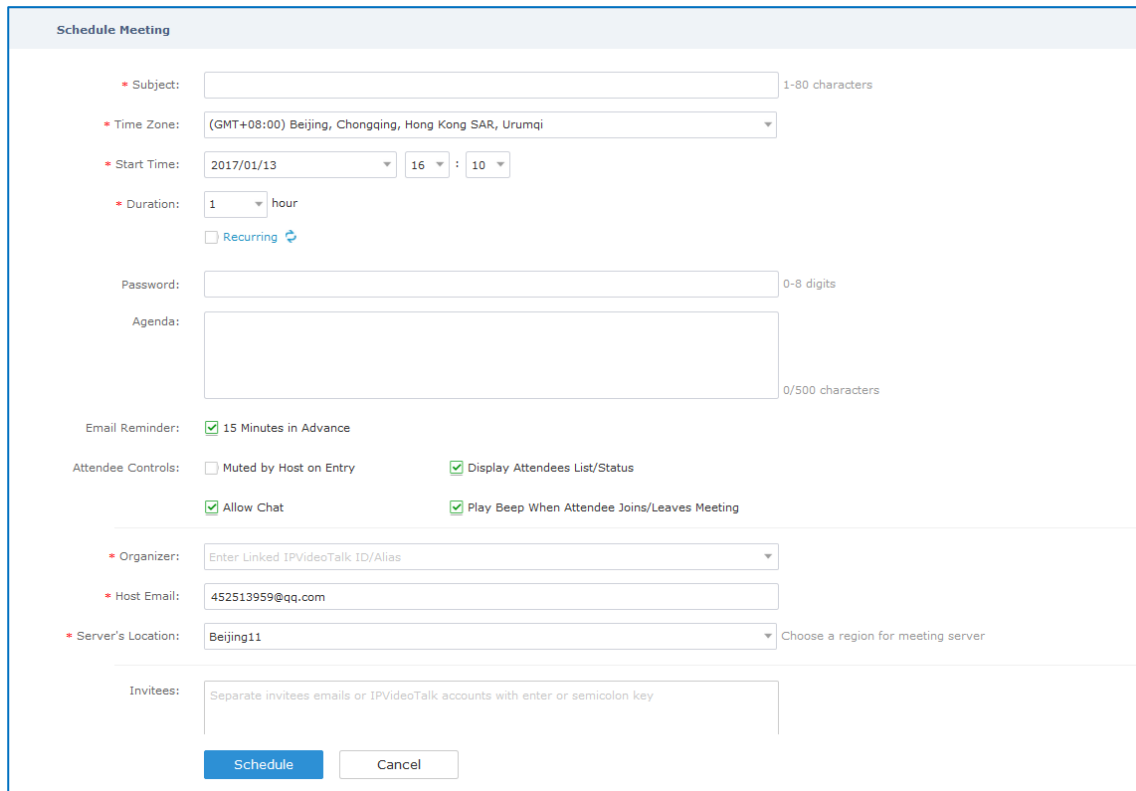
### Schedule New Meeting

1. Access Meeting screen and click on , and select the meeting type.
2. Fill in meeting information.
  - **Subject:** Fill in the subject of the meeting.
  - **Time Zone:** Select time zone for the meeting.
  - **Start Time:** Set start time for the meeting.
  - **Duration:** Set the expected meeting duration and it is visible to other participants. Users can end the meeting in advance or delay the meeting, the meeting is not restricted by the configured duration.
  - **Recurring:** Recurring meeting on regular time basis.
  - **Password:** Users can set meeting password for the meeting. This is optional. Setting meeting password can prevent meeting being interrupted by any unexpected callers.
  - **Agenda:** Users could enter the agenda of the meeting. The participants will see it in the meeting invitation Email.
  - **Email Reminder:** If set to "Yes", the notification Email will be sent to the host and all invited participants 15 minutes before the meeting starts.
  - **Attendees Control - 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 will be allowed to chat.
  - **Attendees Control - Play Beep When Join/Leave Meeting:** If checked, when there is a meeting participant join/leave the meeting, other participants will hear the beep notification.
  - **Organizer:** Select the host device for the meeting. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Please note only authenticated device can be assigned as meeting host.






- **Host Email:** Users could enter the Email of the host who will receive an Email that contains host code and reminds him/her about the meeting to be hosted.
- **Server Location:** Specify the server 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 GVC3200/GVC3202 devices. Users can also input name or the key words to search for company contacts.



3. If the meeting is scheduled successfully, the system will send notification Email to the Email participants automatically. Users could also check the meeting detailed on the host GVC3200/GVC3202 schedule interface on LCD or Web UI. The host GVC3200/GVC3202 will initiate meeting automatically when the meeting time starts.
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.


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 **Note:**

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

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## Schedule New Webinar

1. Access Meeting screen and click on , and select the meeting type.
2. Fill in meeting information.
  - **Subject:** Fill in the subject of the meeting.
  - **Time Zone:** Select time zone for the meeting.
  - **Start Time:** Set start time for the meeting.
  - **Duration:** Set the expected meeting duration and it is visible to other participants. Users can end the meeting in advance or delay the meeting, the meeting is not restricted by the configured duration.
  - **Recurring:** Recurring meeting on regular time basis.
  - **Password:** Users can set meeting password for the meeting. This is optional. Setting meeting password can prevent meeting being interrupted by any unexpected callers.
  - **Agenda:** Users could enter the agenda of the meeting. The participants will see it in the meeting invitation Email.
  - **Email Reminder:** If set to "Yes", the notification Email will be sent to the host and all invited participants 15 minutes before the meeting starts.
  - **Attendees Control - 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 will be allowed to chat.
  - **Attendees Control - Play Beep When Join/Leave Meeting:** If checked, when there is a meeting participant join/leave the meeting, other participants will hear the beep notification.



- **Organizer:** Select the host device for the meeting. Users can choose from the authenticated devices, input alias or input IPVideoTalk ID of the authenticated device. Please note only authenticated device can be assigned as meeting host.
- **Host Email:** Users could enter the Email of the host who will receive an Email that contains host code and reminds him/her about the meeting to be hosted.
- **Server Location:** Specify the server 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.
- **Add Panelists:** Users could input the Email addresses or the IPVideoTalk IDs in GVC3200/GVC3202 to add panelists. When the panelists receive the Email notification, they can click on the URL in the Email to join the meeting as a panelist. When the meeting starts, the invited IPVideoTalk IDs owners will receive the calls to join the meeting as panelists. The number of invitees depends on the organizer's plan.
- **Participants:** Users can enter Email to invite meeting participants, or enter IPVideoTalk ID of other GVC3200/GVC3202 devices. Users can also input name or the key words to search for company contacts. The maximum number of invitees is depending on the plan of the organizer.
- **Participants Registration:** If checked, the participants except invitees have to register before joining the meeting, this feature will help the host to collect the participants' information. The system will provide meeting registration link, all participants except invitees need to register the meeting via the link.
- **Thank-you Email:** If checked, the system will send a Thank-you Email to the meeting participants, the host can also customize the contents in the Email. For example, the host can include contact information in the Thank-you Email for other meeting participants to contact.



**Schedule Webinar**

\* Subject:  1-80 characters

\* Time Zone:

\* Start Time:   :

\* Duration:  hour  
 Recurring

Password:  0-8 digits

Agenda:  0/500 characters

Email Reminder:  15 Minutes in Advance

Attendee Controls:  Muted by Host on Entry     Display Attendees List/Status  
 Allow Chat     Play Beep When Attendee Joins/Leaves Meeting

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\* Organizer:

\* Host Email:

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

Panelists:

Invitees:

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

Thank-you Email:  Send to all participants after meeting

Hi, {Name of participant}

Thank you for attending "{Subject}" meeting.

Please contact the meeting organizer if you have any need or requirement.

[Preview email](#)

28/500 characters

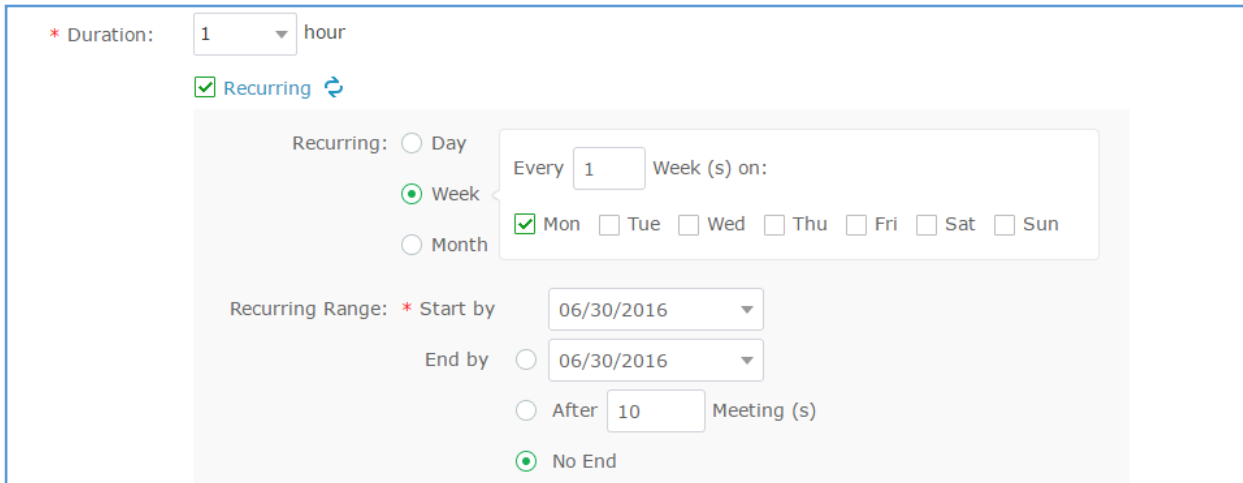
3. If the meeting is scheduled successfully, the system will send notification Email to the panelists and participants automatically. Users can also check the meeting details on the host GVC3200/GVC3202 schedule interface on LCD or Web UI. The host GVC3200/GVC3202 will initiate meeting automatically at scheduled meeting start time.
4. If the meeting time of two scheduled meetings are overlapping during the same period, there will a prompt to indicate users to change the schedule. Users can still schedule the meeting 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:



\* Duration: 1 hour

Recurring

Recurring:  Day  Week  Month

Every 1 Week (s) on:

Mon  Tue  Wed  Thu  Fri  Sat  Sun

Recurring Range: \* Start by 06/30/2016

End by  06/30/2016  After 10 Meeting (s)  No End

Users can set the following recurring range:

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	<b>No end:</b> recurring meeting always takes effect	
	<b>End by date:</b> set the date until when the recurring meeting will end	
	<b>End by times:</b> 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.

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

**Today**      **Test Meeting**      Registrants: 3      🕒 To be hosted

03:50PM

|

04:50PM

Host Device: 8200292 (sqhuang's device)

Participants: 4 sqhuang@grandstream.cn; sqhuang(sqhuang@grandstream.com); William(william@gmail.com); ...

Meeting ID: 131700845

Meeting URL: <https://meetings.ipvideotalk.com/131700845>


Registration URL: <https://meetings.ipvideotalk.com/131700845/register>

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



IPVideoTalk Meeting Details (Not started)

Meeting Info	Invitees (1)	Registrants (1)
Subject: Test Meeting Start Time: 2016/11/28 18:00 Beijing, Chongqing, Hong Kong, Urumqi Duration: 1hr Meeting ID: 120095107 Password: 123 Meeting URL: <a href="https://meetings.ipvideotalk.com/120095107">https://meetings.ipvideotalk.com/120095107</a> Register URL: <a href="https://meetings.ipvideotalk.com/120095107/register">https://meetings.ipvideotalk.com/120095107/register</a> PSTN Access: United States: +1 (617) 315-8088,HZ +86 (888) 888-8888 <a href="#">View all numbers</a> Agenda: asd Email Reminder: 15 Minutes in Advance Attendees Control: <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Muted by Host on Entry</li> <li><input type="checkbox"/> Display Attendees List/Status</li> <li><input checked="" type="checkbox"/> Allow Chat</li> <li><input checked="" type="checkbox"/> Play Beep When Join/Leave Meeting</li> </ul>		
Host Device: 8200292 (sqhuang's device )		

 Registrants list.csv

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4. 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). Users could also download the Registrants List on this page.

IPVideoTalk Meeting Details (Not started)

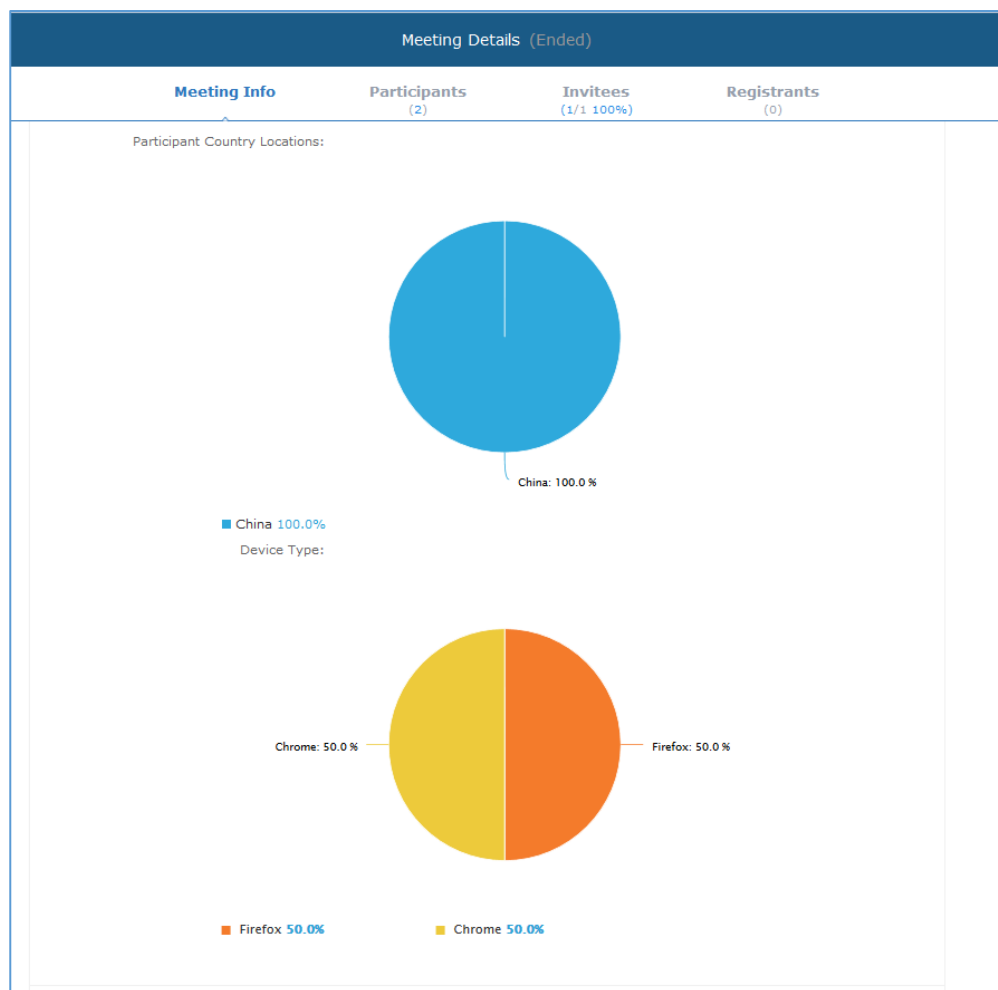
Meeting Info	Invitees (1)	Registrants (2)									
<table border="1"> <thead> <tr> <th>Name/Email</th> <th>Country</th> <th>Registered at</th> </tr> </thead> <tbody> <tr> <td>sqhuang sqhuang@grandstream.com</td> <td>China</td> <td>09/20/2016 06:16PM</td> </tr> <tr> <td>William william@gmail.com</td> <td>China</td> <td>09/20/2016 06:16PM</td> </tr> </tbody> </table>	Name/Email	Country	Registered at	sqhuang sqhuang@grandstream.com	China	09/20/2016 06:16PM	William william@gmail.com	China	09/20/2016 06:16PM		
Name/Email	Country	Registered at									
sqhuang sqhuang@grandstream.com	China	09/20/2016 06:16PM									
William william@gmail.com	China	09/20/2016 06:16PM									

5. 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.



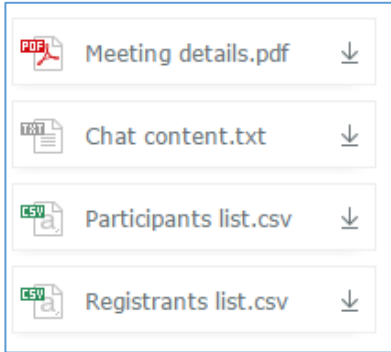
Meeting Details (Ended)				
Meeting Info		Participants (2)	Invitees (1/1 100%)	Registrants (0)
Name/Email	Device Type	Country	Joined at	Left at
sqhuang(host) 452513959@qq.com	Firefox	China	20:40	20:58
cc(Panelists) sqhuang@grandstream.cn	Chrome	China	20:38	20:58

6. In the meeting detailed information, it will show the “Pie statistics graph” including the countries of all participants, and the clients’ type of the participants.



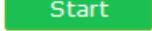
7. After the meeting is ended, users could export the meeting report, including Meeting Details, Chat Content, Participants List and Registrants List. If the meeting does not request the participants to register, there will be no Participants List.






## Start Meeting or Webinar Manually

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  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.

## Edit Upcoming Meeting

Follow the steps below to edit scheduled meeting:

1. Access Upcoming meetings list, move the mouse cursor on the meeting and click on  button.
2. Fill in the new meeting information and click "Save". Once the meeting is saved, the users can edit all fields, 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 plan for the IPVideoTalk ID is changed, the number of allowed participants will be adjusted accordingly.
  - 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.
- 

### Cancel Upcoming Meeting

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. 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.
3. 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.
4. After the meeting is saved, a new meeting ID will be generated. Email notifications will be sent to Email participants.

### Restart Meeting

1. Access History meetings list, put the mouse cursor on the meeting and click "Restart" button.
2. Users will see the meeting in Upcoming meeting list with the same meeting ID, and a notification Email will be sent to Email participants automatically.



## After-Meeting Report Email

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

The Email contains the meeting information such as meeting duration, the number of participants 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](http://www.ipvideotalk.com) to view the meeting details.



Hi,

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

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

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

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

When the plan has expired or about to be expired, the device firmware version is too low, or the device is frozen by IPVideoTalk server, a notification Email will be sent to the registered Email address to inform the users.



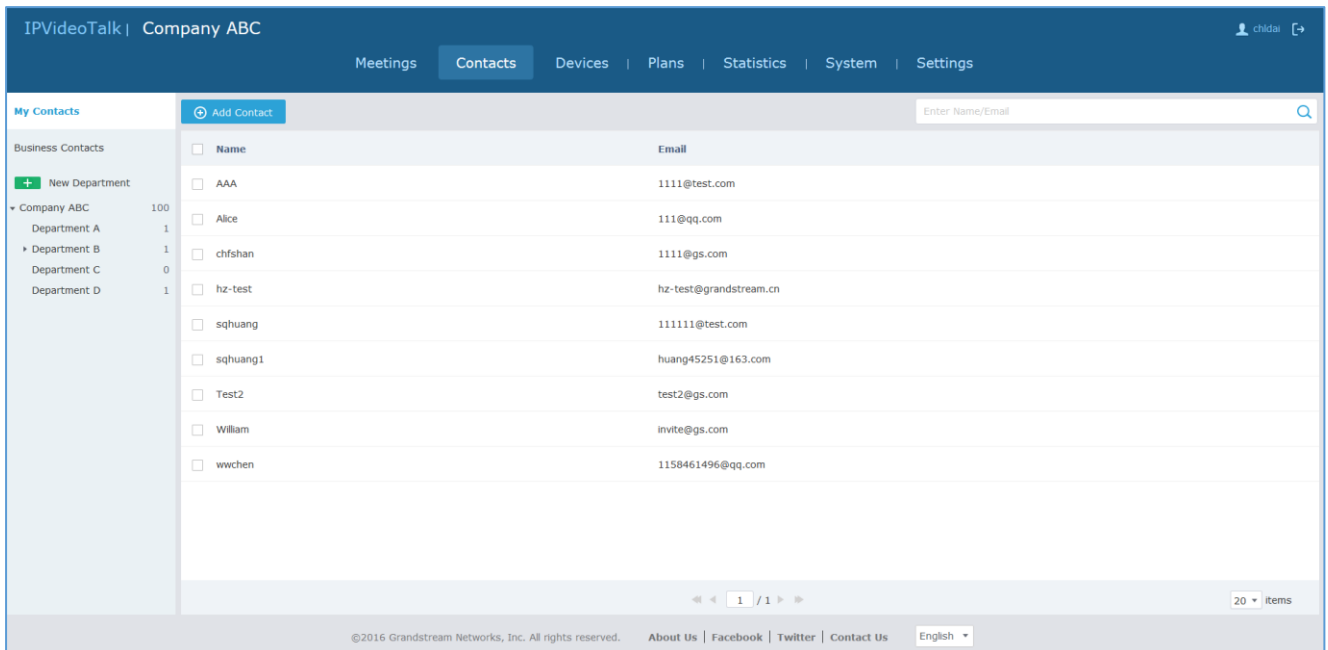
## CONTACTS

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

- Quickly add participants when scheduling a new meeting.
- All the linked devices could share the same contacts centrally managed in the cloud system. The device can view contacts in GVC3200/GVC3202 LCD idle screen->Applications->IPVideoTalk application.
- Quickly search contacts in the IPVideoTalk Cloud Platform when calling other IPVideoTalk IDs.

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.



IPVideoTalk | Company ABC

Meetings | **Contacts** | Devices | Plans | Statistics | System | Settings

My Contacts

+ Add Contact

Enter Name/Email

<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	AAA	1111@test.com
<input type="checkbox"/>	Alice	111@qq.com
<input type="checkbox"/>	chfshan	1111@gs.com
<input type="checkbox"/>	hz-test	hz-test@grandstream.cn
<input type="checkbox"/>	sqhuang	111111@test.com
<input type="checkbox"/>	sqhuang1	huang45251@163.com
<input type="checkbox"/>	Test2	test2@gs.com
<input type="checkbox"/>	William	invite@gs.com
<input type="checkbox"/>	wwchen	1158461496@qq.com

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### 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

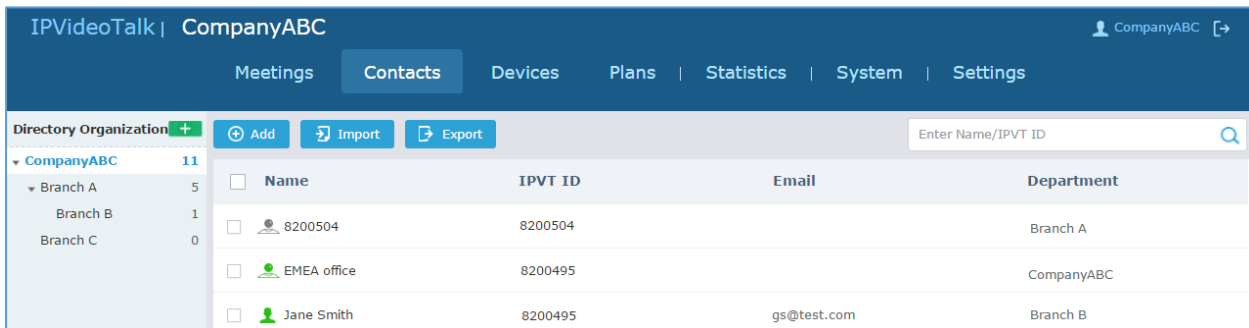
Users can check all contacts and devices of company as shown below:




-  **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.



Name	IPVT ID	Email	Department
 8200504	8200504		Branch A
 EMEA office	8200495		CompanyABC
 Jane Smith	8200495	gs@test.com	Branch B

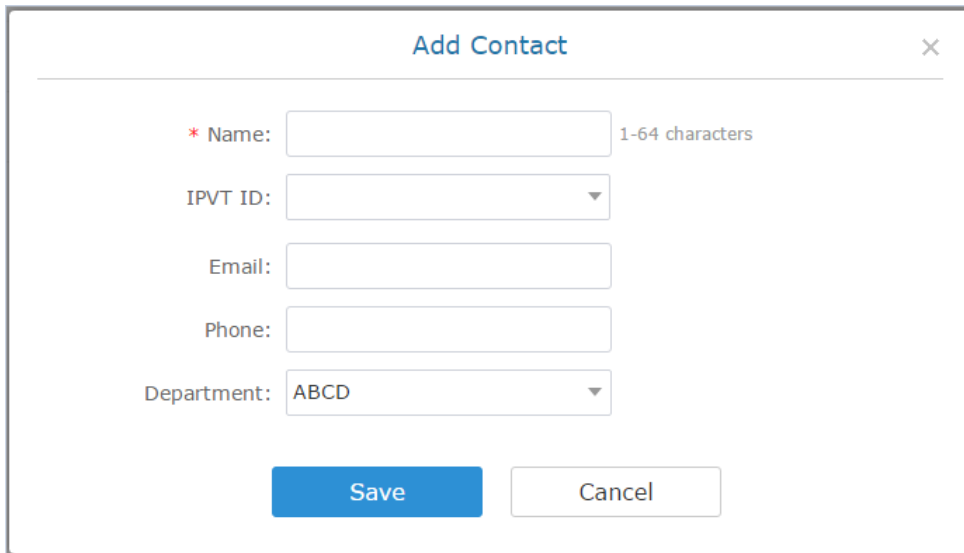
## Add Contact

Users could add contact from its own company.

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



- **Name:** Enter the name of the contact.
- **IPVT ID:** Enter a random IPVideoTalk ID, e.g. the IPVideoTalk ID of the GVC3200/GVC3202 from the customer/partner.
- **Department:** Select the department that the contact belongs to, so that the contacts can be managed in groups.



**Add Contact** [X]

\* Name:  1-64 characters

IPVT ID:

Email:

Phone:

Department:

3. Click on "Save" to save contact.

### Add Public Device

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

1. Click  on top and select "Add Public Device" in the drop-down menu.
2. Fill in public device information.
  - **Device:** Enter the name of the device.
  - **IPVT ID:** Choose IPVideoTalk ID of the device.
  - **Department:** Select the department the contact belongs to so that the contacts can be managed in groups.



Add Public Device
×

\* Device:  1-64 characters

\* IPVT ID:

Department:


Save
Cancel

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.

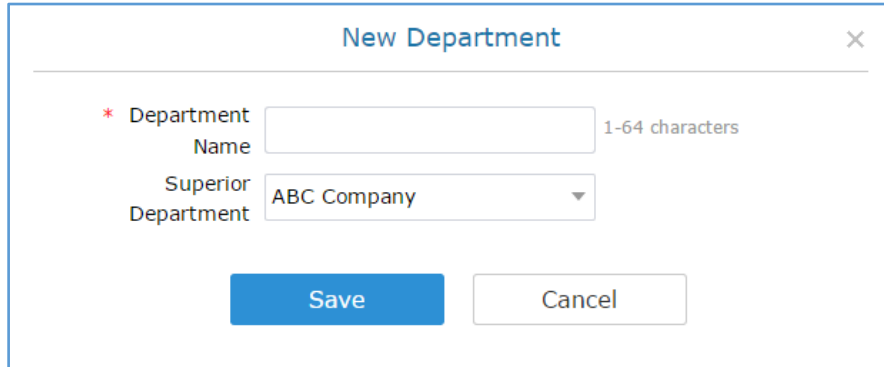
### Departments

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

<b>Directory Organization</b> <span style="background-color: #0070C0; color: white; padding: 2px 5px; font-weight: normal;">+</span>	
▼ <b>ABC Company</b>	<b>3</b>
test group	1
Sales group	0
Development group	0

## Add Department

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




The dialog box titled "New Department" contains the following fields and buttons:

- A text input field for "Department Name" with a red asterisk and a character count of "1-64 characters".
- A dropdown menu for "Superior Department" with "ABC Company" selected.
- A blue "Save" button.
- A white "Cancel" button.


2. Click "Save" to save 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.

## 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.





**Import Contacts** ×

- 1.Support xls, xlsx, vcard format.
- 2.The department being imported should be in the form of excel or outlook.
- 3.If the department does not exist, the system will create a new one automatically.
- 4.Please ensure that your document template is correct (as pictured below). [Download the template](#)

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

5. [Select the file](#)

Import
Cancel

3. Fill in required information in Excel form.

- **Type:** Fill in "0" for contact and fill in "1" for public device. The default value is 0.
- **Name:** This field is required. Otherwise, the entry cannot be imported.
- **Department:** Users can fill in department. If there is no department, the system will fill in automatically.
- **IPVideoTalk ID:** If Type is "1", it is required to fill IPVideoTalk ID number here. Otherwise, the entry cannot be imported.

4. Click [Select the file](#) to import Excel form.

5. A message will prompt to remind users the quantity of the entries successfully imported, and failed to import. The GVC3200/GVC3202 devices imported successfully will receive authentication message in LCD idle screen->Applications->IPVideoTalk->Notices.

---

**Note:** Please make sure the imported file has the same file encoding format as the selected file. Otherwise, the file will not be read by the system and fail to be imported.

---

## Export Contacts

1. Click on

2. The system will download the exported Excel form.



## PLANS

In “Plans” page, users could perform the following operations. The table below lists plan status definitions.

Status	Specifications
About to expire	The plan is about to expire in 15 days.
Expired	The plan has expired and unable to start meeting.
Available	The plan is in normal status.

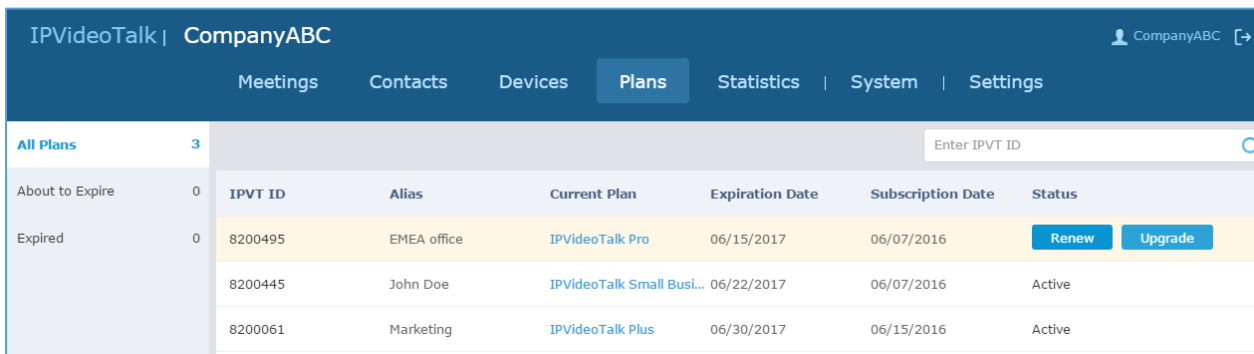
- Click plan name to view details.
- Input IPVideoTalk ID in search box to search for device by IPVT ID.

### Purchase/Renew/Upgrade Plan

If you want to purchase/renew/upgrade your plan, you may pay for the plan via PayPal.

Please check our official website [www.ipvideotalk.com](http://www.ipvideotalk.com) to view more details of the Plans.

1. If you want to purchase/renew your plan, please click on “Renew”, and follow the instructions to pay for the Plan.



All Plans		Enter IPVT ID					
Status	Count	IPVT ID	Alias	Current Plan	Expiration Date	Subscription Date	Status
About to Expire	0						
Expired	0	8200495	EMEA office	IPVideoTalk Pro	06/15/2017	06/07/2016	Renew Upgrade
		8200445	John Doe	IPVideoTalk Small Busi...	06/22/2017	06/07/2016	Active
		8200061	Marketing	IPVideoTalk Plus	06/30/2017	06/15/2016	Active

2. If you want to upgrade your plan, please click on “Upgrade”, and follow the instructions to pay for the Plan.
3. Users could upgrade the current plan, please check the price and features on our website: [www.ipvideotalk.com](http://www.ipvideotalk.com)
4. Users could select to continue the plan for 1 year, 2 years, or 3 years. The price will be calculated depending on the price of the plan and the period.



- If the user wants to upgrade the plan, the user needs to pay for the price difference, the calculation method is:

**Price Difference** = (the monthly fee of the Upgraded Plan – the monthly fee of the current plan) / 30 \* the remaining days of the current plan

- Billing Address is a necessary option. Please fill this option with the actual address. Users could change the Billing Address in “System” -> “Business Profile”. This Billing address will be updated from your next bill.
- When users check out, the system will jump to PayPal page. Users could pay the bill with PayPal account or other credit cards.
- The tax will be charged based on the billing address, and the rate is requested by the local government.

**Note:** Once the payment is completed, the user could start to use the new plan. If the order is incomplete, the support team will contact with the user.

**Renew**

Device: sqhuang's device(8200292)






Current Plan: IPVideoTalk Small Business

Expiration Date: 12/20/2016

Select Renewal Duration: 1 year 2 years 3 years


\* Billing Address:  [Edit](#)

Renewal	IPVideoTalk Small Business: 1 year (12/20/2016-12/20/2017)	Price:	\$300.00 USD
		Taxes:	\$0.00 USD
		Payment Amount:	\$300.00 USD

Accepted Payment Methods:     

Pay
Cancel

---

 **Note:** For users who want to upgrade current plan, please contact with our sales for the latest price of the Plan, in order to avoid the order will be canceled.

---



## View Plan Subscription

Click on “Device”, users could check all the order histories on the device.

- Users could check the order date, order number, upgraded plan, the duration of the new plan/upgraded plan, total price, tax, and billing address.
- If the payment status is pending, it means the payment is process successfully, and the user could start to use the new plan. If the order cannot be processed, it will be regarded as “Invalid”, and the support team will contact with the user.
- No matter the reviewing is successful or failed, the user will receive an Email with the notification.

Current Plan: <a href="#">IPVideoTalk Pro</a>		Expiration Date: 03/21/2017	Plan Status: Trial	
Subscribed Date/Order No	Type	New plan	Price	Status
09/20/2016 20160920083422244273	Renewal	IPVideoTalk Pro 12/21/2016--03/21/2017	<b>\$0.00</b> Taxes: —	Approved

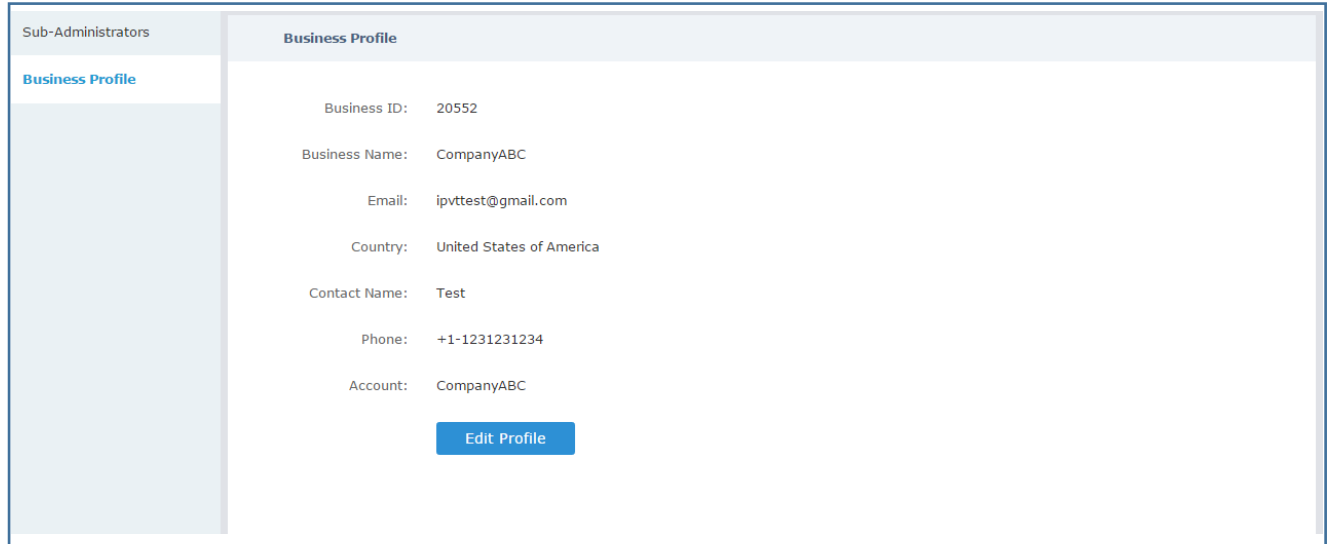
<< < 1 / 1 > >>
 20 ▾ items



## ADMINISTRATION

### 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".




Sub-Administrators	<b>Business Profile</b>
<b>Business Profile</b>	
	Business ID: 20552
	Business Name: CompanyABC
	Email: ipvttest@gmail.com
	Country: United States of America
	Contact Name: Test
	Phone: +1-1231231234
	Account: CompanyABC
	<a href="#">Edit Profile</a>

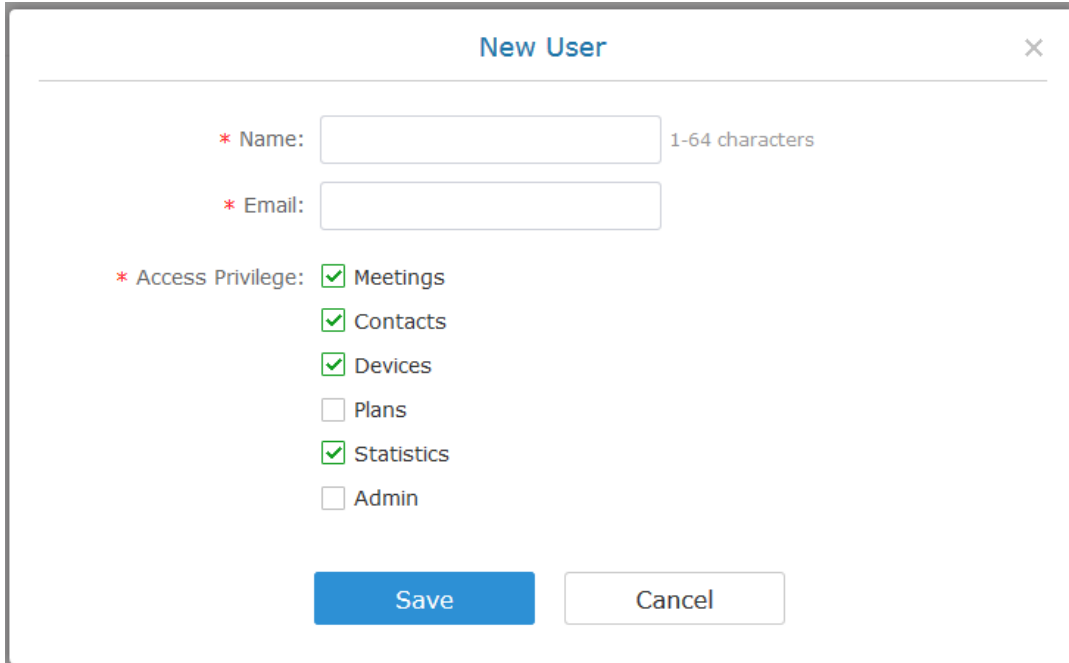
### User Management

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.





**New User** [X]

\* Name:  1-64 characters

\* Email:

\* Access Privilege:

- Meetings
- Contacts
- Devices
- Plans
- Statistics
- Admin

- **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 [Activate Now](#) 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 activated Email.
  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.



**User Details** ✕

---

\* Name:  1-64 characters

\* Email: 452513959@qq.com

\* Access Privilege:

- Meetings
- Contacts
- Devices
- Plans
- Statistics
- Admin

## Delete Users

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

## Multiple Languages

IPVideoTalk supports English, Spanish, Japanese and Chinese.

Default language can be changed from the bottom bar on any page on IPVideoTalk Portal.

