

Global Video Services Classified (GVS-C) ECVoIP User Instructions

This document describes the Global Video Services Classified (GVS-C) to ECVoIP (Enterprise Classified Voice over Internet Protocol) feature that enables ECVoIP users to dial into GVS-C voice only conferences. This feature is referred to as "audio add-on."

Important considerations:

- 1) To use GVS Classified (GVS-C) services, registration is required.
 - a. New users can sign up for an account at <https://globalvideoservices.csd.disa.smil.mil/gvs-web>. DISANet users can download and install the client (VidyoDesktop 3.5.6) from the Application Catalog.
 - b. Non-DISANet users should contact their local IT Help Desk to find out how to get the GVS-C client.
 - c. GVS online training, user guides, and other resources are available on NIPRNet at the GVS DEPS page (<https://disa.deps.mil/ext/cop/ns-extranet/ExternalConnect/GVS%20Training/Forms/Quick%20Start%20Guides.aspx>)
- 2) ECVoIP and GVS-C are for use on the DoD Classified network (SIPRNet) only.
- 3) All APL approved IP Phones are authorized for use with this feature. Additionally, the ECVoIP phones should transcode the G.729 audio data compression algorithm into G.711/G.722 through the ECVoIP Cisco Cube Router.

Placing an Inbound Call

Step 1: ECVoIP End Users will dial the *GVS-C Audio Access Line*: 302-487-9601.

Step 2: ECVoIP End Users will hear the IVR (Interactive Voice Response) Greeting on their phones.

After hearing the "Welcome to Vidyo Conferencing" greeting, the user must press the number keys on the dial keypad to select either Option 1 (Join a Conference) or Option 2 (Make a Direct Call).

Option 1 (Join A GVS-Classified Conference): The user is prompted to enter the "Room Extension" (Event number) followed by the pound sign (#). If the conference host has not started the conference, the ECVoIP user will hear, "You are currently the only one in the conference."

When a second participant or the host of the conference connects, the ECVoIP end user will hear a short audio entry tone to indicate that a second party has joined the conference. If the second participant has their microphone enabled, the ECVoIP participant will hear the person speaking on the distant end immediately.

Option 2 (Make a Direct Call to a GVS-Classified User): The user will hear a voice prompt to enter the "Extension" or host's E-164 number followed by the pound sign (#).

If the host of the conference has signed into their Vidyo Desktop Client prior to the call, then the host will receive an "incoming call" message. The host must accept the incoming call to connect the ECVoIP telephone to the GVS Desktop Client. If the ECVoIP direct call is not connected, the host will see a "missed call" indicator, just as with a normal GVS-to-GVS direct call. (Note: All ECVoIP audio participants in a GVS-C conference are displayed as guests in the participant's panel.)

Conference hosts and moderators can administer the ECVoIP participant with the same options - mute, drop call, etc. - just as with any other GVS-C conference participant.

Audio Add-on Scenario Examples

Scenario 1: A GVS-C conference ("Event") scheduled in the GVS Application includes VTC sites. The Event generates a dial-in telephone number in an e-mail notification. What number is used?

Answer: Dial the main access number of (302) 487-9601. Select Option 1, then enter the Event dial-in telephone number followed by the pound sign (#). Note that a PIN number may be required.

Scenario 2: A GVS-C conference ("Event") scheduled in the GVS Application includes Desktop Users and a Public Room (no VTC sites). The "Event" does not generate a dial-in telephone number. What number is used?

Answer: Dial the main access number of (302) 487-9601. Select Option 1, then enter the Public Room's E-164 number followed by the pound sign (#). Note that a PIN number may be required.

Scenario 3: A GVS-C conference ("Event") scheduled in the GVS Application includes Desktop Users (only). The "Event" does not generate a dial-in telephone number. What number is used?

Answer: Dial the main access number of (302) 487-9601. Select Option 1, Then enter the Host's E.164 number followed by the pound sign (#). Note that a PIN number may be required.

Scenario 4: No Event is scheduled. An individual would like to dial in to a Public Room. What number should be used?

Answer: Dial the main access number of (302) 487-9601. Select Option 1, then enter the Public Room's E.164 number followed by the pound sign (#). Note that a PIN number may be required.

Scenario 5: No Event is scheduled. An individual would like to dial in to a GVS User (Direct Call). What number should be used?

Answer: Dial the main access number of (302) 487-9601. Select Option 2, then enter the Host's E.164 number followed by the pound sign (#).

Scenario 6: No Event is scheduled. An individual would like to dial in to a Vidyo Room System. What number should be used?

Answer: Currently, this audio add on feature only works with Vidyo Desktop Client (GVS-C).

How to Find the E.164 Number

This section describes how to locate E.164 numbers for Users and Public Rooms.

User E-164 Number

The screenshot shows the DISA Global Video Services application interface. At the top, there is a navigation bar with the DISA logo on the left, the text "GLOBAL VIDEO SERVICES" in the center, and a user greeting "Welcome, Jane Doe" with "VTC status: Offline" and a "Logout" link on the right. Below the navigation bar, there are several menu items: "Home", "VTC", "Scheduling", "Site", "Report", "Admin", and "My Profile". The "My Profile" menu item is highlighted with a blue circle containing the number "1".

On the left side of the page, there is a "My Profile" section with three sub-items: "General Information", "Contact Information", and "VTC Information". The "VTC Information" sub-item is highlighted with a blue circle containing the number "2".

The main content area displays the "VTC Information" form. The form title is "VTC Information" and the text below it says "This form is to view your VTC profile information." The form contains the following fields and values:

- VTC Enabled:** Yes
- VTC Display Name:** Jane Doe/ DISA/ CRT/ GVS
- E.164 Number:** 6425334350
- Hub Location:** Columbus
- Tenant Name:** PKI-GVS-Tenant

At the bottom of the form, there are two buttons: "Save" and "Cancel".

1 Login to the GVS Application and select My Profile. (Note: You must have a GVS account.)

- 2 Select VTC Information from the menu on the left.
- 3 Locate your E.164 Number. Provide this number for individuals that want to contact you directly.

Public Room E-164 Number

The screenshot shows the DISA Global Video Services interface. At the top, there is a header with the DISA logo, the text 'GLOBAL VIDEO SERVICES', and a user greeting 'Welcome, Jane Doe' with 'VTC status: Offline' and a 'Logout' link. Below the header is a navigation bar with links for Home, VTC, Scheduling (highlighted with a blue circle and '1'), Site, Report, Admin, and My Profile. On the left side, there is a sidebar with 'Event Scheduling' and 'Public Rooms' sections. Under 'Public Rooms', the 'Public Rooms' link is highlighted with a blue circle and '2'. The main content area is titled 'View Public Room' and contains a 'General Information' section with the following details: Room Name: PR_townhall_DISA, Expiration Date: 2018-12-20 23:57, Extension: 6437340638 (highlighted with a blue circle and '3'), Room PIN: (blank), Created By: Jane Doe, Created Date: 2016-09-19 18:34, Updated By: Jane Doe, and Updated Date: 2016-09-19 18:34.

- 1 Login to the GVS Application and select Scheduling. (Note: You must have a GVS account.)
- 2 Select Public Room from the menu on the left. Select the Public Room from the list (magnifying glass icon).
- 3 Locate the Extension (E.164 Number). Provide this number for individuals that want to join a conference with a Public Room.