

Phone Dialing Instructions to Global Video Services Classified (GVS-C) and Unclassified (GVS-U)

This document describes the feature that enables phone users to dial into Global Video Services (GVS) voice only conferences. This feature is referred to as "audio add-on." Screen shots follow the instructions.

GVS-C Placing an Inbound Call

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

Step 2: Telephone 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). SEE SECOND PAGE FOR ILLUSTRATION.

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 telephone user will hear, "You are currently the only one in the conference."

When a second participant or the host of the conference connects, the telephone 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 telephone participant will hear the person speaking on the distant end immediately. (Note: All telephone audio participants in a GVS-C conference are displayed as guests in the participant's panel.)

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

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 telephone to the GVS Desktop Client. If the telephone direct call is not connected, the host will see a "missed call" indicator, just as with a normal GVS-to-GVS direct call.

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 user 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 menu with items: Home, VTC, Scheduling, Site, Report, Admin, and My Profile. The "My Profile" item is highlighted with a blue circle containing the number 1. On the left side, there is a "My Profile" sidebar with three sub-items: "General Information", "Contact Information", and "VTC Information". The "VTC Information" item is highlighted with a blue circle containing the number 2. The main content area is titled "VTC Information" and contains the text "This form is to view your VTC profile information." Below this text are several fields: "VTC Enabled: Yes", "VTC Display Name: Jane Doe/ DISA/ CRT/ GVS" (with a dropdown arrow), "E.164 Number: 6425334350" (with a blue circle containing the number 3), "Hub Location: Columbus", and "Tenant Name: PKI-GVS-Tenant". At the bottom of the form are "Save" and "Cancel" buttons.

- 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.

- 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.

GVS-U

GVS-U Placing an Inbound Call

Step 1: Telephone End Users will dial the *Red Switch*: 305-437-4900. **Step 2:** The *Red Switch* will place the end user hold to patch them into the brief.

INSTRUCTIONS WILL BE UPDATED WHEN DIALING DIRECTING INTO GVS-U IS FUNCTIONAL