DISA
DEFENSE INFORMATION SYSTEMS AGENCY
The IT Combat Support Agency

The next-generation of video teleconferencing (VTC) services for DOD, its mission partners, federal departments and agencies, and coalition partners globally.

Global Video Services & Enterprise Voice Integration

Overview

This document describes how to use the new capabilities offered by the integration of Global Video Services and Enterprise Classified (ECVoIP) and Unclassified (EVoIP) Voice over Internet Protocol services. Users can dial into (audio only) video conferences. Users can also use the conference bridge to host voice conference calls.

These features are part of DISA's Enterprise Communications, Collaboration, and Productivity Services (ECAPS) portfolio.

GVS-U Dial-in instructions:

Audio Dial-in to GVS-U Conference:
Available using EVoIP endpoints such as Cisco Jabber Soft clients, desk phones, or any smartphones/telephone
Option 1: DSN Audio Access Number to Join a Conference:
  1. Dial Audio Access number: East: (322) 405-8721 West: (322) 780-5821
  2. Follow the prompt and select Option-1 to join conference,
  3. At the prompt: Enter the 10 digit GVS Room extension followed by #
  4. For pin protected room: At the 2nd prompt please enter the pin followed by #

Option 2: Commercial Audio Access Number to Join a Conference:
  1. Dial Audio Access number: East: (614) 405-8721 West: (210) 780-5821
  2. Follow the prompt and select Option-1 to join conference,
  3. At the prompt: Enter the 10 digit GVS Room extension followed by #
  4. For pin protected room: At the 2nd prompt please enter the pin followed by #

GVS-C Dial-in instructions:

Audio Dial-in to GVS-C Conference:
Available using ECVoIP endpoints such as desk phones or any DMCC phone
1. Dial Audio Access number: (302) 487-9601
2. Follow the prompt and select either Option 1 (Join a Conference) or Option 2 (Make a Direct Call).

Option 1: Join a Conference:
You will be prompted to enter the "Room Extension" followed by #.
Note: Conference hosts and moderators can administer the ECVoIP participants with the same options:
Mute, Drop Call, just as with any other GVS-C conference participant.

Option 2: Make a Direct Call to a GVS-Classified User
You will be prompted to enter the "Extension" followed by #. If the distant end GVS-C user has signed into their GVS Desktop client prior to the call, then the GVS-C user will receive an "Incoming Call" audible and visual notification. Once the distant end GVS-C user accepts the incoming call, you will be connected and able to speak with the distant end.

How to Invite Voice Participants to your GVS Call

1. Provide participants with Dial Audio Access number:
   East: (DSN): (322) 405-8721 / (Commercial): (614) 405-8721 or West: (DSN): (322) 780-5821 / (Commercial): (210) 780-5821
2. Provide participant with the room extension/E.164 number

Find Your GVS E.164 Number

Login to the GVS Application and select "My Profile." (Note: You must have a GVS account.) Select "VTC Information" from the menu on the left. Locate your E.164 Number. Provide this number for individuals that want to contact you directly. Provide to the voice participants via email, invite, etc.

Find a Public Room E.164 Number

Login to the GVS Application and mouse over "Scheduling." (Note: You must have a GVS account.) Select "Public Rooms" from the menu on the left. Select the Public Room from the list (use 'magnifying glass' icon). Locate the Extension (E.164 Number). Provide this number for individuals that want to join a conference with Public Room. Provide to the voice participants via email, invite, etc.

Important Considerations

Users who plan to host, moderate, or schedule a conference must create a GVS account.

- To sign up for a GVS-U or GVS-C account, go to:
    NIPR: https://gvs.mil/gvs-web
    SIPR: https://gvs.smil.mil/gvs-web
- DISANet users can download and install the GVS Desktop Client (ver. 3.6.5) from the Application Catalog.
- Non-DISANet users should contact their local IT Help Desk to find out how to get the GVS clients installed.
- GVS online training, user guides, and other resources are available on NIPRNet at the GVS DoD Enterprise Portal Service (DEPS) page.
- A GVS account is not required for EVoIP/ECVoIP users to attend an audio or video conference hosted on GVS nor to call a GVS user.
- All APL approved IP phones are authorized for use with this feature.
- Mission partners may request service by contacting the DISA Infrastructure Global Service Desk (IGSD):

If you are experiencing an error or degraded service and have concluded that the issue is not within your network, please report this to the DISA Infrastructure Global Service Desk to ensure proper response and management of any incidents or problems. When creating a ticket, please be sure to tell the technician:

- The Name of the Organization that you are calling from
- The GVS conference that you are attending,
- The type of device you are using
- Any error messages you have observed

Need Help – Technical Support
- If you are experiencing technical difficulties, please contact the Infrastructure Global Service Desk
    Note: General issues with SIPR devices may be reported over unclassified phone or email
    - **Phone:** Toll Free: (844) 347-2457 Option 2 Commercial: (614) 692-0032 Option 2
    - **Email:** NIPR: disa.gsd.infrastructure@mail.mil SIPR: disa.scott.global.mbx.dccc@mail.smil.mil