Grandstream Certified Specialist (GCS) Orientation

Welcome to the first level of Grandstream's certification program. The GCS is designed to provide a top-level overview of the specified product line. After obtaining the GCS certification, you have the option to pursue more advanced certifications which will include more in-depth and practical knowledge on the specified product. You can find additional details regarding all the certifications in the link below:

https://academy.grandstream.com/GrandstreamAcademy_QuickGuide.pdf

The Grandstream Certified Specialist certification will be an online course where you will join a webinar powered by our very own IPVideotalk service. A Grandstream engineer will be present via the chat room if there are any questions regarding the material or concern about the exam.

Where can I find the material for the exam/training?
The material will be presented in a video hosted over YouTube. There should be a link in the description of the registration page.

Where do I register for the exam?
The registration link should have been provided within an email by our partners or presented over a landing page directly through their website. A link to the exam registration will be given within the IPVideotalk session as well. **Please avoid using multiple email accounts to register for the exam. If duplicate entries are found, your exam results will be discarded.**

I'm registered! What's next?
After you have registered for the exam, you will receive an email that confirms your registration. The instructor for the training will then enroll you in order to confirm your attendance. You will receive additional confirmation emails as well as a final email with a PIN code in order to take the exam. This will only occur after the instructor has opened the exam.

I've submitted my registration and have not received any emails.
Email confirmation can take up to a few minutes, so please be patient. The confirmations also commonly get flagged as spam—check those folders accordingly. Some email accounts will automatically delete confirmation emails as well depending on the level of spam control enabled. Please also be very careful during the registration process and make sure there are no typos in the information provided. **If all else fails, please do not re-submit the registration application and consult with the instructor during the session.**

How long is the exam? Is it "open-book"?

The exam will be thirty minutes. Feel free to use any notes that you have taken during the presentation but please use your time wisely. **If you do not submit your exam before the thirty-minute expiration, your exam will be discarded.**

I've passed the exam! What's next?

If you choose to continue with the advanced certifications, please reach out to your preferred distributor to find out if there are any scheduled on-site trainings.

I've failed the exam… What can I do?

If you did not pass the exam, you will need to retake it after a month-long cooldown period. Please speak with your distributor about having your exams reset or you can submit a support ticket within our Help Desk.