



# **e:Presence**

## **Teleconference Service**

### **Using H.323 / SIP Terminals**

**Version 5.0**

**May 2026**

## INTRODUCTION

e:Presence service is mainly addressed to the academic and research community of Greece, giving its members the ability to organize and conduct high-definition teleconferences, reducing travel costs and increasing productivity.

Teleconferences through e:Presence have now replaced the vast majority of meetings that traditionally required the physical presence of participants, such as:

- University Board Meetings
- Faculty promotion meetings
- Research and development project meetings
- Committees for postgraduate thesis or doctoral dissertation examinations

e:Presence teleconferencing service is based on the advanced teleconferencing technology of Zoom, while also providing a user-friendly management environment with enhanced features and an extremely easy process for direct access to teleconferences for end users.

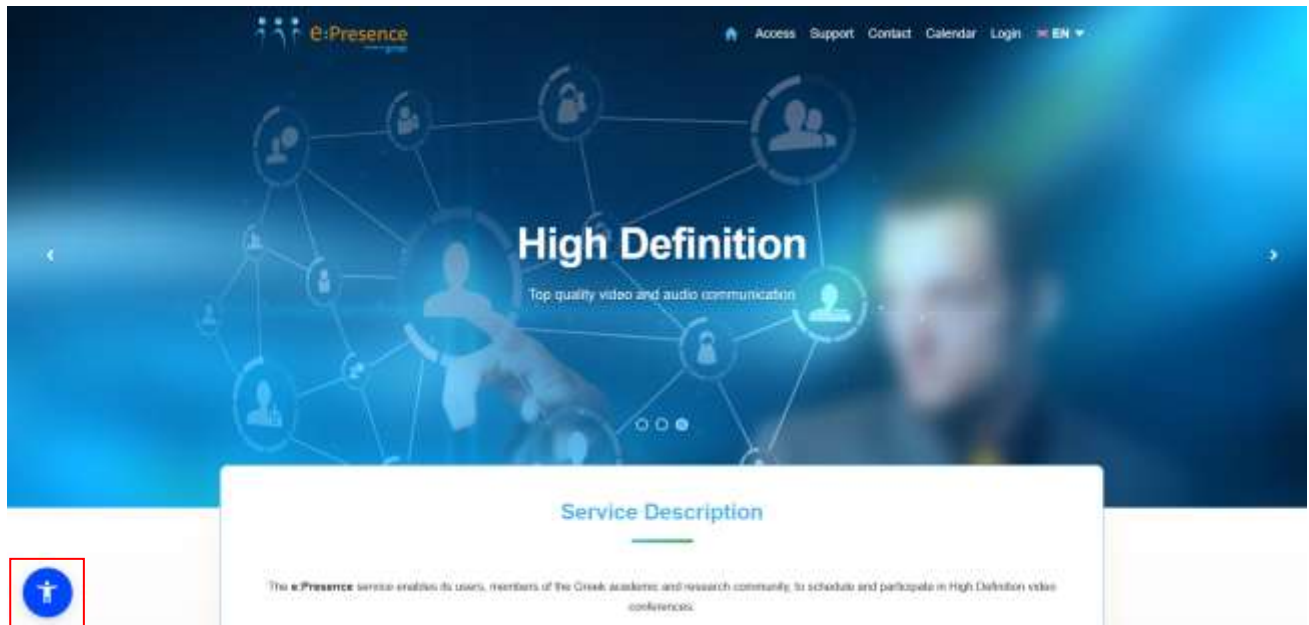
- The maximum duration of a teleconference is 24 hours.
- Up to 300 participants can attend a teleconference, with the option to increase the limit up to 1000 participants through the “Increase participant number” option in the conference settings.

## ACCESSIBILITY MENU

Users can now control:

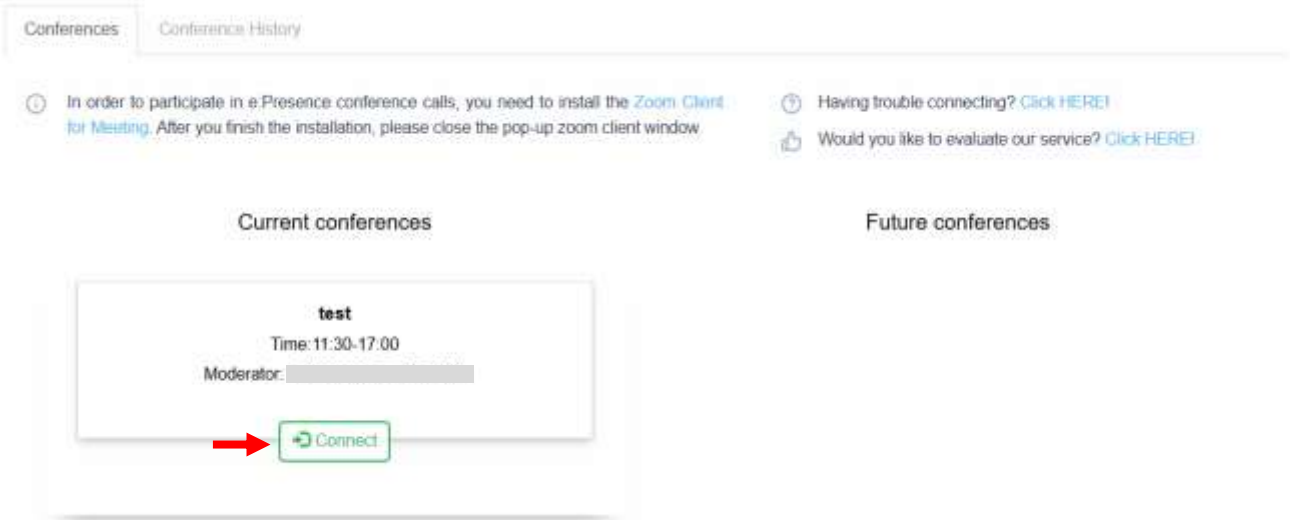
- Website brightness
- Contrast
- Font size

through the Accessibility Menu located at the bottom-left corner of every page of the service.



**USING H.323 / SIP TERMINALS**

Users connecting through an H.323 or SIP terminal device must have access to their account page in the service. From the “Conferences” tab, they must press the “Connect” button after the teleconference has started.



*If the user has received an invitation email, the green “Join” button included in the message will direct them to the personalized teleconference page. From there, they must first log in either through their institutional account (SSO) or using a username and password as an external/non-academic user..*

Πρόσκληση σε Τηλεδιάσκεψη / Conference Invitation

ΕΛΛΗΝΙΚΑ

Παρακαλούμε να συμμετάσχετε στην τηλεδιάσκεψη με θέμα **"test"** του Συντονιστή:

ΣΥΝΤΟΝΙΣΤΗΣ

[Redacted]  
[Redacted]  
[Redacted]

ΗΜΕΡΟΜΗΝΙΑ & ΩΡΑ

**24-04-2026, 11:30**

Όρα Ελλάδα

ENGLISH

You are invited to join a teleconference meeting with subject **"test"** from moderator:

MODERATOR

[Redacted]  
[Redacted]  
[Redacted]

DATE & TIME

**24-04-2026, 11:30**

Local Greek Time



**Συμμετοχή / Join**

Πατήστε το κουμπί για να δείτε περισσότερες πληροφορίες, να επιβεβαιώσετε την παρουσία σας & να λάβετε μέρος.  
Please click the button to read more information, confirm your participation & join the meeting.

Προσθήκη σε ημερολόγιο / Calendar reminder: [Google](#) / [Microsoft](#)

Δοκιμή σύνδεσης / Test connection: [Demo room](#)

The screenshot shows the e:Presence meeting interface. At the top, there is a blue header with the meeting title "test" and a clock icon showing "11:30 AM — 05:00 PM". Below the title, there are fields for "Moderator:", "Institution: Εθνικό Δίκτυο Υποδομών Τεχνολογίας και Έρευνας (ΕΔΥΤΕ Α.Ε.)", "Email:", and "Phone:". A red arrow points to a green "Connect" button. Below this is a "Confirm Attendance" section with a green checkmark icon and a "I Will Attend" button. Underneath are "ADD TO CALENDAR:" buttons for Google, Outlook, and Apple / ICS. A "DESCRIPTION" section is visible but empty. Below that is an "Attachments" section with the text "Manage and access shared conference documents" and a large empty box with a document icon and the text "No files uploaded yet. When files are uploaded, they will appear here." At the bottom, there is a "Return" button with a left arrow.

After pressing the “Connect” button, Zoom will place a call to the participant’s terminal device. For this reason, the user will be asked to provide either:

- the IP address of the terminal device, or
- the SIP URI,

so that the call can be initiated through e:Presence.

To ensure that only the invited participant joins the teleconference through the terminal device, the user must enter either the terminal IP address or the SIP URI in the first field and then press the green “Dial” button.



## Connect to conference



Please enter the IP address or the SIP URI of the system that you want to connect to the conference, and your name as you want it to appear within the conference. The name can only contain english characters or numbers.

IP/SIP URI:

Όνομα:

Make sure that the system is on and can accept incoming calls.

When you click the Dial button, e:Presence will dial your system.  
Answer the call to connect to the conference.



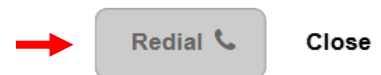
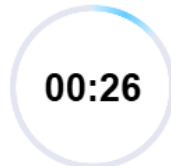
The call must be answered on the terminal device within 30 seconds. If the call is not answered within that time, the user may press the “Redial” button to try again.



Connect to conference



If you are connected, you may close this dialog. If you are not connected, you may click the Redial button after 30 seconds.



**Important Information:**

The terminal device being used must be able to receive incoming calls.

The minimum required ports for incoming calls from the Zoom Cloud are:

- For H.323 connections: TCP port 1720
- For SIP connections: TCP/UDP port 5060

Additional TCP/UDP ports may also be required for audio and video communication. These ports vary depending on the system being used and can usually be configured through the device or firewall settings.

If no incoming call appears, or if the call connects without video and/or audio, the user may alternatively place a call to the teleconference using one of the methods suggested in the pop-up window.

Please note that in this case the service may not be able to authenticate the connected user.



## Connect to conference



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ATTENTION: If you dial into the conference from your system, we cannot certify your identity and the conference report may contain only the IP address of your system, without relating it to a conference participant. If you agree with that, you may dial into the conference using one of the following dial strings. If you do not agree with that, you may return to the previous step.

H.323: 159.124.47.249##67779934898

SIP: 67779934898@159.124.47.249

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**Return** ←

**Close**