Yealink

Yealink Meeting Server Web App User Guide

Version 3.0
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About This Guide

The enterprise users can read this guide to use Yealink Web app.

The Introduction of Yealink Web App

Yealink Web App supports WebRTC protocol which allows the user to join conferences via browser, but user cannot use this app to place a point-to-point call.

Targeted Audiences

This guide is mainly intended for the following audiences:

- End users

- Distributors

Basic Concepts

Some basic concepts that you may encounter when reading this guide are described as below.

Participant: it refers to the person who joins the conference.

Guest: it refers to the participants who have limited authorities to the conference.

Moderator: it refers to the participants who have special privileges. The moderators can control the conference, for example, dealing with the application for speaking and so on.

Lecturer: it refers to the participants who can share content and speak in a conference.

Content: it refers to the documents, the graphics, or the videos shared by the moderators and the lecturers on their desktop with other conference participants.

Scheduled conference: it refers the conference that is scheduled in advance.

Meet Now conference: it refers the conference that is initiated on devices, without any reservations.

Broadcasting interactive video conference: it refers to the scheduled conference with the broadcasting interactive feature enabled.

Hardware and Software Requirements

These hardware and software requirements are determined by the specific test scenarios. The actual performance of the system may vary based on different hardware and software settings.

Operating System	• Windows 7 or later • MacOS X
Browser Requirement	● Google Chrome 52 or later (the latest version is recommended) ● Firebox 52 or later (the latest version is recommended) ● 360 Browser 9.1 or later
Computer resolution	1920*1080 is recommended

This document takes the Google Chrome 56 under the Windows 7 operating system as an example.

Browser Compatibility

The following functions are not supported on Google Chrome or Firefox:

Firefox	The following functions are not supported from Firefox 52 to Firefox 55: ● Share a running application. ● Configure the speaker. ● View the resolution and the codec of the conference. Besides, you cannot view the video frame rate and the content frame rate on Firefox 52.
Google Chrome	● Join a broadcasting interactive video conference is not supported on Chrome 58 or before. ● You cannot detect whether the speaker is abnormal or not on Chrome 52 to Chrome 61.

Icons Introduction

The icons on the Yealink Web App are described in the following table:

Icon	Description
🔒	The conference is locked
🛡	The conference is encrypted
👤	The guest
👤	The moderator
🎤	The microphone is muted
📶	The audio devices and the video devices are abnormal
📶	Poor network signal (the packet loss rate is more than 10%)

In This Guide

This guide contains the following chapters:

- Chapter 1 Basic Operations

- Chapter 2 The Management of Audio and Video Preferences

- Chapter 3 Conference Control

- Chapter 4 Troubleshooting

Summary of Changes

Changes for Release 3, Guide Version 3.0

The following sections are new for this version:

- Going to the Login Page on page 1

- Managing Conference Participants on page 11

Major updates have occurred to the following section:

- Instruction of the Conference Page on page 4

Changes for Release 2, Version 2.0

Major updates have occurred to the following section:

- Browser Compatibility on page iv

Table of Contents

Basic Operations

This guide provides instructions for the enterprise users to use Yealink Web app, including the following:

- Going to the Login Page

- Joining a Conference

- Instruction of the Conference Page

- Changing the Language

Going to the Login Page

Before joining the conference via Yealink Web app, you will go to the Login page first.

Procedure

1. Do one of the following:

- If you have the URL of the Yealink Web APP, follow these steps:

    a. Open a web browser.

    b. Enter the URL in the address bar.

- If you receive a conference invitation, you can follow these steps:

    a. Click the URL in the conference invitation.
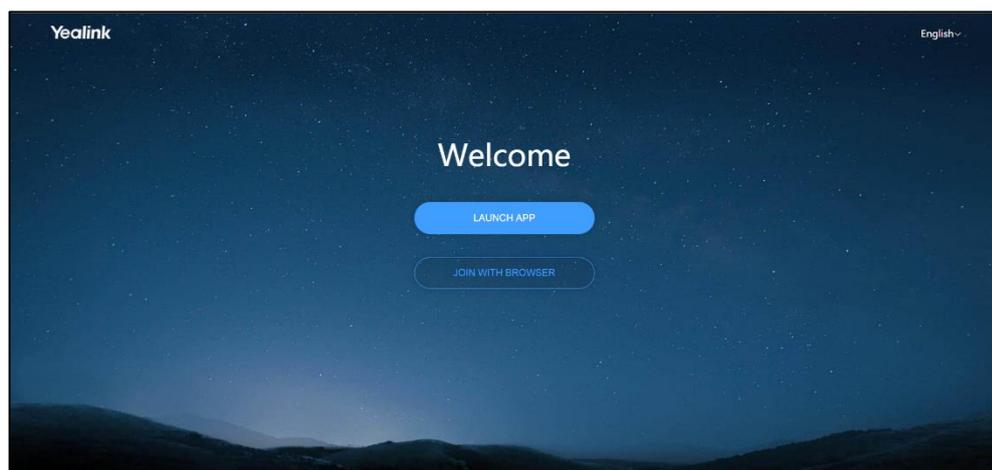
2. Click **JOIN WITH BROWSER** to go to the Login page.

Joining a Conference

You can join the conference via browser. After joining, you are a guest in the conference.

Before you begin

Set the audio and video preferences before joining a conference.

Procedure

1. Do one of the following:

    – If you go to the Login page via the URL of Yealink Web app, follow these steps:

        a. Enter the conference ID, the password, and your name.

        You can get the conference ID and the password from other conference participants.
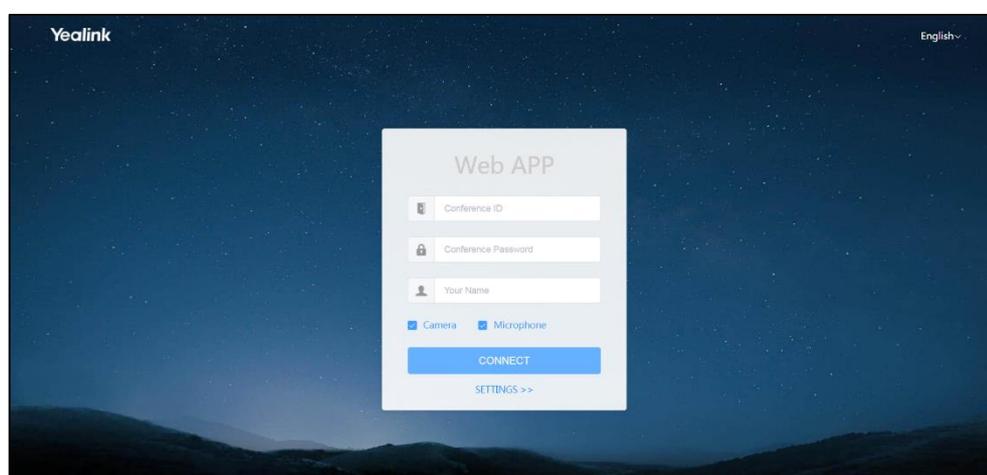
    – If you go to the Login page via the URL in the conference invitation, follow these steps:

        a. Enter your name.
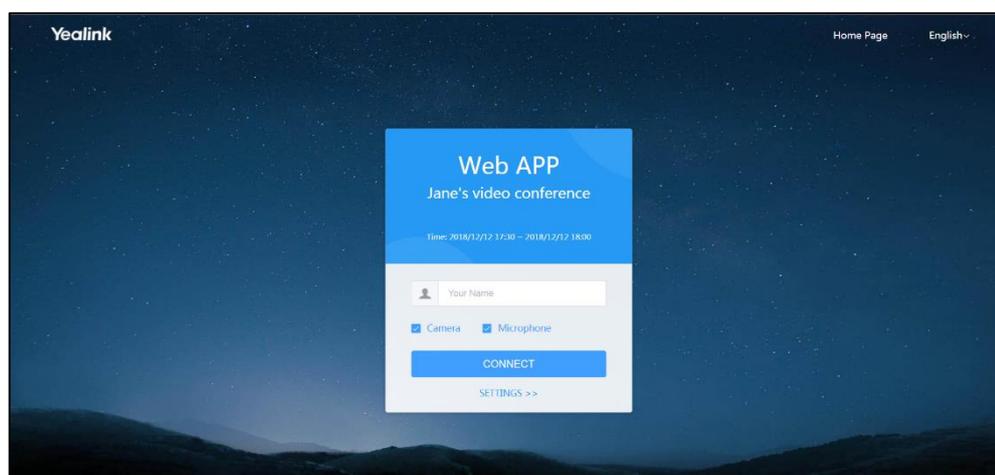
2. (Optional) Select the checkboxes of the **Camera and the Microphone**.

Both the checkboxes are selected by default. Therefore, when you join a conference, other participants can view your video image and hear your voice.

3. Click **CONNECT**.

4. (Optional) Preview your video and audio devices.

   Test your **camera**, **microphone** and **speaker**. Make sure that your audio and video devices can work before joining the conference.

   If you do not want to preview the audio and video devices next time, select the **Don't show me these options again** checkbox.

5. Click **JOIN** to join the conference.

Related information

Setting the Audio and Video Parameters before Joining a Conference

Instruction of the Conference Page

After the conference begins, you can interact with other conference participants.

The Conference page is shown as below:

Number	Description
1	• For guests, they can see the status of other participants and the conference information. • For moderators, they can also control the participants, for example, muting/unmuting the participants, locking/unlocking the conference, turning on/off the video image of a participants and so on.
2	• Invite participants by SIP or H.323 protocol. • Stream the conference to the public live streaming service such as You Tube so that the user can see the live broadcast of the conference. • Invite the user of Skype for Business if the enterprise administrator configures the Skype for Business server.
3	Mute or unmute the local microphone. In the training mode conference, the guest can click 🖐 to apply for speaking.
4	Turn off or turn on the local camera.
5	• In discussion mode conference and Meet Now conference, any participants can share contents with other participants. • In training mode conference, only the moderators and the lecturers can share contents.
6	Leave the conference.
7	Configure the audio and video devices, select a language and view the call statistics.

Number	Description
8	Display the conference in a full screen.
9	Display the remote video.
10	Display the local video.
11	• Display the call duration and the network signal strength. • Display the icons of the encrypted conference and of the locked conference. For more information, please refer to Icons Introduction on page v.

Changing the Language

The languages supported on Yealink Web App are Chinese simplified, Chinese traditional, English, Russian, Spanish, Portuguese, and Polish.

Before you begin

You join a conference.

Procedure

1. Click ⚙ in the menu bar.

2. Under the **Media Settings** tab, select the desired language from the drop-down menu of **Language Setting**.

Related task

Joining a Conference

The Management of Audio and Video Preferences

Before joining the conference, you can set your audio and video parameters (selecting the audio and the video devices, muting your microphone, customizing the video resolution, the content resolution and so on).

During a conference, you can change the audio and video parameters and control the audio and video devices.

This chapter introduces how to manage the audio and video parameters, containing the following:

- Setting the Audio and Video Parameters before Joining a Conference

- Changing Audio and Video Devices during a Conference

- Controlling Audio and Video Devices during a Conference

Setting the Audio and Video Parameters before Joining a Conference

Before joining the conference, you can select the desired audio and video devices, mute or unmute the microphone, and set the video and the content definition.

You can also enable **Tips on Joining and Leaving** and preview the audio/video advices according to the prompts.

Procedure

1. In the Login page of Yealink Web App, click **SETTINGS>>**.
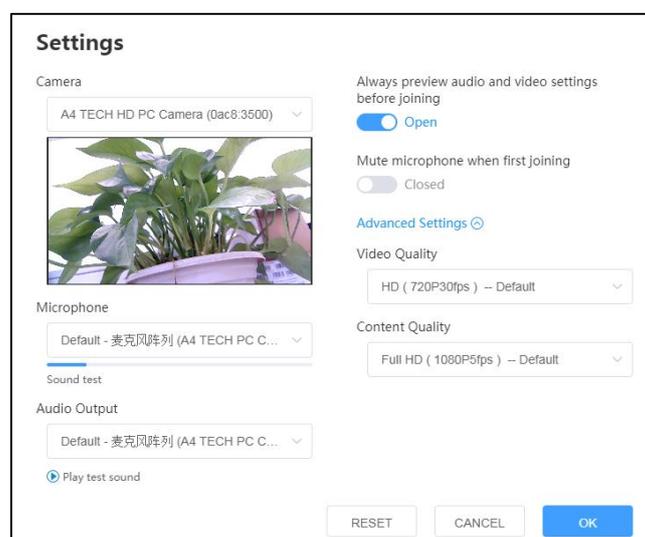
2. Select your camera, microphone and speaker.

3. (Optional) Do the following:

   – Enable **Always preview audio and video settings before joining**.

   – It is enabled by default.

   – Enable **Mute microphone** when first joining.
     The **Microphone** checkbox in the Login page will synchronize this configuration.

4. Click **Advanced Settings**, and then select the desired video resolution and the content resolution:

Parameter	Description
Video Quality	• **Full HD (1080P30fps)**: the maximum bandwidth about sending and receiving is about 2MB. • **HD (720P30fps)**: the maximum bandwidth about sending and receiving is about 1MB. • **SD (360P30fps)**: the maximum bandwidth about sending and receiving is about 128KB. **Default**: HD (720P30fps)
Content Quality	• **Full HD (1080P30fps)**: the maximum bandwidth about sending and receiving is about 2MB. • **Full HD (1080P15fps)**: the maximum bandwidth about sending and receiving is about 1MB. • **Full HD (1080P5fps)**: the maximum bandwidth about sending and receiving is about 256KB. • **HD (720P30fps)**: the maximum bandwidth about sending and receiving is about 1MB. **Default**: Full HD (1080P5fps)

5. Click **OK**.

Related information

You Cannot View the Local Video?

The Remote Party Cannot Hear Your Voice?

You Can Hear the Echo?

Changing Audio and Video Devices during a Conference

If you use new audio or video devices during a conference, the new devices will not be enabled automatically. You need manually enable the new audio or video device.

Procedure

1. Click ⚙ in the menu bar.
2. Under the **Media Settings** tab, select your camera, microphone and speaker.

Related information

You Cannot View the Local Video?

The Remote Party Cannot Hear Your Voice?

You Can Hear the Echo?

Controlling Audio and Video Devices during a Conference

During a conference, you can mute/unmute the local microphone, turn off/on the local camera, and hide/show the local video.

Muting/Unmuting the Local Microphone

If you want other participants to hear your voice, turn the microphone on, if you do not, turn it off.

Procedure

1. Click 🎤/🎤 in the menu bar to mute/unmute the microphone.

Related information

The Remote Party Cannot Hear Your Voice?

Enabling/Disabling the Local Camera

If you want other participants to see your video image, turn the camera on, if you do not, turn it off.

Procedure

1. Click 📷 / 📷 in the menu bar to turn off or turn on the local video.

Related information

Hiding/Showing the Local Video

You can hide or show the local video.

During a video conference, the local and the far-site video images are displayed in the Picture-in-Picture (the PIP) mode. By default, the far-site video image is displayed in a large window, while the local site is displayed in a small window at the bottom-right of the screen.

Procedure

1. Do one of the following:

   – Click the local video or click [ ] on the top right of the local video to hide the local video.

   – Click **Local Video** at the bottom right of the screen to display the local video.

Related information

Conference Control

You can control the conference after joining the conference. For example, you can apply for speaking, share content, zoom the video to adjust the window and so on.

This chapter contains the following:

Managing Conference Participants

Inviting a Participant

You can invite participants by SIP or H.323 protocol, invite users of Skype for Business, or stream the conference to public live streaming service like You Tube by RTMP protocol so that the users can watch the live broadcast of the conference.

Procedure

1. Click **Invite** in the menu bar.

2. Select the desired protocol from the drop-down menu of **Protocol**, and do one of the following:

   – If you select **SIP**, **H.323** or **SfB (Lync)**, enter the address.

   – If you select **RTMP**, enter the RTMP address to stream the conference to the desired live streaming service.

   Select the **Dual Stream** checkbox, you can stream the contents shared by the participants separately.

3. Enter the address information.

4. Click **Call**.

Allowing/Rejecting the Application for Speaking

The moderators in the training mode conference can allow or reject participants' application for speaking.

Procedure

1. Click **Participants** in the menu bar, and click 🖐 on the right side of the desired application.

2. Click **Allow**/**Reject**.

Muting/ Unmuting a Participant

If a participant is muted/unmuted by the moderator, the participant cannot/can be heard by other participants.

Procedure

1. Click **Participants** in the menu bar, and click 🎤 / 🎤 on the right side of the desired participant.

2. If you want to mute/unmute all conference participants except yourself, click **Mute All**/**Unmute All**.

Enabling/Disabling the Video Image

The moderator can enable/disable the video image of a participant to control whether other participants can see the video image of this participant.

Procedure

1. Click **Participants** in the menu bar, and click 🎥 / 🎥 on the right side of the desired participant.

Switching the Roles Between the Moderators and the Guests

The moderators can set a guest as a moderator. Besides, the moderators have more rights on conference management than the guests.

If the participant does not want to be a moderator anymore, other moderators can set him as a guest.

But the organizer in video conferences and Meet Now conferences cannot be set as a guest.

Procedure

1. Click **Participants** in the menu bar, and click ⋯ on the right side of the desired participant.

2.   Select **Set as moderator/Set as host** from the drop-down menu.

Switching the Roles Between the Lecturers and the Moderators/Guests

If you are a moderator in the training mode conference, you can set any moderators or guests as lecturers. When the lecturer does not want to be a lecturer, you can cancel his role as a lecturer. By default, the lecturer can speak and share contents, and only his video image can be seen by the guests. The guests are muted and cannot share contents.

Procedure

1.   Click **Participants** in the menu bar, and click ⋯ on the right side of the desired participant.

2.   Select **Set as lecture/Cancel the lecture** from the drop-down menu.

Viewing Conference Details

During the conference, the moderator can view the device version and the bandwidth used by every participant.

Procedure

1.   Click **Participants** in the menu bar.

2.   Click ⋯ on the right side of the desired participant.

3.   Select **Device Information** from the drop-down menu.

Removing a Participant

The moderator can remove the conference participants (except the moderator).

Procedure

1.   Click **Participants** in the menu bar.

2.   Click ⋯ on the right side of the desired participant.

3.   Select **Remove** from the drop-down menu.

4.   Click **OK**.

Moving a Participant into the Lobby

In order to keep the conference order, the moderator can move the present participants (except the moderator) into the lobby.

Procedure

1. Click **Participants** in the menu bar.
2. Click ⸱⸱⸱ on the right side of the desired participant.
3. Select **Set as on hold** from the drop-down menu.

Allowing/Rejecting a Participant in the Lobby to Join the Conference

The moderator can allow or reject the participants in the lobby to join the conference to control the number of participants.

Procedure

1. Click **Participants**->**Lobby** in the menu bar.
2. Do the following:
    - If you want to allow or reject a participant, click ✓ / ✕ on the right side of the desired participant.

    - If you want to allow or reject all participants, click **Allow All**/**Refuse All**.

Locking or Unlocking a Conference

The moderators can lock or unlock the conferences. After the conference is locked, the unselected participants will go to the lobby when they call into the conference.

Procedure

1. Click **Participants**->**Lock/Unlock** in the menu bar.
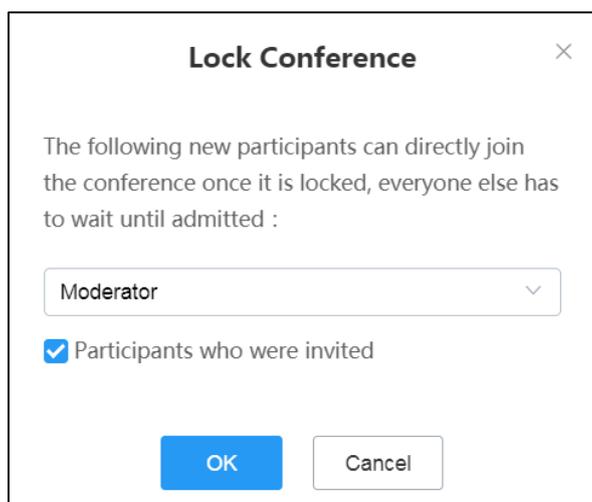
2. Select the corresponding participant from the drop-down menu or select the
Participants who were invited checkbox.

3. Click **OK**.

The icon 🔒 will appear in or disappear from the right corner.

Viewing the Conference Details

Any participants can view the conference details. The conference details contain the
participant status, the time when a participant joins the conference and so on.

Procedure

1. Click **Participants** in the menu bar.

2. Click 🕐 to view the conference details.

Applying for Speaking

If you join the training mode conference, all participants are muted by default. The guests can
speak only when the moderators allow their applications for speaking.

Procedure

1. Click 🖐 in the menu bar to apply for speaking.

Related information

The Remote Party Cannot Hear Your Voice?

Installing Yealink Content Sharing Extension

If you want to share contents via Google Chrome, you need to install Yealink Content Sharing
extension.

Procedure

1. Click **Content Sharing** in the menu bar.

If the extension is not installed, you will see the following message:

Install or enable Yealink extension   ×

The Yealink content sharing extension is required for content
sharing. You can access the Chorme web store to install onlin
e, or download for local installation. (If it is already installed,
open *chrome://extensions/* in a new tab to enable it.)

                                        [Local Download]   [Online Setup]
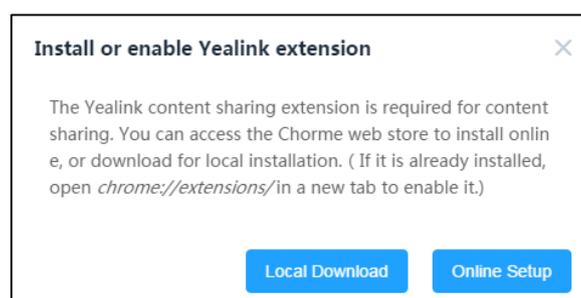
2. Do one of the following:

   – Click **Local Download** to save Yealink extension in your computer.

      Enter "chrome://extensions/in" in Chrome address bar go to the Chrome Extension page.

      Drag the installation package to the Chrome Extension page.

   – Click **Online Setup** to go to the Download page of the extension.

      Click [+ ADD TO CHROME] on the top-right corner to install the extension.

3. Click **Add Extension**, and you can share the contents after completing the installation.
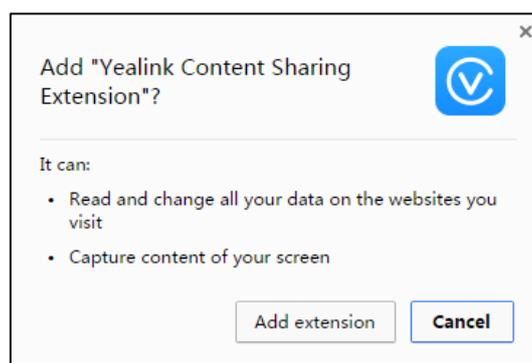
Sharing the Contents and the Operations During Sharing

To enhance the collaboration experience, you can share documents, pictures, or videos with other conference participants during a conference. In training mode conference, only moderators and lecturers can share contents, however, the guest cannot share contents. The guest can share the contents only if the moderator sets him as a lecture or a moderator.

If you want to share contents via Firefox, you do not need to install Yealink Content Sharing extension.

Before you begin

If you want to share the content via Google Chrome, you need to install Yealink Content Sharing extension.

Procedure

1. Click [⬚] in the menu bar.

2. Do one of the following:

   – To share your entire computer screen, click **Your Entire Screen**.

   – When your computer uses multiple monitors, you can select the desired monitors to share.

- To share a running application, click **Application Window** and select the desired application.

3. Click **Share**.

   The content is displayed at the bottom left of the Conference page by default.

4. (Optional) When sharing contents, you can do the following:

   - To display the content in a new window, click ⬜ .

     The page is displayed as below:
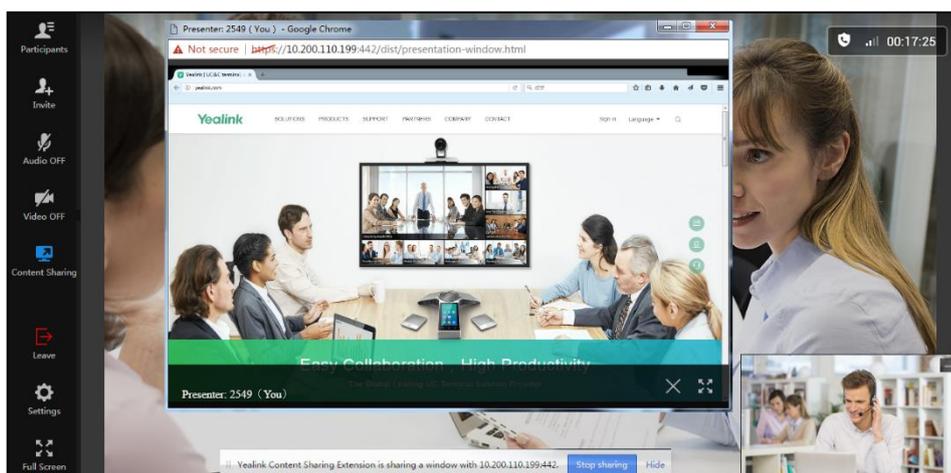
   You can click ⛶ to display the new window in a full screen or click ✕ to exit the new window.

   - To stop sharing content, click 🔲 in the menu bar or click **Stop sharing** at the bottom of the conference screen.

Note   If you are sharing a running application window, when you minimize the application, you may end the content sharing.

Related information

Hiding/Showing the Content

Installing Yealink Content Sharing Extension

Scaling the Video to Fit View

When you click ⚙ in the menu bar to enter the details pane, the details pane will cover a part of the video. For a better visual experience, you can enable the **Scale Video to Fit View** feature to adjust the video automatically.

Before you begin

The Conference page is not displayed in a full screen.

Procedure

1. Click ⚙ in the menu bar.

2. Under the **Media Settings** tab, enable **Scale Video to Fit View**.

Enabling Tips for Joining/Leaving a Conference

To get the notification about when the participants is joining or leaving the conference, you can enable the **Tips for Joining and Leaving**.

Procedure

1. Click ⚙ in the menu bar.

2. Under the **Media Settings** tab, enable **Tips for Joining and Leaving**.

    When participants join or leave the conference, the notification will be displayed at the bottom right of screen.

Changing the Video Layout

During a conference, the local video image and the remote video image are displayed in the Picture-in-Picture (PIP) mode. By default, the far-site video image is displayed in a large window, while the local site is displayed in a small window at the bottom-right of the screen.

Hiding/Showing the Content

You can hide or show the content.

If you are sharing contents with other conference participants, by default, the remote video image is displayed in a large window, while the content is displayed in a small window at the bottom left of the screen.

Procedure

1. Click ▬ on the top right of the Content window or click **Content** at the bottom left of the screen to hide or show the content.

Hiding/Showing the Remote Video Image

You can hide or show the remote video image.

If other conference participants are sharing contents, the received content is displayed in a large window, while the remote video image is displayed in a small window at the bottom left of the screen by default.

Procedure

1. Click ▬ in the top-right corner of the remote video image or click **Remote Video** at

the bottom left of the local video image to hide or show the remote video.

Switching the Video Images Between the Remote Video and the Content

If other conference participants are sharing contents, by default, the received content is displayed in a large window, while the remote video is displayed in a small window at the bottom left of the screen.

For a better visual experience of viewing the remote video, you can switch the video images between the remote and the content.

Procedure

1. Click the remote video in the small window.

    The remote video is displayed in a large window, while the content is displayed in a small window at the bottom left of the screen.

Enabling or Disabling the Full-screen Mode

You can display the conference in a full screen or not.

By default, the Conference page is displayed as a window.

Procedure

1. Do one of the following:

    –   Click ⛶ / ⛶ in the menu bar to enable or disable the full-screen mode.

    –   Double-click the video in the large window to change it into a small window.

Leaving a Conference

You can leave a conference at any moment.

Procedure

1. Click ⭢ in the menu bar.
2. Click **OK**.

Troubleshooting

This chapter provides general troubleshooting methods to help you solve problems that you might encounter when using Yealink Web App.

If the problems you encounter are not mentioned in this chapter, you can contact Yealink distributor or Yealink technical support engineer.

Viewing Call Statistics

If the call quality is poor during a conference, you can view the call statistics to find out the reason.

The call statistics mainly contain the parameters about the audio, the video and the content. The parameters are helpful for you to know the call quality. For example, when the conference has a delay or there is a mosaic in the video, you can see the package lost rate to find out the reason.

Procedure

1. Click {⚙} ->**Call Statistics** in the menu bar.

	Media Settings	Call Statistics
Yealink video conference		
🆔 1513527393		
🕐 2018/10/29 13:00 ~ 2018/10/29 23:00		
	Incoming	**Outgoing**
Total bandwidth	33 Kbps	549 Kbps
Device information	Web App 1.2.29	
Video		
Resolution	640 * 360	640 * 360
Codec	H264	H264
Bandwidth	5 Kbps	512 Kbps
Frame rate	5 fps	30 fps
Packets lost	131	419
Percentage lost	0%	0%
Audio		
Codec	OPUS	OPUS
Bandwidth	27 Kbps	37 Kbps
Packets lost	210	240
Percentage lost	0%	0%
Content		
Resolution	--	--
Codec	--	--
Bandwidth	--	--
Frame rate	--	--

Troubleshooting Methods

You Cannot View the Local Video?

During a conference, you cannot view the local video.

Cause:

- The camera is not connected to your computer.

- The browser does not allow you to access the camera.

- The camera is used by other applications.

Solution:

1. Check whether the camera is connected to your computer properly.

2. Check whether the browser allows you to access the camera.

3. Check whether the camera is used by other applications. Turn off other applications and refresh the page.

Related information

Setting the Audio and Video Parameters before Joining a Conference

Changing Audio and Video Devices during a Conference

Enabling/Disabling the Local Camera

The Remote Party Cannot Hear Your Voice?

The remote party cannot hear your voice during a conference.

Cause:

- The microphone is not connected to your computer.

- The microphone is muted.

Solution:

1. Check whether the microphone is connected to your computer properly.

2. Check whether the microphone is muted.

Related information

Setting the Audio and Video Parameters before Joining a Conference

Changing Audio and Video Devices during a Conference

Muting/Unmuting the Local Microphone

Applying for Speaking

You Can Hear the Echo?

You can hear the echo during a conference.

Cause:

- Multiple microphones are being used.

Solution:

1. Make sure that only one microphone is used and other microphones are muted. For example, most cameras have a built-in microphone.

Related information

Setting the Audio and Video Parameters before Joining a Conference

Changing Audio and Video Devices during a Conference

You Cannot Share Contents?

Scenario:

When you use Firefox browser and click⬚ in the menu bar, the prompt of Assess Denied is popped up.
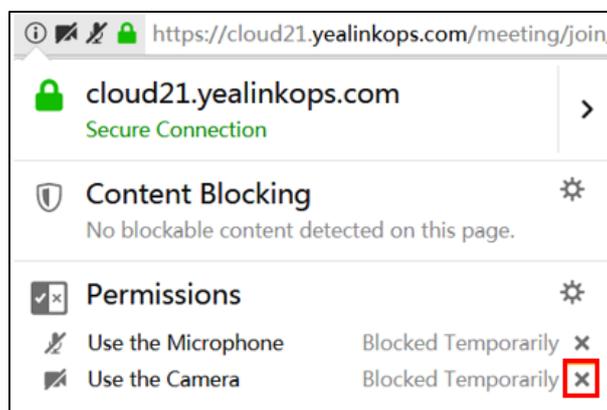
Cause:

- The access of sharing the screen is denied.

Solution:

1. Click the area with red frame on your Firefox.

2. Click the cross on the right side of the sharing screen access.

Customer Feedback

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Technical Support

Visit Yealink WIKI (*http://support.yealink.com/*) for the latest firmware, guides, FAQ, Product documents, and more. For better service, we sincerely recommend you to use Yealink Ticketing system (*https://ticket.yealink.com*) to submit all your technical issues.