

Yealink VC Cloud Management Service Administrator Guide V2.5.0.0

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About This Guide

This guide provides instructions for enterprise administrators to use Yealink VC Cloud Management Service.

- [Introduction of Yealink VC Cloud Management Service](#)
- [Targeted Audiences](#)
- [Basic Concepts](#)
- [Browser Requirement](#)
- [Icons Introduction](#)
- [In This Guide](#)
- [Summary of Changes](#)

Introduction of Yealink VC Cloud Management Service

Yealink VC Cloud Management Service (VCMS), as a server platform, is based on cloud structure and supports multi-party video conference. VCMS brings the MCU, the register server, the traversal server, the meeting management server, the device management server and so on together, and it supports full series of videoconferencing products. VCMS offers significant convenience and cost-savings to integrators and business customers in terms of deployment, configuration and usage.

Targeted Audiences

This guide is mainly intended for the following audiences.

- Distributors
- Enterprise administrators

Basic Concepts

When you read this guide, you will find some frequently-used concepts. Please familiarize yourself with these concepts first.

Yealink Cloud Directory: this concept refers to the directory which includes the user accounts, the room system accounts, and other accounts.

Yealink Videoconferencing Device: this concept refers to endpoints that support Yealink Cloud, including VC880/VC800/VC500/VC200/PVT980/PVT950/VC400/VC120/VC110 videoconferencing system, VP59, SIP VP-T49G phone, VC Desktop & VC Mobile.

Content: this concept refers to contents shared by participants including the documents, the graphics, or the videos from their desktop.

Browser Requirement

Yealink VC Cloud Management Service supports the following browsers.

Table 1:







Browser	Version
Firefox	52 or later

Browser	Version
Google Chrome	52 or later
360	9 or later
Internet Explorer	11 or later
Safari	11 or later

Icons Introduction

Icons on the Yealink VC Cloud Management Service are described in the following table.

Table 2:

Icon	Description
	General meeting room
	Video meeting room
	Virtual Meeting Room (VMR)
	Server resource
	RTMP live conference
	Periodic conference

In This Guide

This guide contains the following chapters.

- Chapter 1 [Basic Operations of Enterprise Administrators](#)
- Chapter 2 [Overview of the Configuration Processes](#)
- Chapter 3 [Managing Accounts](#)
- Chapter 4 [Managing Devices](#)
- Chapter 5 [Managing Meeting Rooms](#)
- Chapter 6 [Managing Virtual Meeting Rooms \(VMRs\)](#)
- Chapter 7 [Managing Orders](#)
- Chapter 8 [Enterprise Settings](#)
- Chapter 9 [Status and Control](#)
- Chapter 10 [Statistics](#)
- Chapter 11 [Troubleshooting](#)
- Chapter 12 [Appendix-Time Zones](#)
- Chapter 13 [Appendix B-Alarm Type](#)

Summary of Changes

- [Changes for Release 25, Guide Version 2.5.0.0](#)
- [Changes for Release 24, Guide Version 2.4.0.0](#)
- [Changes for Release 23, Guide Version 2.3.0.0](#)
- [Changes for Release 22, Guide Version 2.2.0.0](#)

Changes for Release 25, Guide Version 2.5.0.0

The following section is new for this version:

- [Enabling Audio-Only Participants Merged with Video Display](#)

Major updates have occurred to the following sections:

- [Yealink Device](#)
- [VMR of Education Mode](#)
- [Adding VMRs \(Discussion Mode and Training Mode\)](#)
- [Adding VMRs \(Education Mode\)](#)

Changes for Release 24, Guide Version 2.4.0.0

The following sections are new for this version:

- [Parameters of Room System Account](#)
- [Adding a Batch of Room System Accounts](#)
- [Enabling Local Screen Merged with Video Display](#)

Major updates have occurred to the following sections:

- [Adding VMRs \(Discussion Mode and Training Mode\)](#)
- [Adding VMRs \(Education Mode\)](#)
- [Editing Value-Added Services](#)
- [Going to the Conference Monitoring Page](#)

Changes for Release 23, Guide Version 2.3.0.0

The following sections are new for this version:

- [VMR of Education Mode](#)
- [Adding VMRs \(Education Mode\)](#)
- [Applying for the Accesskey](#)
- [Monitoring the Conference](#)

Major updates have occurred to the following sections:

- [Managing Devices](#)
- [Yealink Device](#)
- [Adding Devices](#)

Changes for Release 22, Guide Version 2.2.0.0

The following sections are new for this version:

- [Viewing the Conference Details](#)
- [Viewing the Usage of Meeting Rooms](#)
- [Deleting Conferences](#)
- [Controlling Conferences](#)
- [Process Overview of Managing Devices](#)

- [Displaying the Participant Name](#)
- [Displaying the Icon of Participant Status](#)
- [Enabling Mixed Displaying Video and Content](#)
- [Enabling Auto Redialing](#)
- [Disabling the Roll Call Setting](#)
- [Managing the Device Alarm](#)
- [Appendix B-Alarm Type](#)

Major updates have occurred to the following sections:

- [Parameters of the User Account](#)
- [Adding Room System Accounts](#)
- [VMR of Discussion Mode/Training Mode](#)
- [Adding VMRs \(Discussion Mode and Training Mode\)](#)

Basic Operations of Enterprise Administrators

This guide provides instructions for enterprise administrators to use Yealink VC Cloud Management Service.

- [Registering an Administrator Account](#)
- [Logging into Yealink VC Cloud Management Service](#)
- [Introduction of the Home Page](#)
- [Managing Account Information](#)
- [Logging out of Yealink VC Cloud Management Service](#)

Registering an Administrator Account

You can register an administrator account to get a free trial of 30 days. If you want to use Yealink VC Cloud Management Service for a long time, you can contact Yealink or distributors.

Procedure

1. Open a web browser.
2. Enter <https://www.ylyun.com/> in the address bar to visit the Login page of Yealink VC Cloud Management Service.
3. Click **Sing Up Free** below the Login button.
4. Complete the registration according to prompts.

Logging into Yealink VC Cloud Management Service

You can use administrator account to log into Yealink VC Cloud Management Service.

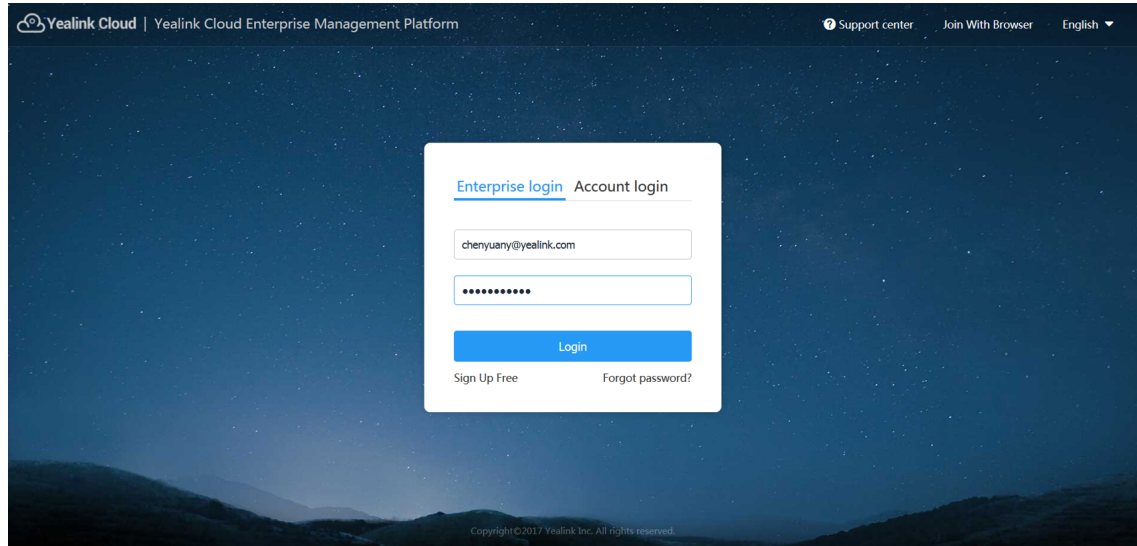
Before you begin

You can get the account information by the following:

- Registering an administrator account
- From Yealink
- From distributors or resellers

Procedure

1. Open a web browser.
2. Enter <https://www.ylyun.com/> in the address bar to visit the Login page of Yealink VC Cloud Management Service.
3. Click **Login** in the top-right corner of Yealink VC Cloud Management Service official website.
4. Optional: Select language from the drop-down menu of **Language**.
5. Select **Enterprise login**.
6. Enter the registered email address and the password in the corresponding fields.



7. Click **Login**.



Note: If you have entered wrong passwords for 10 times, your account will be locked for 5 minutes. Please try again later. If you forget the password, click **Forgot password** and reset the password according to prompts.

Introduction of the Home Page

After you log into Yealink VC Cloud Management Service, you will go to the Home page. In order to familiarize yourself with various operation interfaces and system notifications, you need to know the layout of the Home page.

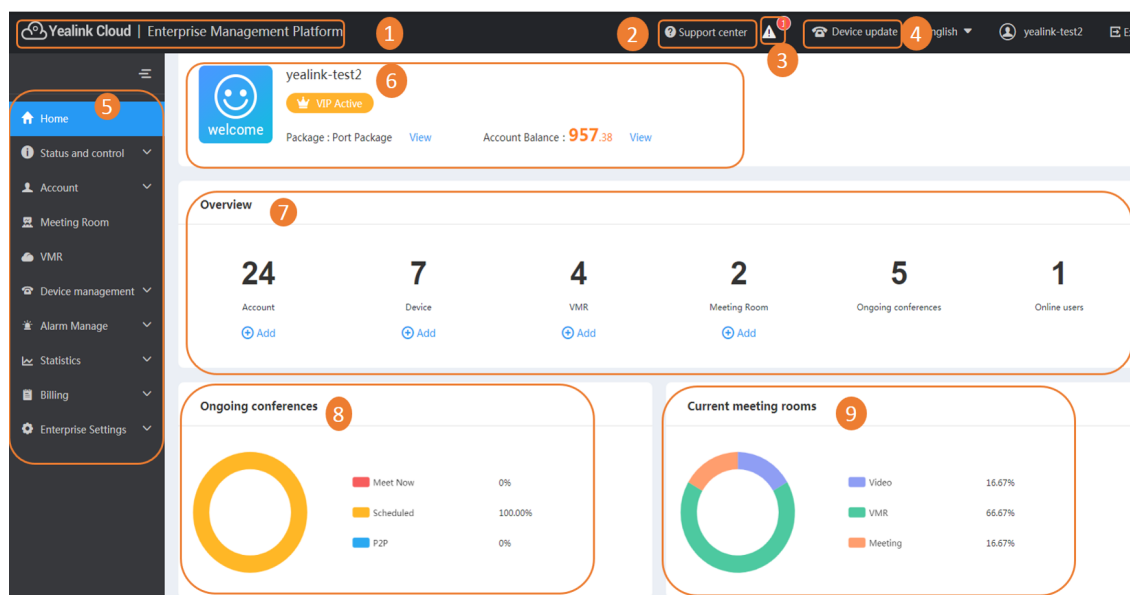


Table 3:

Number	Description
1	Go to the Home page quickly.
2	Go to the Support Center.
3	View the alarm information of the devices.
4	Go to Device List page quickly.
5	Navigator.
6	The enterprise name and details of current services.
7	<ul style="list-style-type: none"> It displays the amount of enterprise users, devices, meeting rooms, VMRs, current conferences and online users. Go to the corresponding page quickly. Add user accounts, devices, meeting rooms and VMRs quickly.
8	The proportion of current conferences, including meet now conferences, scheduled conferences and P2P conferences.
9	The proportion of current meeting rooms, including video meeting room, general meeting rooms and VMRs.

Managing Account Information

You can view the account information, edit the password, link the cell phone number to account and so on.

- [Viewing the Account Information](#)

- [Editing the Login Password](#)
- [Linking Your Cell Phone Number to Your Account](#)
- [Editing the Linked Cell Phone Number](#)
- [Unlinking Your Cell Phone Number to Your Account](#)

Viewing the Account Information

You can view the enterprise number and the administrator name.

Procedure

Click the account name in the top-right corner.

Editing the Login Password

For account security, we recommend that you can change your password periodically.

Procedure

1. Click the account name in the top-right corner.
2. In the **Password** field, click **Edit**.
3. Enter the current password and enter the new password twice.
4. Click **Edit**.

Linking Your Cell Phone Number to Your Account

You can link your cell phone number to your account to receive messages about system notifications. For example, after placing value-added services from Yealink, you can check the service status on your cell phone.

Procedure

1. Click the account name in the top-right corner.
2. In the **Phone binding** field, click **Binding**.
3. Enter the cell phone number, the captcha, and the SMS authentication code.
4. Click **Confirm**.

Editing the Linked Cell Phone Number

If you have changed your cell phone number, you can edit the linked cell phone number.

Procedure

1. Click the account name in the top-right corner.
2. In the **Phone number** field, click **Edit**.
3. Enter the cell phone number, the captcha, and the SMS authentication code.
4. Click **Confirm**.

Unlinking Your Cell Phone Number to Your Account

If you do not want to receive messages, you can unlink your cell phone number to your account.

Procedure

1. Click the account name in the top-right corner.
2. In the **Phone number** field, click **Unbundling**.

3. Enter the login password.
4. Click **Confirm**.

Logging out of Yealink VC Cloud Management Service

If you want use other accounts to log into Yealink VC Cloud Management Service, you can log out current administrator account.

About this task

If the system has been idle on either page for more than 30 minutes, the system will log out of your account automatically and returns to the Login page.

Procedure

Click **Exit** in the top-right corner to return the Login page.

Overview of the Configuration Processes

For basic usage, you can the configure Yealink VC Cloud Management Service according to the following processes.

Table 4:

Process	Task	Target
1	Adding User Accounts	The user can use the account created by the administrator to log into Yealink VC Cloud Management Service.
2	Adding Devices	You can have a unified configuration to all Yealink devices.
3	Adding VMRs (Discussion Mode and Training Mode) / Adding VMRs (Education Mode)	The user can call into VMRs to initiate video conferences at any time without reservation.
4	Adding General Meeting Rooms	The user can schedule conferences in this meeting room.
5	Editing Value-Added Services	Use the service of ignore participants limit cap, the live broadcast, the teleconference, and SMS.

Managing Accounts

You can manage the user accounts by departments, you can also manage the room system accounts and other accounts.

- [User Accounts, Room System Accounts and Other Accounts](#)
- [Department Management](#)
- [Adding User Accounts](#)
- [Adding Room System Accounts](#)
- [Adding Other Accounts](#)

- [Sending Messages to Accounts](#)
- [Editing Account Information](#)

User Accounts, Room System Accounts and Other Accounts

Differences among user accounts, room system accounts and other accounts.

Table 5:

Type	Description	Note
User Account	You can use the user accounts to log into devices. The same user account can log into 5 devices at most at the same time.	They are referred to Yealink Cloud account.
Room System Account	This account is used for the videoconferencing device in the video meeting room to log into Yealink VC Cloud Management Service. The same room system account can log into 5 devices at most at the same time.	
Other Account	Devices that are added by entering IP address or URL. Those devices do not have 9-digit Yealink Cloud account.	No limit.

Department Management

In order to manage users by department, you can customize the department according to the enterprise organization.

The organization root is the enterprise name by default. You can manage user accounts of your department and the subordinate departments.

- [Adding Departments](#)
- [Editing/Deleting Departments](#)

Adding Departments

In order to manage the users conveniently, you can add departments according to the enterprise organization.

Procedure

1. Click **Account > User > Add Department**.
2. In the **Name** field, enter the department name.
3. In the **Upper department** field, select the corresponding upper department.
4. Click **Confirm**.

Editing/Deleting Departments

If the enterprise organization has changed, you can edit department names and upper departments. You can also delete departments.

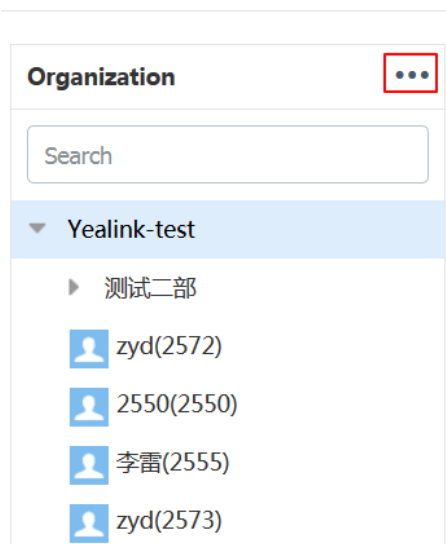
About this task

If the department has subordinated departments or user accounts, you cannot delete this department.

Procedure

1. Click **Account > User**.
2. Select the desired department in organization list.
3. Move your mouse to **...**, and do the following:

User



- Click **Move up** or **Move down**, to move the department to the desired place.
- Click **Edit** to edit the department information.
- Click **Delete** to delete this department.

Adding User Accounts

You can add user accounts and the users can use them to log into Yealink VC Cloud Management Service.

- [Parameters of the User Account](#)
- [Adding User Accounts Manually](#)
- [Adding a Batch of User Accounts](#)

Parameters of the User Account

Before adding user accounts, you need know the parameters of the user account first.

Table 6: Parameters of the user account

Method	Parameter	Description
Add manually or batch add	Name	The user name.

Method	Parameter	Description
	Department	The department the user is in.
	Post	The job name of the user.
	Extension	The last 4 digits of the user login account. The user login account consists of 5-digit enterprise number and 4-digit extension. For more information about enterprise account, refer to Viewing the Account Information .
	Email	The email address of the user. This email is used to receive the initial password and the conference notifications and so on.
Add manually	Enable H.323 registration	If this feature is enabled, you can register the account in devices by H.323 protocol. Note: it is disabled by default. You can subscribe to this service from Yealink.
	Enable GK authentication	If this feature is enabled, you need enter the password to register the account in the GK server. Note: it is recommended to enable.
	Cell phone number	The cell phone number of the user.
Batch add	Password	You can customize the password.

Related tasks[Adding User Accounts Manually](#)[Adding a Batch of User Accounts](#)[Sending Messages to User Accounts](#)**Adding User Accounts Manually**

If you want to add user accounts one by one, you can manually add it.

Before you begin

If you want to send account information by SMS, you need to meet following conditions:

- You have opened SMS.
- The users have linked their cell phone numbers to their accounts after they logged into Yealink VC Cloud Management Service.

Procedure

1. Click **Account > User > Add**.
2. Configure the parameters.

Add

* Name :

* Department :

Post :

* Extension :

Cellphone number


Email :


Used to receive user account and other information.

☒ Enable H.323 registration ☒ Enable GK authentication

3. Click Confirm.

The account details are displayed as below:





Successfully added

Account :	151352222
Name :	Mike
Password :	Q5yr9548
PIN :	791214856

4. If you have added emails when adding user accounts, click **Send mail**, the account information will be sent to the users by email.

5. Click **OK** to complete adding.



Note: If you do not add emails when adding user accounts, you can inform the corresponding users of the initial passwords, and remind users to change their passwords promptly.

Related concepts

[Parameters of the User Account](#)

Adding a Batch of User Accounts

If you want to add a batch of accounts in the same time, you can import accounts by the template (excel file). Note that you cannot customize the template, you need to download a blank template.

Procedure

1. Click **Account > User > Batch import**.
2. Click **Download** to download the template.
3. Enter the parameters of user accounts in the template and save it to your computer.

Prompt:

1. Name support custom,length is 2~128 characters,**required**;
2. Extensions support custom,only 4 digits,not repeatable,**required**;
3. Post support custom,length is 2~128 characters;
4. Upper and lower departments separated by "/", and from the highest authorities, such as "company name/branch name."If the department does not fill in, the account will be assigned to the company directory by default; if the department does not exist, the system will automatically generate the department;
5. The password must be 8~64 characters long and contains at least 2 character types, case sensitive. If the password is not entered, a random password should be generated automatically.

Name *	Extension *	Post	Department	Email	Password
Mike	1111	Engineer	Test-2		1111
Mary	1112	Engineer	Test-3		1112

4. Click **Click to upload** and select the template.
5. Click **Confirm**.

The page will pop up the following notification:

Note



Import successfully! Bulk send mail or not?

Send mail

Cancel

6. Click **Send mail**, and the account information will be sent to users by email.

Related concepts

[Parameters of the User Account](#)

Adding Room System Accounts

You can add room system accounts which can be used to associate with the devices in the video meeting rooms.

- [Parameters of Room System Account](#)
- [Adding Room System Accounts Manually](#)
- [Adding a Batch of Room System Accounts](#)

Related tasks

[Sending Messages to Room System Accounts](#)

Parameters of Room System Account

You need to know the parameters before adding the room system accounts.

Table 7: Parameters of room system account

Parameter	Description
Name	The real name of this device.
Extension	The last 4 digits of the user login account. The user login account consists of 5-digit enterprise number and 4-digit extension. For more information, refer to Viewing the Account Information .
Email	The email address of this device owner. This email address is used to receive the initial password and conference notifications.
Enable H.323 registration	If this feature is enabled, you can register the account in devices by H.323 protocol. Note: it is disabled by default. You can subscribe to this service from Yealink.
Enable GK authentication	If this feature is enabled, you need enter a password to register the account in the GK server. Note: it is recommended to enable this feature.

Adding Room System Accounts Manually


If you want to add a room system account, you can add it manually.

Procedure

1. Click **Account Management > Room System > Add**.
2. Configure the parameters.
3. Click **Save**.

The account details are displayed as below:

×



Successfully added

Account : 151359889

Name : Room-1

Password : eS0t1R07

PIN : 953831654

4. If you enter the email address when adding the room system account, click **Send mail**, and the account information will be sent to device owner by email.
5. Click **OK** to complete adding.



Note: If you do not add email addresses when adding the room system accounts, you can send the initial passwords to the corresponding users, and remind them to change the passwords promptly.

Adding a Batch of Room System Accounts

If you want to add a batch of room system accounts at one time, you can import accounts by template (excel file). Note that you cannot customize template, you need download a blank template first.

Procedure

1. Click **Account > Room System > Batch import**.
2. Click **Download** to download template.
3. Enter the parameters of room system accounts in the template and save it in your computer.

Note : 1. Name: Required field . The name of meeting room supports customization and length should be 2~128 characters. 2. Account: Unique and required . Account consists of 4 digits and supports customization. 3. The password must be 8~64 characters long and contains at least 2 character types, case sensitive, Note: Special characters only support @ * _ . If the password is not entered, a random password should be generated automatically.			
Name *	Account *	Email	Password
Room-1	2222	zhengyv@realink.com	123456789
Room-2	3333	zhengya@realink.com	123456790

4. Click **Click to upload** and select the template.
5. Click **Confirm**.

Adding Other Accounts

If you want to invite devices such as videoconferencing devices into the conference, you can add other accounts into the directory.

- [Parameters of Other Accounts](#)
- [Adding Other Accounts Manually](#)
- [Adding a Batch of Other Accounts](#)

Parameters of Other Accounts

Before adding other accounts, you need to know the parameters of other accounts.

Table 8: Parameters of Other Accounts

Parameter	Description
Name	The real name of this account.
Protocol	The call protocol used by this account.
Number	The URL or IP address of this account.
Email	The email address of this device owner. This email is used to receive conference notifications.

Related tasks

[Adding Other Accounts Manually](#)

[Adding a Batch of Other Accounts](#)

Adding Other Accounts Manually

If you want to add other accounts one by one, you can add them manually.

Procedure

1. Click **Account > Others > Add**.
2. Configure the parameters of other accounts.

Add

* Name

* Number

Email

The email is used to receive messages from system, corporate email is suggested

3. Click **Save**.

Related concepts

[Parameters of Other Accounts](#)

Adding a Batch of Other Accounts

If you want to add a batch of other accounts in the same time, you can import other accounts by the template (excel file). Note that you cannot customize the template, you need download a blank template first.

Procedure

1. Click **Account > Others > Batch import**.
2. Click **Download** to download the template.
3. Enter the parameters of other accounts in the template and save it on your computer.

Note : 1. The name of third-party device supports user-defined. The range of name : 1 ~ 128 characters, required ; 2. Protocol should be H.323 or SIP, required ; 3. Number should be IP address or URI, unique and required .			
Name *	Protocol *	Number *	E-mail
Test-5	H.323	10.81.0.52	
Test-6	H.323	10.81.0.53	
Test-7	SIP	10.81.0.54	

4. Click **Click to upload** and select the template.
5. Click **Confirm**.

Related concepts

[Parameters of Other Accounts](#)

Sending Messages to Accounts

You can send information of Yealink Cloud account to corresponding users by email or by SMS.

- [Sending Messages to User Accounts](#)
- [Sending Messages to Room System Accounts](#)

Sending Messages to User Accounts

You can send information of Yealink Cloud account to corresponding users by email or by SMS.


Before you begin

If you want to send account information by email, you need add email addresses when adding user accounts.

If you want to send account information by SMS, you need meet following conditions:

- You have opened SMS.
- The users have linked their cell phone numbers to their accounts after they logged into Yealink VC Cloud Management Service.

Procedure

1. Click **Account > User**.
2. In the account list, do the following operations:
 - Click  on the right side of the desired account.
 - Select checkboxes of participants. If you want to select all user checkboxes on the current page, you can select the **Select all** checkbox.

yealink-test2

Account	Name	Department	Extension	Operation
<input checked="" type="checkbox"/> 151355555	fdgaeg	yealink-test2	5555	  
<input type="checkbox"/> 151352566	dgfadd	yealink-test2	2566	  
<input type="checkbox"/> 151358888	8888	yealink-test2	8888	  
<input type="checkbox"/> 151356888	test	yealink-test2	6888	  
<input type="checkbox"/> 151352559	2559	123456	2559	  
<input type="checkbox"/> 151356866	22	yealink-test2	6866	  
<input type="checkbox"/> 151359686	11	yealink-test2	9686	  
<input type="checkbox"/> 151355642	黄花菜	yealink-test2	5642	  
<input type="checkbox"/> 151352668	2668	yealink-test2	2668	  
<input type="checkbox"/> 151352569	王二	yealink-test2	2569	  
<input type="checkbox"/> Select all Batch delete Send				
Total 18 10 /page < 1 2 > Go to 1				

Click **Send** to send emails to multiple users.

3. Select **Email** or **SMS (payment item)** checkbox.
4. Click **Send**.

Related concepts

[Parameters of the User Account](#)


Related tasks

[Editing Value-Added Services](#)

Sending Messages to Room System Accounts

If room system accounts are associated with emails, you can send information of corresponding accounts to the device owners by email.

Procedure

1. Click **Account > Room System**.
2. On the right side of the desired account, click .
3. Click **Send**.

Related tasks

[Adding Room System Accounts](#)

Editing Account Information


You can edit a single or a batch of accounts manually. Note that you cannot edit information of the user accounts or the room system accounts when the ongoing conferences are created by them.

- [Editing Accounts Manually](#)
- [Editing the Account Information in Batch](#)

Editing Accounts Manually

If the information of the user accounts, the room system accounts and other accounts is changed, you can edit it. You can also reset the password and the PIN code.

Procedure

1. Click **Account > User/Room System/Others**.
2. On the right side of the desired account, click  to edit the account details.
3. Do the following:
 - Click **Reset Password** to reset your password.
 - Click **Reset PIN** to reset your PIN code.
 - After editing corresponding account information, click **Save**.



Note: If the user accounts are linked to the cell phone numbers, you cannot edit their phone numbers.

Editing the Account Information in Batch

If you want to edit the account information in batch, you can export the excel file that contains the information of the user accounts and other accounts to your computer, edit the details in the excel file, and then import the edited file to Yealink VC Cloud Management Service.

About this task

If you import a batch of user accounts and other accounts, you can edit the account details in the original template, and import the edited template to Yealink VC Cloud Management Service.

Procedure

1. Click **Account > User/Others > Export Directory**.
2. Edit the parameters in the exported file.
3. Click **Batch import**.
4. Click **Click to upload** and select the template.

5. Click **Confirm**.

Managing Devices

If you have subscribed to services from Yealink or your distributor, you can use Yealink VC Cloud Management Service to configure and update Yealink devices.



Note: If you use 30-day trial, you cannot manage the devices, you can contact Yealink or the distributor to subscribe to the service.

- [Process Overview of Managing Devices](#)
- [Yealink Device](#)
- [Adding Devices](#)
- [Viewing Device Information](#)
- [Searching for Devices](#)
- [Updating Configuration Files](#)
- [Updating Firmware](#)
- [Enable/Disable DND on Devices](#)
- [Sending Messages to Devices](#)
- [Rebooting Devices](#)
- [Resetting the Devices to Factory Settings](#)
- [Managing Configuration Files According to Device Groups](#)
- [Setting Global Parameters](#)
- [Managing Executed Tasks](#)
- [Viewing Call Statistics](#)
- [Managing the Device Alarm](#)

Process Overview of Managing Devices

You can follow the processes below to manage devices.

Table 9: Process of Managing Devices

Process	Task	Target
1	Adding Devices	You can preconfigure corresponding device information when adding devices.
2	Setting Global Parameters	You can set the language and the time for all devices.
3	Adding Group Configuration	You can customize group configuration to manage the device configuration in your group.
4	Viewing the Task Status	You can view the task information such as the time, the content, the status and so on.
5	Viewing Details of Call Statistics	You can view the information of the call quality, the audio, the video, the devices and so on.

Yealink Device

You can use Yealink VC Cloud Management Service to manage the following Yealink devices.

Table 10: Yealink Device

Device Type	Supported Model	Version Requirement
VCS Device	VC200/VC500/VC800/VC880/ PVT950/PVT980	XX.32.10.10 or later. XX indicates the fixed digits of the specified model.
	VP59	91.332.0.10 or later.

Adding Devices

You can preconfigure the corresponding device information by adding devices. When the device is powered on, the preconfigured information will be sent to devices.



Note: You can add up to 20 devices by default, if you want to change this default value, you can contact Yealink or your distributor.

- [Device Parameters](#)
- [Adding Devices Manually](#)
- [Adding a Batch of Devices](#)

Device Parameters

You need to know the device parameters before adding devices.

Table 11: Device parameters

Parameter	Description
Device name	The real name of this device.
Device model	The model of this device.
MAC address	MAC address of this device.
Account name	The user account or the room system account associated with this device.

Related tasks

[Adding Devices Manually](#)

[Adding a Batch of Devices](#)

Adding Devices Manually

If you want to add devices one by one, you can add them manually.

Procedure

1. Click **Device management > Device List > Add device**.
2. Configure the device parameters.

Add device

Device name

* Device model

* MAC address

Account name

3. Click **OK**.

Related concepts

[Device Parameters](#)

Adding a Batch of Devices

If you want to add a batch of devices in the same time, you can import the device information by the template (an excel file). Note that you cannot customize the template, you need download a blank template first.

Procedure

1. Click **Device management > Device List > Import**.
2. Click **Download** to download the template.
3. Enter the device parameters in the template and save it on your computer.

Note:

1.The column marked with '*' must to be filled in;

2. MAC can only contain 12 letters or numbers, the length of MAC must be 12~17. You can enter the number '0-9', the letter 'A-Z' or 'a-z', '-', ':', ';';
Example: 00-15-65-1A-2B-3C; 00:15:65:1a:2b:3c; 0015651a2B3c

3. The maxlength of the device name is 32 characters.

*MAC	*Device Model	Device Name	Cloud Account Binding(9-digit)
2304y789bas80	VC500	VC-500	151355642
348jaf23ns	VC880	VC-800	151358462

4. Click **Click to upload** and select the template.
5. Click **Save**.

Related concepts

[Device Parameters](#)

Viewing Device Information


You can view the device information from the Device List or by exporting the file that contains all the device information.

About this task

The device status is described as follows:

- **Offline:** this device is not connected to Yealink VC Cloud Management Service.
- **Unregistered:** this device is connected to Yealink VC Cloud Management Service but does not have a Yealink Cloud account registered in it.
- **Registered:** this device is connected to Yealink VC Cloud Management Service and has a Yealink Cloud account registered in it.

Procedure

1. Click **Device management** > **Device List**.
2. In the **Status** field, click the desired device to view its network information. The network information contains the account number, the IP address, the department, the report time, and the subnet.
3. Click  on the right side of desired device to view more information.
4. If you want to export information of all devices, click **Export** in the top-right corner.

Searching for Devices

You can search for devices by entering the device name, the MAC address, the account number and the IP address, or by filtering the account registration status, the model, the firmware version, and the DND status.

Procedure

1. Click **Device management** > **Device List**.
2. If you want to search the device by filter, click **All**, and select the corresponding status.
3. Click **More**, select the corresponding model, firmware, and DND status.
4. Click **Search**.

Related tasks

[Updating Configuration Files](#)

[Updating Firmware](#)

[Sending Messages to Devices](#)

[Rebooting Devices](#)

[Resetting the Devices to Factory Settings](#)

[Enable/Disable DND on Devices](#)

Updating Configuration Files

If you want to set configuration files of unregistered devices or registered devices to the default value, you can update the configuration files.

Procedure

1. Click **Device management** > **Device List**.
2. Select the devices that you want to update.
3. Click **Update configuration files**.
4. Select the content that you want to update.
5. Click **OK**.

Related tasks

[Searching for Devices](#)

Updating Firmware

You can update the unregistered or registered devices to the specified firmware version.

Procedure

1. Click **Device management** > **Device List**.

2. Select the devices that you want to update.
You can select only the device that uses the same firmware version to update.
3. Click **Update firmware**.
4. Select the desired firmware version.
5. Click **OK**.

Related tasks

[Searching for Devices](#)

Enable/Disable DND on Devices

You can enable/disable DND on one or several registered devices.

Procedure

1. Click **Device management > Device List**.
2. Select the desired devices.
3. Click **More > DND/Cancel DND**.
4. Click **OK**.

Related tasks

[Searching for Devices](#)

Sending Messages to Devices

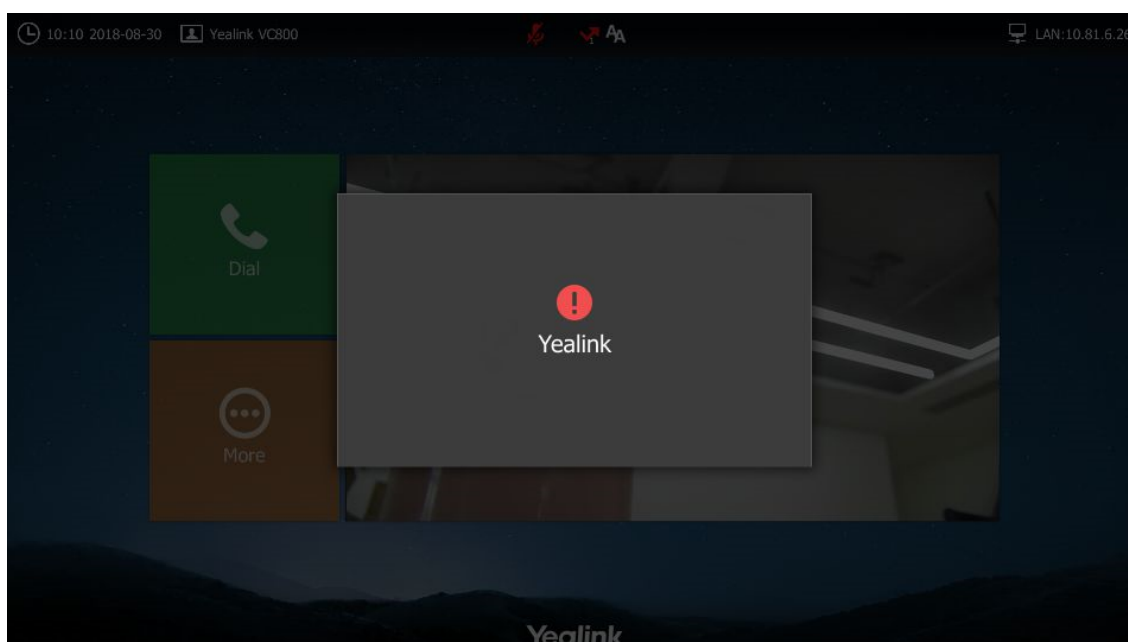
You can send messages to one or several unregistered or registered devices.

Procedure

1. Click **Device management > Device List**.
2. Select the desired devices.
3. Click **More > Send message**.
4. In the **Display duration** field, select the desired value.
5. Enter the text.
6. Click **OK**.

Results

The messages will be displayed on the device screen. Following is an example of the message displayed on VC200:



Related tasks

[Searching for Devices](#)

Rebooting Devices

You can reboot the devices to fix some problem that may be occurred to the unregistered or registered devices. For example, the device has remained on a certain page for a long time.

Procedure

1. Click **Device management** > **Device List**.
2. Select the desired devices.
3. Click **More** > **Reboot**.
4. Click **OK**.

Related tasks

[Searching for Devices](#)

Resetting the Devices to Factory Settings

You can reset the unregistered or registered devices to factory settings.

Procedure

1. Click **Device management** > **Device List**.
2. Select the desired devices.
3. Click **More** > **Reset to factory**.
4. Click **OK**.

Related tasks

[Searching for Devices](#)

Managing Configuration Files According to Device Groups

You can customize the group configuration to manage the device configuration in your group. When you push the configuration, the configuration on the unregistered devices or the registered devices will be updated when the devices receive the configuration.

- [Adding Group Configuration](#)
- [Editing Parameters of the Group Configuration in Text](#)
- [Setting Template Parameters](#)
- [Editing Group Configuration](#)
- [Updating the Devices in the Group](#)
- [Viewing Parameters by Group List](#)
- [Viewing Parameters by Downloading Group Configuration Parameter](#)

Adding Group Configuration

You can add groups according to the enterprise departments, so that you can manage the configuration by department.

Procedure

1. Click **Device management > Config management > Add group**.
2. Enter the department name and the description.

Add group

Progress bar steps: 1 Basic information, 2 Group device, 3 Set parameters, 4 Finish

* Group name :

Description :

Buttons: Next step, Cancel

3. Click **Next step**.
4. Select the corresponding device from the device list.

Please select device

yeslink-test2 X +3 All

MAC/Device name/Account info

MAC	Device name	Account info
<input type="checkbox"/> 00:15:65:f4:ce:6c	500	151351234
<input checked="" type="checkbox"/> 00:15:65:f4:ce:42	VC500	151352550
<input checked="" type="checkbox"/> 00:15:65:c0:6d:a8	VC880	151352549
<input checked="" type="checkbox"/> 00:15:65:00:c0:68	VC800-LL	151352549

Total 4 1 Go to 1

Selected device : 3

MAC	Device name	Account info
00:15:65:f4:ce:42	VC500	151352550 X
00:15:65:00:c0:68	VC800-LL	151352549 X
00:15:65:c0:6d:a8	VC880	151352549 X

Last step Next step Cancel

5. Click **Next step**.

6. Configure the corresponding parameters.

To edit in text, click the icon on the right side

LDAP

LDAP Enable: Enabled

LDAP Password: 123456

LDAP Base: test

LDAP Name Filter:

LDAP Number Filter:

Max Hit(1-32000): 50

LDAP Name Attributes:

LDAP TLS Mode: LDAP

LDAP Server Address:

LDAP Number Attributes:

LDAP Display Name:

LDAP Server Port: 389

LDAP User Name:

Protocol: version3

Match Incoming Call: Disabled


Save Save and update Cancel

7. Click **Save and update** to send the updated parameters to all devices in this group.

Editing Parameters of the Group Configuration in Text

You can edit any parameter supported by devices and update those parameters to devices.

Procedure


1. Click **Device management > Config management**.
2. On the right side of the desired group, click , and select **Edit parameters in text**.
3. Enter the updated configuration parameters.
4. Click **Save**.
5. Click **Yes** to update parameters for all devices in this group.

Setting Template Parameters

You can edit the template parameters directly, modify the parameters of group configuration, and update the device with the edited parameters.

Procedure


1. Click **Device management > Config management**.

2. Click icon  on the right side of the corresponding group.
3. Edit the corresponding parameters in the template parameters.
4. Click **Save**.
5. Click **Yes** to update parameters for all devices in this group.

Editing Group Configuration

If a group configuration has changed, you can edit the configuration.

Procedure

1. Click **Device management > Config management**.
2. On the right side of the desired group, click , and select **Edit group**.
3. Edit the corresponding information of the group configuration.
4. Click **Save and update** to send the updated parameters to all devices in this group.


Related tasks

[Viewing Parameters by Group List](#)

Updating the Devices in the Group

You can add or delete the devices that are in the group.

Procedure

1. Click **Device management > Config management**.
2. Click icon  on the right side of the corresponding group.
3. Select the devices that you want to update.
4. Click **Save**.


Viewing Parameters by Group List

You can quickly view the configured group parameters.

About this task

If you set the parameter (that is not included in the template) in the text, this parameter is not displayed in the list.

Procedure

1. Click **Device management > Config management**.
2. On the right side of the corresponding group, click  to view the parameters.


Related tasks

[Editing Group Configuration](#)

Viewing Parameters by Downloading Group Configuration Parameter

You can download the group configuration file to view the latest configuration parameters.

Procedure

1. Click **Device management > Config management**.
2. On the right side of the desired group, click , and select **Download config file**.

Setting Global Parameters

The set global parameters will be updated to all devices. Besides, when the device connects to Yealink VC Cloud Management Service for the first time, the global parameters will be updated to the device automatically.

Procedure

1. Click **Device management > Global parameter settings**.
2. Configure the global parameters.

Table 12: Global parameters

Parameter	Description
Device language	You can choose the desired language from English, Chinese Simplified, Chinese Traditional, French, German, Italian and Polish.
NTP server IP address	It is used to access the time.

3. Click **Save and update**.
4. Click **OK**, and the latest global parameter will be updated to the devices.

Managing Executed Tasks


You can view the details of the executed tasks or retry the exceptional tasks.

- [Viewing the Task Status](#)
- [Retrying Exceptional Tasks](#)
- [Searching for Executed Tasks](#)

Viewing the Task Status

You can view the task information such as the time, the content, the status and so on.


Procedure

1. Click **Device management > Executed Task**.
2. Click icon  in the right side to view the details of the executed task.

Retrying Exceptional Tasks

If the task is executed exceptionally, you can retry this task.

Procedure

1. Click **Device management > Executed Task**.
2. Click  on the right side of the corresponding task.
3. Select the desired exceptional task, and click **Retry**.

Searching for Executed Tasks

You can search for executed tasks by selecting the task status and the task contents.

Procedure

1. Click **Device management** > **Executed Task**.
2. Click **All**, and then select the corresponding status.
3. Select the start date and the end date in the calendar bar.
4. Click **Task content**, and select the corresponding task.

Results

The search results are displayed in the list.

Viewing Call Statistics


You can view call statistics which contains user information, devices details and call details.

- [Viewing Details of Call Statistics](#)
- [Setting Call Statistic Indicators](#)

Viewing Details of Call Statistics

You can view details of the call quality. Details contain the information of the audio, the video, the device and so on.

Procedure

1. Click **Device management** > **Call statistics**.
2. Click icon  in the right side to view the call quality.

Setting Call Statistic Indicators

In order to view call statistics conveniently, you can customize the indicators which are displayed in the Call Statistics list.

Procedure

1. Click **Device management** > **Call statistics**.
2. Click **More indicators**.

Only 6 indicators can be selected at the same time

Default

User information

☐ Account information

Device basic information:

☒ Device name ☒ MAC address ☒ Model ☐ Account type ☒ Firmware
☒ Caller/Callee

Call-related:

☒ Call type ☐ Local URI ☐ Remote URI ☐ Start time ☐ RTP duration

Submit

Cancel

3. Select the desired indicators.

4. Click **Submit**.

Results

The selected indicators are shown in the call statistics list:

Call statistics

2018/10/15 00:00:00 - 2018/10/15 23:59:59

Device/MAC/Account information

More

More indicators

Device name

MAC address

Model

Firmware

Caller/Callee

Call type

Operation

Managing the Device Alarm

When an exception occurs to a device, the device will send alarms, which can be used to troubleshoot the problems such as the network problem, to Yealink Cloud Management Service. You can manage the alarm strategy and view the corresponding alarm on Yealink VC Cloud Management Service.

- [Adding Alarm Strategy](#)
- [Viewing the Alarm](#)

Adding Alarm Strategy

You can add alarm strategy, you can also enable the corresponding alarm strategy according to its severity.

Procedure

1. Click **Alarm Manage > Alarm strategy > Add strategy**.
2. Configure the corresponding parameters of the strategy.
3. Click **Save**.



Related concepts

[Appendix B-Alarm Type](#)

Viewing the Alarm

When a problem occurs to the devices, the devices will report the problem to Yealink VC Cloud Management Service, such as the failure of placing a call, the failure of registration and so on. You can quickly locate the problem by the alarm.

Procedure

1. Click **Alarm Manage** > **Alarm list**.
2. If you want to see the time, the number of alarms and the details, click the  on the right side of the corresponding alarm.
3. If you want to view the alarm log, such as the process crash, application zero response, and the kernel error, click  on the right side of the corresponding alarm.
4. If you want to view all the alarm by exporting them, click **Export** in the top-right corner.

Related concepts

[Appendix B-Alarm Type](#)

Managing Meeting Rooms

You can use entity meeting rooms to schedule OA conferences. You can also add, edit and delete entity meeting rooms.

Entity meeting rooms are divided into general meeting rooms and video meeting rooms. The difference between them is that video meeting rooms have devices, but general meeting rooms do not.

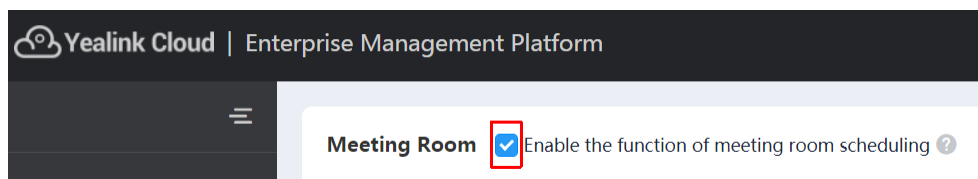
- [Enabling Meeting Rooms](#)
- [Managing Department of Meeting Room](#)
- [Adding General Meeting Rooms](#)
- [Adding Video Meeting Rooms](#)

Enabling Meeting Rooms

In order to use entity meeting rooms to schedule OA conferences, you can enable the meeting room.

Procedure

1. Click **Meeting Room**.
2. Select **Enable the function of meeting room scheduling** checkbox.



Managing Department of Meeting Room

According to the meeting room locations, you can customize the organization relationship to manage meeting rooms by department.

The organization root is enterprise name by default. You can manage meeting rooms in your department and your subordinate departments.

- [Adding Departments of Meeting Rooms](#)
- [Editing/Deleting Departments of Meeting Room](#)

Adding Departments of Meeting Rooms

You can add departments according to the location of meeting rooms.

Procedure

1. Click **Meeting Room > Add Department**.
2. In the **Name** field, enter the department name.
3. In the **Upper department** field, select the upper department.
4. Click **Confirm**.

Editing/Deleting Departments of Meeting Room

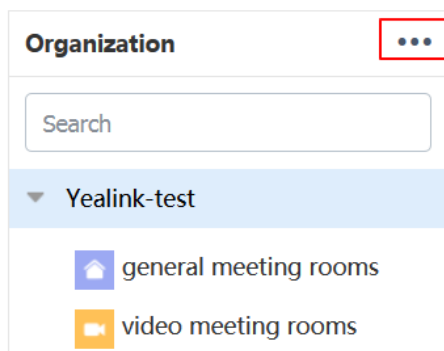
If the locations of meeting rooms has changed, you can edit department names and upper departments. You can also delete departments.

About this task

If the department has subordinated departments or meeting rooms, you cannot delete this department.

Procedure

1. Click **Meeting Room**.
2. Select the desired department in the organization list.
3. Move your mouse to **...**, and do the following:



- Click **Move up** or **Move down**, to move the department to the desired place.
- Click **Edit** to edit the department information.
- Click **Delete** to delete this department.

Adding General Meeting Rooms

If users want to initiate conferences in entity meeting rooms that do not have videoconferencing devices, you can add general meeting rooms.

Procedure

1. Click **Meeting Room > Add**.
2. In the **Name** field, enter the name.
3. In the **Department** field, select the desired department.
4. In the **Type** field, select **Common**.
5. Click **Save**.

Adding Video Meeting Rooms

If users want to initiate conferences in entity meeting rooms that have videoconferencing devices, you can add video meeting rooms.

Procedure

1. Click **Meeting Room > Add**.
2. In the **Name** field, enter the name.
3. In the **Department** field, select the desired department.
4. In the **Type** field, select **Video**.
5. In the **Extension** field, select the desired account.

This account refers to the room system accounts that are registered by the videoconferencing devices in the video meeting rooms.

6. Click **Save**.

Managing Virtual Meeting Rooms (VMRs)

Virtual Meeting Room (VMR) is permanent. You can add, edit and delete VMRs. User can call into the VMRs to initiate video conferences at any time without any reservation.

- [Managing Departments of VMRs](#)
- [VMR of Discussion Mode/Training Mode](#)
- [VMR of Education Mode](#)
- [Adding VMRs \(Discussion Mode and Training Mode\)](#)
- [Adding VMRs \(Education Mode\)](#)
- [Sending Emails to VMR Participants](#)

Managing Departments of VMRs

In order to manage VMRs by departments, you can also customize the organization by the location of VMRs.

The organization root is the enterprise name by default. You can manage VMRs in your department and your subordinate departments.

- [Adding Departments of VMRs](#)

- [Editing/Deleting Departments of VMR](#)

Adding Departments of VMRs

You can add departments of VMRs according to the locations of VMRs.

Procedure

1. Click **VMR > Add Department**.
2. In the **Name** field, enter the name.
3. In the **Upper department** field, select the upper department.
4. Click **Confirm**.

Editing/Deleting Departments of VMR

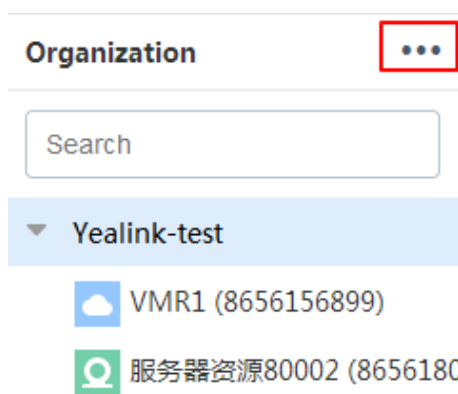
If the location of VMRs has changed, you can edit the department name and the upper department. You can also delete departments.

Before you begin

If a department has subordinated departments or meeting rooms, you cannot delete this department.

Procedure

1. Click **VMR**.
2. Select the desired department in organization list.
3. Move your mouse to **...**, and do the following:



- Click **Move up** or **Move down**, to move the department to the desired place.
- Click **Edit** to edit the department information.
- Click **Delete** to delete this department.

VMR of Discussion Mode/Training Mode

The mode of VMR can be divided into the discussion mode and the training mode.

Table 13: The Differences Between the Discussion Mode and the Training Mode

Difference	Discussion Mode		Training Mode	
Mode	Moderator	You can set any participant in Yealink Cloud directory as moderators.	Moderator	You can set any participant in Yealink Cloud directory as moderators. If the broadcasting interactive feature is enabled, moderators are the interactive parties by default.
	Guest	Participants except for the moderators.	Lecturer	Moderators can designate any participant as lecturers during a conference.
			Guest	Participants except for the moderators. If the broadcasting interactive feature is enabled, guests are the broadcasting parties by default.
Feature Privilege	Moderators can configure the layout during the discussion mode or meet now conferences.		Moderators can configure the layout in the training mode conference, they can also allow/reject the participant application for speaking and switch the roles between lecturers and moderators/guests.	
	Moderators can edit conferences and delete conferences, and during the conference, they can also send messages, invite participants, invite the third parties, invite participants by email, share the conference information, call participants, call participants from the call history, hang up participants, move the participants into the waiting center, allow/reject the participant to join the conference, mute/unmute participants, turn on/off the camera, block/unblock the voice, switch the roles between moderators and guests, control the far-end camera, lock or unlock conferences, view the conference recording, turn on/off RTMP Live, and leave conferences/end conferences.			
	Other participants can only view the conference details.			

Difference	Discussion Mode	Training Mode
Layout	Moderators and guests can view all participants. For setting default layout, refer to Setting the Default Layout .	<ul style="list-style-type: none"> Moderators can view all participants by default. For setting default layout, refer to Setting the Default Layout. If the broadcasting interactive feature is enabled, the moderators can view all interactive parties by default. For guests, the video images of all lecturers are displayed in equal parts by default. If there is no lecturer, all guests can view the reminder of waiting for the lecturer. If broadcasting interactive feature is enabled, the broadcasting parties will see that the video images of all lecturers are displayed in equal parts by default. If there are no lecturers, all broadcasting parties can view the reminder of waiting for the lecturer.
Speaking rule	Free speaking.	All guests and moderators are muted by default. Moderators can speak after unmuting themselves. Guests can speak only when the moderators allow their application for speaking.
Contents	All moderators and guests can share contents by default.	Only moderators and lecturers can share contents. Guests cannot share contents.

VMR of Education Mode

If you subscribe to the education mode service, you can add a VMR of education mode which is specially designed for the education industry.

Table 14: Education Mode

Difference	Description	
Role	Teacher	You can set any participant in Yealink Cloud directory as teachers.
	Student	Other participants except the teachers.
	Interactive party	The participants who are interacting with teachers.

Difference	Description	
Feature Privilege	Teachers can edit conferences and cancel conferences, and during the conference, they can also do the following: send messages (60-frame forwarding is disabled and you can contact Yealink to enable it), call participants, call participants from the call history, invite participants, invite the third parties, invite participants via email, share the conference information, remove participants, move the participants into the waiting center, mute/unmute participants, switch between speaking modes, turn on/off the camera, block/unblock the voice, turn on/off RTMP Live, switch the roles between teachers and students, set/cancel the student as an interactive party, control the far-end camera, lock/unlock conferences, leave/end conferences.	
	Other participants can only view the conference details.	
Layout	With 60-frame forwarding off	<ul style="list-style-type: none"> The teachers can see the video images of other participants (except themselves) displayed in equal parts by default. The students can see the video images of all teachers and the interactive parties displayed in equal parts by default. The interactive parties can see the video images of all teachers displayed in equal parts by default.
	With 60-frame forwarding mode on (it is not available for setting participants as interactive parties)	<ul style="list-style-type: none"> The forwarded teacher can see the video images of other participants displayed in equal parts by default. Other teachers can see the video images of all participants (except the forwarded teacher and themselves) displayed in equal parts by default. Students can see the video images of the forwarded teacher displayed in a full screen by default.
Speaking rule	<ul style="list-style-type: none"> By default, whether or not the teacher can speak depends on the setting of speaking mode in Adding VMRs (Education Mode). By default, whether or not the student can speak depends on the setting of speaking mode in Adding VMRs (Education Mode). 	
Contents	<ul style="list-style-type: none"> Teachers and interactive parties can share contents. Students cannot share contents. 	

Adding VMRs (Discussion Mode and Training Mode)

You can add VMRs and the users can call into VMRs to initiate video conferences at any time.

Procedure

1. Click **VMR > Add VMR**.
2. Configure the parameters of VMRs.

Table 15: Parameters of VMRs

Parameter	Description	
Department	The department name.	
Max participants	The amount of participants in VMRs has a limit. If the amount of participants exceeds the limit, the other participants cannot call into this VMR.	
Mode	The discussion mode and training mode. For more information, refer to VMR of Discussion Mode/Training Mode .	
ID	<p>The conference ID is used to call into VMRs. The conference ID consists of 5-digit enterprise number and 5-digit extension.</p> <p>The default range of the extension is from 20000 to 89999.</p>	
Require password	<p>Enable or disable the password required to join the VMR.</p> <p>If the required password is enabled, users need the password to call into the VMR.</p> <p>Default: disabled.</p>	
Moderator	The moderators can control VMRs at any time.	
Favorites	The frequently used contacts. The moderators can invite favorites to join the VMR.	
Synchronize contacts	<p>You can enable or disable this feature to synchronize the VMR to Yealink Cloud directory.</p> <p>Default: disabled.</p>	
Video resolution	Max video resolution	<p>The maximum video resolution.</p> <ul style="list-style-type: none"> • 1080P/30FPS • 720P/30FPS • 360P/30FPS • 4CIF • CIF <p>Default: 720P/30FPS.</p>
	Max content sharing resolution	<p>The maximum content sharing resolution.</p> <ul style="list-style-type: none"> • 1080P/5FPS • 720P/30FPS • 720P/15FPS • 720P/5FPS <p>Default: 1080P/5FPS.</p> <p>If you want to set the content sharing resolution as 1080P/30FPS or 1080P/15FPS, you can contact Yealink.</p>
Call bandwidth	According to the limit of enterprise bandwidth, you can limit the media bandwidth that is sent to conference participants by Yealink VC Cloud Management Service.	

Parameter	Description	
Layout	The default layout takes effect for participants in discussion mode VMR and for moderators in training mode VMR.	
Enabling RTMP Live	<p>If you use the Port Package service and the RTMP Live is enabled (refer to Editing Value-Added Services), you can enable or disable RTMP Live. If you enable it, the user can watch the live broadcast.</p> <p>Default: disabled.</p>	
	Definition	<p>The video resolution that the specified MCU sends to public streaming services.</p> <p>The supported video resolution are as below:</p> <ul style="list-style-type: none"> • HD: 720p. • SD: 360p. <p>Default: HD.</p>
	Video options	<p>The supported video options are as follows:</p> <ul style="list-style-type: none"> • Receive video and content: when the participants share contents, the Live page will be displayed in 1+4 layout with the contents displayed in a large screen and the video images of all participants displayed in small screens, and the video images of all participants take part in the carousel in the small screen. <p>When there are no contents, the Live page is the same as Receive video only.</p> <ul style="list-style-type: none"> • Receive video only: in discussion mode conference, the video images of all participants are displayed on the Live page but the contents are not displayed by default. This layout depends on the conference layout set by moderators when they control the conference (refer to Controlling Conferences). <p>In training mode conference, the video images of all lecturers are displayed in equal parts on the Live page but the contents are not displayed by default. This layout depends on the conference layout set by moderators when they control the conference (refer to Controlling Conferences).</p> <ul style="list-style-type: none"> • Receive content only: only the content is displayed on the Live page. <p>Default: Receive video and content.</p>
	Event details	The text displayed on the Live page.
Broadcast port	<p>If you choose training mode, you can enable or disable the broadcasting interactive video conference.</p> <p>If you enable this feature, you can create a conference with a large number of participants. You can subscribe to this service from Yealink.</p>	

Parameter	Description
Local screen merged with video display	If you enable this feature, the local video will be displayed in the conference video. Default: disabled.
Audio-Only Participants Merged with Video Display	If you enable this feature, the video images of audio-only participants are displayed as static images in the video image. Default: disabled.

3. Click **Save**.

Related tasks

[Viewing My Subscriptions](#)

[Editing Value-Added Services](#)

Adding VMRs (Education Mode)

The VMRs of education mode is specially customized for the education industry. You can add VMRs and the users can call into VMRs to initiate video conferences at any time.

Before you begin

You can subscribe to the education mode from Yealink.

Procedure

1. Click **VMR > Add VMR**.
2. Configure parameters of VMR.

Table 16: Parameters of VMR

Parameter	Description
Department	The department name.
Max participants	The amount of participants in VMRs has a limit. If the amount of participants exceeds the limit, the other participants cannot call into this VMR.
Mode	Select the education mode. For more information, refer to VMR of Education Mode .
ID	The conference ID is used to call into VMRs. The conference ID consists of 5-digit enterprise number and 5-digit extension. The default range of the extension is from 20000 to 89999.
Required password	Enable or disable the password required to join the VMR. If the required password is enabled, users need the password to call into the VMR. Default: disabled.
Teacher	The teacher of the VMR can control the VMR at any time.

Parameter	Description	
Favorites	It refers to the frequently used contacts. The teachers can invite favorites to join the VMR.	
Join school contact list	<p>Enable or disable this feature to synchronize this VMR to Yealink Cloud directory.</p> <p>Default: disabled.</p>	
Default speaking mode	<p>The supported speaking modes are described as below:</p> <ul style="list-style-type: none"> • Free: the students and teachers can speak freely by default. • Raise Hand: the students and teachers are muted by default. For teachers, they can unmute themselves if they want to speak. For students, they can speak after the teachers agree their application for speaking. <p>Default: Free.</p>	
60-frame forwarding mode	<p>If the bandwidth is sufficient, the video image of the first teacher who join the conference can reach 1080P60 frame, which can improve the video fluency.</p> <p>Note: it is disabled by default. This mode need at least 2M bandwidth. You can subscribe to this service from Yealink.</p>	
Video resolution	Max video resolution	<p>You can set the maximum video resolution.</p> <ul style="list-style-type: none"> • 1080P/30FPS • 720P/30FPS • 360P/30FPS • 4CIF • CIF <p>Default: 720P/30FPS.</p>
	Max content sharing resolution	<p>You can set the maximum video resolution.</p> <ul style="list-style-type: none"> • 1080P/5FPS • 720P/30FPS • 720P/15FPS • 720P/5FPS <p>Default: 1080P/5FPS.</p> <p>If you want to set the content sharing resolution as 1080P/30FPS or 1080P/15FPS, you can contact Yealink.</p>
Call bandwidth	According to the limit of enterprise bandwidth, you can limit the media bandwidth that is sent to the participants by Yealink VC Cloud Management Service.	
RTMP Live	<p>If you use the Port Package service and the RTMP Live is enabled (refer to Editing Value-Added Services), you can enable or disable RTMP Live. If you enable it, the user can watch the live broadcast.</p> <p>Default: disabled.</p>	


Parameter	Description	
	Definition	<p>It refers to the video resolution that the specified MCU sends to public streaming services when the 60-frame forwarding mode is disabled.</p> <p>The supported video resolution is as below:</p> <ul style="list-style-type: none"> • HD: 720p. • SD: 360p. <p>Default: HD.</p>
	Video options	<p>The supported video options are as follows:</p> <ul style="list-style-type: none"> • Receive video and content: it means that when the teachers share contents, the Live page will be displayed in 1+4 layout with the contents displayed in a large screen and the video images of all teachers displayed in small screens, and the video images of all teachers take part in carousel in the small screen. <p>When there are no contents, the Live page is the same as Receive video only.</p> <ul style="list-style-type: none"> • Receive video only: the video images of all teachers are displayed in equal parts on the Live page (in 60-frame forwarding mode, the forwarder is displayed in a full screen). This layout is not affected by the video layout set by the teacher. • Receive content only: only the content is displayed on the Live page. <p>Default: Receive video and content.</p>
	Event details	It refers to the text displayed on the Live page of the conference.
Local screen merged with video display	<p>If you enable this feature, the local video will be displayed in the conference video.</p> <p>Default: disabled.</p>	
Audio-Only Participants Merged with Video Display	<p>If you enable this feature, the video images of audio-only participants are displayed as static images in the video image.</p> <p>Default: disabled.</p>	

3. Click **Save**.

Sending Emails to VMR Participants

You can inform corresponding participants of the VMR information by email. Participants can call into VMRs to initiate conferences.

Procedure

1. Click **VMR**.
2. Click icon  on the right side of corresponding VMR.

3. Edit the email information.
4. Click **Send**.

Managing Orders

You can view the current service status and all orders. If service status is going to expire, you can contact Yealink or distributors for renewal, so that the user can use the video conference as usual.

- [Viewing My Subscriptions](#)
- [Viewing All Orders](#)
- [Editing Value-Added Services](#)

Viewing My Subscriptions

You can view details of current subscriptions.

Procedure

1. Click **Billing > My Subscriptions**.
2. If you want to see the income and the outcome of value-added services, you can click **Value-added service records**.

Records

Cloud Port

Terminal VMR

Value-added service records

All

Please select a date

Organizer/Description

Billing time	Serial Number	Organizer	Service type Description	Records	Details
2018/08/21 20:44:41	082100286561099558348	2550	Live broadcast service Subje...	-2.52	
2018/08/21 14:26:51	082110186561440877807	--	Recharge account Order nu...	100	
2018/08/20 11:19:04	082010186561740495335	--	Recharge account Order nu...	100	

Related tasks

[Adding VMRs \(Discussion Mode and Training Mode\)](#)

Viewing All Orders

You can view records of all purchased orders.

Procedure

Click **Billing > Billing Information**.

Editing Value-Added Services

If you have subscribed value-added services from Yealink or distributors and have recharged by money, you can enable or disable the value-added services. Value-added service contains: ignore participants limit cap service, live broadcast service, teleconference service, and SMS.

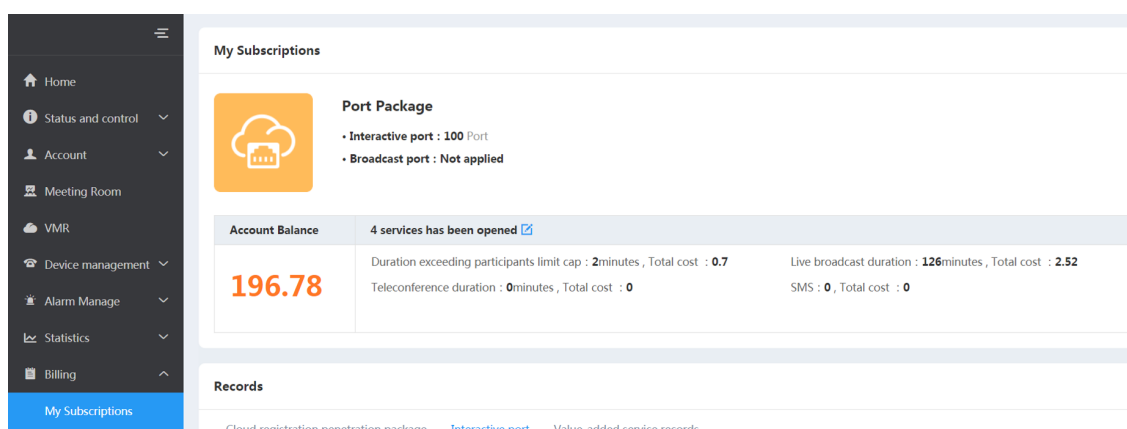
About this task

When the account balance is 0, the enterprise cannot use the value-added service any longer. Under this circumstance, if there is a Yealink conference that is streamed as a conference event to public streaming service like You Tube, the people that have been watching can continue to watch it but other people cannot.

Procedure

1. Click **Billing > My Subscriptions**.

2. Click .



3. Enable or disable the corresponding value-added services.

✕

Value-added service

You have opened 4 services, and you can also open 0.

1.Ignore participants limit cap : The maximum participant limit will be ignored after opening the service	0.35 /minute	<input checked="" type="checkbox"/>
2.Live broadcast service : After opening the service, viewers can watch live broadcast and charge according to the viewing duration	0.02 /minute	<input checked="" type="checkbox"/>
3.Teleconference service : After opening the service , Your organization can enter the meeting via PSTN , and does't occupy concurrent ports or conference capacity	0.3 /minute	<input checked="" type="checkbox"/>
4.SMS : After opening the service, it supports sending account information and scheduled meeting information by SMS	0.1 /time	<input checked="" type="checkbox"/>

Related tasks[Sending Messages to User Accounts](#)[Adding VMRs \(Discussion Mode and Training Mode\)](#)

Enterprise Settings

- [Setting Conference Time Zone](#)
- [Updating Enterprise Information](#)
- [Call Settings](#)
- [Applying for the Accesskey](#)
- [Entrusting the Management of Yealink VC Cloud Management Service to Distributors or Resellers](#)

Setting Conference Time Zone

You can set the default time zone and enable/disable DST for users when they schedule conferences.

Procedure

1. Click **Enterprise Settings > Basic Settings**.
2. Configure the parameters of conference time zones.

Table 17: Parameters of Conference Time Zones

Parameter	Description
Default time zone	When users schedule conferences, the system will use the default time zones.
Enable Daylight Saving Time (DST)	<p>Configuration type of DST. The supported types are as follows:</p> <ul style="list-style-type: none"> • Auto-Yealink VC Cloud Management Service will automatically use the corresponding DST according to the selected time zone. When users schedule conferences in countries using DST, the DST is enabled by default. • Disable-DST is not used. <p>Note: DST is disabled by default.</p>

3. Click **Confirm**.

Updating Enterprise Information

If the enterprise information has changed, you can update it, so that Yealink, the distributors, and the resellers can get the latest enterprise information.

Procedure

1. Click **Enterprise Settings > Enterprise information**.
2. Edit the changed information.
3. Click **Confirm**.

Call Settings

You can configure the call parameters to satisfy different call needs.

- [Setting the Video Resolution](#)
- [Setting the Call Bandwidth](#)
- [Setting the Default Layout](#)
- [Setting the Video Layout of 1+N](#)
- [Setting the Video Layout of Equal N×N](#)
- [Joining Conferences Beforehand](#)
- [Enabling Auto Dialing](#)
- [Synchronizing Yealink Cloud Experience Hall and Technical Support with Yealink Cloud Directory](#)
- [Displaying the Participant Name](#)
- [Displaying the Icon of Participant Status](#)
- [Enabling Mixed Displaying Video and Content](#)
- [Enabling Auto Redialing](#)
- [Disabling the Roll Call Setting](#)
- [Enabling Local Screen Merged with Video Display](#)
- [Enabling Audio-Only Participants Merged with Video Display](#)
- [Setting IVR Language](#)

Setting the Video Resolution

Due to the limit of enterprise bandwidth, you can set the maximum video resolution and maximum content sharing resolution for better video definition.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Configure parameters of video resolution.

Table 18: Parameters of video resolution

Parameter	Description
Max video resolution	<p>You can set the maximum video resolution.</p> <ul style="list-style-type: none"> • 1080P/30FPS • 720P/30FPS • 360P/30FPS • 4CIF • CIF <p>Note: the default video resolution is 720P/30FPS.</p>

Parameter	Description
Max content sharing resolution	<p>You can choose the max content sharing resolution.</p> <ul style="list-style-type: none"> • 1080P/5FPS • 720P/30FPS • 720P/15FPS • 720P/5FPS <p>Note: the default video resolution is 1080P/5FPS.</p> <p>If you want to set the content sharing resolution as 1080P/30FPS or 1080P/15FPS, you can contact Yealink.</p>

3. Click **Confirm**.

Setting the Call Bandwidth

According to the limit of the enterprise bandwidth, you can limit the media bandwidth that is sent to conference participants by Yealink VC Cloud Management Service. For example, you set the call bandwidth as 2M. If the bandwidth of a participant is 4M, when he joins the conference and his devices negotiate with server, he can only receive a bandwidth of 2M.

Procedure

1. Click **Enterprise Settings > Setting**.
2. In the **Call bandwidth** field, select the desired bandwidth.
Call bandwidth is 2Mbps by default.
3. Click **Confirm**.

Setting the Default Layout

You can set the default layout for conferences, and the layout takes effect for the participants in VMRs and in scheduled conferences of discussion mode, and the moderators in scheduled conferences of training mode.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Select the default layout.

Table 19: Parameters of Default Layout

Parameter	Description
Default layout	<p>The supported layouts are as follows:</p> <ul style="list-style-type: none"> • Equal N×N: the video images of participants are displayed in equal parts. • 1+N: the video image of the first participant who joins the conference is displayed in a large screen, and the video images of other participants are displayed in small screens around the first participant. <p>Default: 1+N.</p>

3. Click **Confirm**.

Setting the Video Layout of 1+N

In the video layout of 1+N, if current participants exceeds the maximum number of the video images per screen, the video carousel is enabled automatically and the system will switch among the video images of participants automatically. You can set the carousel rules and the interval of auto-switching the video images. You can use the voice-activated feature so that the system will automatically identify the speaking participant. When the participant continues speaking for a while, his video image will be displayed in the large screen, and the video images of other participants will be displayed in small screens.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Configure the parameters of 1+N mode.

Table 20: Parameters of 1+N mode

Parameter	Description
1+N	Configure the maximum number of video images per screen in 1+N mode. <ul style="list-style-type: none"> • 1+0 • 1+4 • 1+7 • 1+9 • 1+12 • 1+16 • 1+20 Default: 1+7.
	Set the carousel interval.
	Configure the number of video images per carousel. The maximum video image depends on the N in 1+N.
	Configure the voice-activated time.

3. Click **Confirm**.

Setting the Video Layout of Equal N×N

In the video layout of Equal N×N, if current participants exceeds the maximum number of the video images per screen, the video carousel is enabled automatically and the system will switch among the video images of participants automatically. You can set the rules for each carousel and the interval of auto-switching the video images.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Set the Equal N×N video layout.

Table 21: Parameters of Equal N×N Video Layout

Parameter	Description
Equal N×N	Configure the maximum number of video images per screen in Equal N×N mode. <ul style="list-style-type: none"> • 2*2 • 3*3 • 4*4 • 5*5 • 6*6 • 7*7 Default: 4*4.
	Set the carousel interval.

3. Click **Confirm**.

Joining Conferences Beforehand

You can specify the time that users can join the scheduled conferences in advance.

Procedure

1. Click **Enterprise Settings > Setting**.
2. In the **Join conference beforehand** field, select the desired time.
Thirty minutes in advance is by default.
3. Click **Confirm**.

Enabling Auto Dialing

You can enable **Auto dialing** feature. When users schedule video conferences, they can enable the auto dialing feature. When the scheduled conference begins, the system will automatically place call invitations to devices registered with Yealink Cloud accounts or third-party devices in the enterprise directory.

About this task

The supported devices are: PVT980/PVT950/VC880/VC800/VC500/VC400/VC120/VC110/VC200 video conferencing system, SIP VP-T49G IP phone and third-party devices.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Enable **Auto dialing**.
It is enabled by default.
3. In the **Device type** field, select the device type.
4. Click **Confirm**.

Related tasks

[Enabling Auto Redialing](#)

Synchronizing Yealink Cloud Experience Hall and Technical Support with Yealink Cloud Directory

In order to make users have a better experience and to provide quick problem-location service, you can synchronize Yealink Cloud experience hall and technical support with Yealink Cloud directory.

Before you begin

You can contact Yealink to open this service.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Enable **Push technical support contacts**.
3. Click **Confirm**.

Displaying the Participant Name

In order to display the participant name in the conference, you can enable this feature.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Enable **Display participant name**.
It is enabled by default.
3. Click **Confirm**.

Displaying the Icon of Participant Status

If you want to see status on the video conference image, like the participant was muted/blocked/applying for speaking and so on, you can enable this feature.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Enable **Display participant name**.
It is enabled by default.
3. Click **Confirm**.

Enabling Mixed Displaying Video and Content

In order to make the devices that do not support dual stream protocol receive the content, you can enable this feature. When there is a sharing content at the conference, those devices can receive both the video and the content.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Enable **Mixed display video and content**.
It is enabled by default.
3. Click **Confirm**.

Enabling Auto Redialing

During a conference, when the device of a invited participant is disconnected, you can enable this feature to invite the participant to join the conference again after his device connected to the server again.

Before you begin

Make sure the **Auto redialing** feature is enabled in advance.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Enable **Auto redial**.
It is enabled by default.
3. Click **Confirm**.

Related tasks

[Enabling Auto Dialing](#)

Disabling the Roll Call Setting

By default, the participant whose name is called out is unmuted automatically. If the participants do not want to hear the voice of the participant whose name is called out, you can disable the roll call setting.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Disable the **Roll call** .
It is enabled by default.
3. Click **Confirm**.

Enabling Local Screen Merged with Video Display

If you want all participants to see the local videos, you can enable this feature.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Enable **Local screen merged with video display**.
It is disabled by default.
3. Click **Confirm**.

Enabling Audio-Only Participants Merged with Video Display

If you want to display the images of audio-only participants (who place audio calls to join the conference) in the conference video image, you can enable this feature.

Procedure

1. Click **Enterprise Settings > Setting**.
2. Enable **Audio-only participants merged with video display**.
It is disabled by default.
3. Click **Confirm**.

Results

After you enable this feature, the images of the audio-only participants are displayed as static images in the video image.

Setting IVR Language

You can configure the voice prompt language for IVR service.

Procedure

1. Click **Enterprise Settings > Setting**.
2. In the **IVR language** field, select a language.
3. Click **Confirm**.

Applying for the Accesskey

Yealink VC Cloud Management Service provides open API for the third-parties to integrate Yealink VC Cloud Management Service with their own system, you can apply for the accesskey, which is used to call the authentication of the open API.

Before you begin

You subscribe to the Yealink Cloud API service.

Procedure

1. Click **Enterprise Settings > Cloud API**.
2. Click **Apply**.

Entrusting the Management of Yealink VC Cloud Management Service to Distributors or Resellers

You can entrust the management of Yealink VC Cloud Management Service to distributors or resellers, so they can log into Yealink VC Cloud Management Service as your enterprise administrator to manage for you.

Procedure

1. Click **Enterprise Settings > Entrusted management**.
2. Enter the ID of distributors or resellers.
3. Click **Entrust**.
4. According to prompts, click **Confirm**.

Status and Control

This chapter introduces how to control conferences, how to view the status of online users and the usage of the meeting rooms.

- [Viewing Details of Online Users](#)
- [Viewing the Conference Details](#)
- [Viewing the Usage of Meeting Rooms](#)
- [Monitoring the Conference](#)

- [Deleting Conferences](#)
- [Controlling Conferences](#)

Viewing Details of Online Users

You can view the name, the extension and the device details of online users.

Procedure

1. Click **Status and control** > **Online users**.
2. Select the desired user, and click **View**.

Device details contains the device model, the software version, the IP address and the protocol used to register Yealink Cloud accounts.

Name	Account	Device
2550	2550	View
张三	2558	
zyd	2572	

Model	Software	IP address
VC Mobile	1.26.1	211.97.129.143

Viewing the Conference Details

You can view the ongoing conference, the scheduled conference that can be joined in advance (refer to [Joining Conferences Beforehand](#)) and the unoccupied VMRs. Conference information contains the subject, the conference type, the conference number, the password, the organizer, the start time and the end time.

Procedure

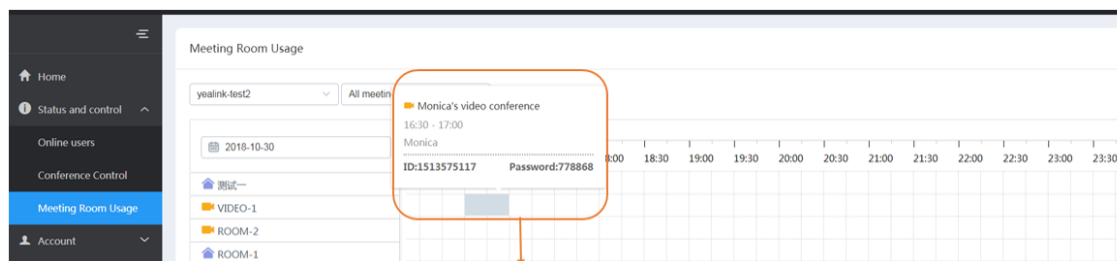
Click **Status and control** > **Conference Control**.

Viewing the Usage of Meeting Rooms

In order to know the usage of meeting rooms, you can view the details of the free entity meeting rooms and the occupied meeting rooms.

Procedure

Click **Status and control** > **Meeting Room Usage**.



The progress bar in gray means the conference room has been reserved and you cannot reserve it during this time.

Hover your mouse over the progress bar, you can view the pop-up window, click the pop-up window and you can view the conference details.

Monitoring the Conference

You can monitor the VMRs, the ongoing conferences and the scheduled conferences that can join in advanced (refer to [Joining Conferences Beforehand](#)), to meet the demand that the dean can see the class performance or the administrator can see the conference performance.

- [Going to the Conference Monitoring Page](#)
- [Adjusting the Volume](#)
- [Selecting an Audio Output Device](#)
- [Changing the Display Language](#)
- [Configuring the Maximum Video Images in Equal N×N Mode](#)
- [Configuring the Video Carousel](#)
- [Displaying a Participant in a Full Screen/Exiting the Full Screen](#)
- [Scaling the Video Image](#)
- [Changing Video Layouts](#)
- [Scaling the Conference Monitoring Page](#)


Going to the Conference Monitoring Page

If you want to monitor a conference, you need go to the Conference Monitoring page first.

Before you begin

You subscribe to this service from Yealink.

Procedure

1. Click **Status and control** > **Conference Control**.
2. Select **Ongoing**, **Reserved**, or **VMR**.
3. On the right side of desired conference, click  to go to the Conference Monitoring page.

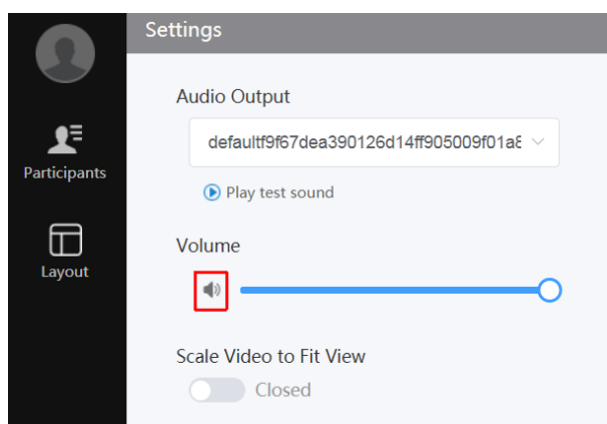
Adjusting the Volume

Before you begin

Go to the Conference Monitoring page.

Procedure

1. Click **Settings**.
2. In the **Volume** field, drag the adjuster to the desired value.
3. Click the volume icon to mute the device.



Selecting an Audio Output Device

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.

Before you begin

Going to the Conference Monitoring page via Chrome.

Procedure

1. Click **Settings**.
2. Select the available device from the drop-down menu of the **Audio Output**.
3. Click **Play test sound**, and you can adjust the volume when the music is playing.

Changing the Display Language

The supported display languages are Chinese Simplified and English now.

Procedure

1. Click **Settings**.
2. Select a language from the drop-down menu of **Language Setting**.

Configuring the Maximum Video Images in Equal N×N Mode

Before you begin

Go to the Conference Monitoring page.

Procedure

1. Click **Layout**.
2. Select a desired value from the drop-down menu of **Equal N×N**.
The default value is 4x4.
3. Click **SAVE**.

Configuring the Video Carousel

If the number of participants exceeds the maximum number of video images per screen, you can enable the video carousel, and the system will switch among the video images of the participants automatically.

Before you begin

Go to the Conference Monitoring page.

Procedure

1. Click **Layout**.
2. Enable **Video carousel**.
3. Select **videos switch** or **Full screen switches**.
4. Click **SAVE**.

Displaying a Participant in a Full Screen/Exiting the Full Screen

Before you begin

Go to the Conference Monitoring page.

Procedure

1. Click **Participants**.
2. Select the desired participant, and click **Zoom In/Zoom Quit**.

Scaling the Video Image

When you click an item such as **Settings** on the menu bar, the pop-up pane may cover some parts of the video image. Therefore, you can enable **Scale Video to Fit View** to get a better visual experience.

Before you begin

Go to the Conference Monitoring page.

Procedure

1. Click **Settings**.
2. Enable **Scale Video to Fit View**.

Changing Video Layouts

- [Hiding/Showing the Video](#)
- [Switching Between the Video Window and the Content Window](#)

Hiding/Showing the Video

You can hide or show the video to control whether to display the video or not.

About this task

By default, when participants are sharing contents, the received content is displayed in a large window, the video are displayed in a small window in the bottom-left corner.

Procedure

Click  in the right-corner of the video window or click **Remote video** in the bottom-left corner of the screen.

Switching Between the Video Window and the Content Window

By default, when participants are sharing contents, the received content is displayed in a large window, and the video are displayed in a small window in the bottom-left corner.

About this task

You can display the video in a large window to view it clearly.

Procedure

Click the video in small window.

The video will be displayed in a large window, and the received content is displayed in a small window in the bottom-left corner.

Scaling the Conference Monitoring Page

You can scale the Conference Monitoring page to a full screen or not.

Before you begin

Go to the Conference Monitoring page.

About this task

By default, the page is displayed as a window.

Procedure

Do one of the following:

- Click **Full Screen/Exit Full Screen** in the menu bar.
- Double click the page to display it in a full screen or exit the full screen.


Deleting Conferences

You can delete the ongoing conference and the scheduled conference that can be joined in advance (refer to [Joining Conferences Beforehand](#)).

About this task

If you want to delete ongoing conferences, the conferences will end immediately.


Procedure

1. Click **Status and control > Conference Control > Ongoing/Reserved**.
2. Click icon  on the right side of the corresponding conference.
3. If you want to delete the periodic conferences, click **Delete occurrence/Delete series**.
4. If you want to delete a single conference, click **Confirm**.

Controlling Conferences

You can control the ongoing conferences, the scheduled conferences that can join in advanced (refer to [Joining Conferences Beforehand](#)) and VMRs as a moderator. The conference control includes configuring the conference layout, configuring the messages, managing conference participants and so on.

Procedure

1. Click **Status and control** > **Conference Control**.
2. Select **Ongoing**, **Scheduled** and **VMR**.
3. On the right side of the desired conference, click .
4. Control the conference. For more information, refer to [Yealink VC Cloud Management Service User Guide](#).

Statistics

You can view the call statistics of Yealink VC Cloud Management Service, and you can also view the call history of different conferences.

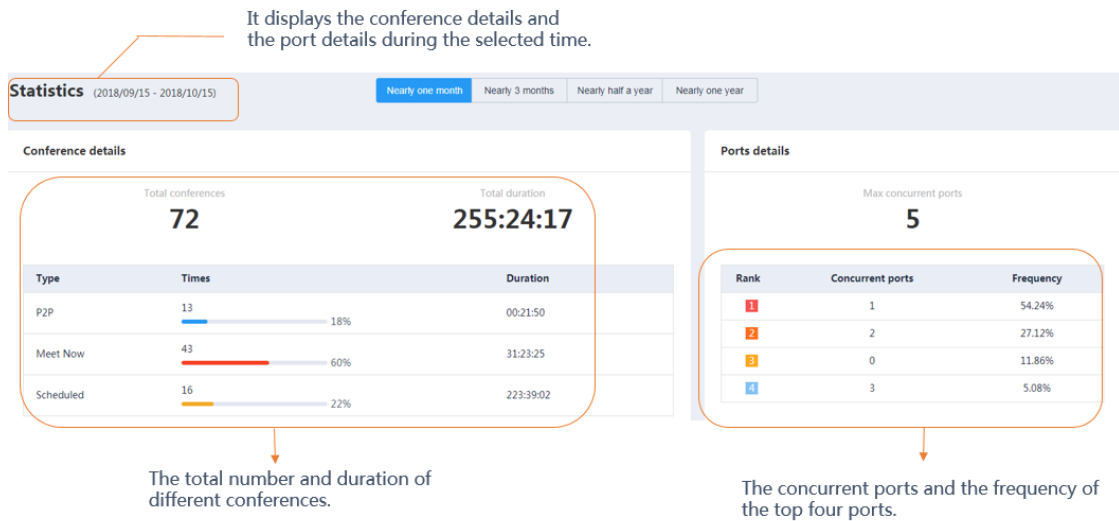
- [Viewing the Conference Statistics](#)
- [Viewing Details of Conference Statistics](#)

Viewing the Conference Statistics

You can view the conference statistics.

Procedure

Click **Statistics** > **Meeting Statistics**.



Name	Description
P2P conference	If there is a call between two devices, one call party can invite other people to initiate a conference.
Meet Now Conference	This conference is initiated by the devices or by calling into VMRs, without any reservation.
Scheduled Conference	This conference should be scheduled in advance.

Name	Description
Max concurrent ports	It displays the maximum concurrent ports during the whole time.
Concurrent ports	It displays the maximum concurrent ports during the selected time.

Viewing Details of Conference Statistics

You can view the call records of P2P conferences, meet now conferences, and scheduled conferences.

Procedure

1. Click **Statistics > Meeting Statistics**.
2. Select **P2P**, **Meet Now** and **Scheduled**, and the corresponding call records will be displayed on the page.
3. On the right side of the corresponding conference, click **View** to view the details.

Record						Export
<input type="text" value="Search"/>						
<div> <div>P2P</div> <div>Meet Now</div> <div>Scheduled</div> </div>						
Subject	ID	Organizer	Participants	Start time	Duration	Detail
Call from 张三 to zyd	--	张三	--	2018/08/28 09:54 -...	00:02:39	View

Click **Export** in the right side to export call records.

Following is an example of the exported call records:

Subject	ID	Organizer	Participants	Begin Time	End Time	Duration
Call from 2550 to 2668	--	2550	--	2018/10/09 15:55:00	2018/10/09 15:55:07	00:00:07
Call from 2550 to 2668	--	2550	--	2018/10/09 15:39:36	2018/10/09 15:39:47	00:00:11
Call from 2549 to 2668	--	2549	--	2018/10/09 13:53:05	2018/10/09 13:53:23	00:00:18
Call from 2550 to 2549	--	2550	--	2018/09/30 11:39:29	2018/09/30 11:39:46	00:00:17
Call from 2550 to 2549	--	2550	--	2018/09/30 11:31:06	2018/09/30 11:31:54	00:00:48
Call from 2550 to 2549	--	2550	--	2018/09/30 11:30:55	2018/09/30 11:31:54	00:00:59
Call from 2668 to 2549	--	2668	--	2018/09/27 15:34:43	2018/09/27 15:36:29	00:01:46
Call from 2668 to 2549	--	2668	--	2018/09/27 15:32:28	2018/09/27 15:33:04	00:00:36

Troubleshooting

This chapter provides general troubleshooting methods to help you solve problems that you might encounter when using Yealink VC Cloud Management Service. For more information about troubleshooting, you can contact Yealink distributors or Yealink technical support engineers.

- [Users Do Not Receive Emails](#)

Users Do Not Receive Emails

Situation:

When you send user account information to users by email, but users do not receive any emails.

Cause:

- The emails may be in the spam folders.
- The email may be intercepted by the back-end server.

Solution:**Procedure**

1. Remind users to check the spam folder.
2. Contact the enterprise IT staff to check the back-end server.

Appendix-Time Zones

The supported time zones are as follows.

Time zone
(UTC-11 : 00) Coordinated Universal Time-11
(UTC-11 : 00) Samoa
(UTC-10 : 00) Hawaii
(UTC-09 : 00) Alaska
(UTC-08 : 00) Baja California
(UTC-08 : 00) Pacific Time (US & Canada)
(UTC-07 : 00) Arizona
(UTC-07 : 00) Chihuahua, La Paz, Mazatlan
(UTC-07 : 00) Mountain Time (US & Canada)
(UTC-06 : 00) Central America
(UTC-06 : 00) Central Time (US & Canada)
(UTC-06 : 00) Guadalajara, Mexico City, Monterrey
(UTC-06 : 00) Saskatchewan
(UTC-05 : 00) Bogota, Lima, Quito
(UTC-05 : 00) Eastern Time (US & Canada)
(UTC-05 : 00) Indiana (East)
(UTC-04 : 00) Asuncion
(UTC-04 : 00) Atlantic Time (Canada)
(UTC-04 : 00) Cuiaba
(UTC-04 : 00) Georgetown, La Paz, Manaus, San Juan
(UTC-04 : 00) Santiago
(UTC-03 : 30) Newfoundland
(UTC-03 : 00) Brasilia

Time zone
(UTC-03 : 00) Buenos Aires
(UTC-03 : 00) Cayenne, Fortaleza
(UTC-03 : 00) Greenland
(UTC-03 : 00) Montevideo
(UTC-02:00) Coordinated Universal Time-02
(UTC-02 : 00) Mid-Atlantic
(UTC-01 : 00) Azores
(UTC-01 : 00) Cape Verde Is.
(UTC) Casablanca
(UTC) Coordinated Universal Time
(UTC) Dublin, Edinburgh, Lisbon, London
(UTC) Monrovia, Reykjavik
(UTC+01 : 00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna
(UTC+01 : 00) Belgrade, Bratislava, Budapest, Ljubljana, Prague
(UTC+01 : 00) Brussels, Copenhagen, Madrid, Paris
(UTC+01 : 00) Sarajevo, Skopje, Warsaw, Zagreb
(UTC+01 : 00) West Central Africa
(UTC+01 : 00) Windhoek
(UTC+02 : 00) Amman
(UTC+02 : 00) Athens, Bucharest, Istanbul
(UTC+02 : 00) Beirut
(UTC+02 : 00) Cairo
(UTC+02 : 00) Damascus
(UTC+02 : 00) Harare, Pretoria
(UTC+02 : 00) Helsinki, Kyiv, Riga, Sofia, Tallinn, Vilnius
(UTC+02 : 00) Jerusalem
(UTC+02 : 00) Minsk
(UTC+03 : 00) Baghdad
(UTC+03 : 00) Kuwait, Riyadh
(UTC+03 : 00) Moscow, St. Petersburg, Volgograd
(UTC+03 : 00) Nairobi
(UTC+03 : 30) Tehran
(UTC+04 : 00) Abu Dhabi, Muscat
(UTC+04 : 00) Baku

Time zone
(UTC+04 : 00) Port Louis
(UTC+04 : 00) Tbilisi
(UTC+04 : 00) Yerevan
(UTC+04 : 30) Kabul
(UTC+05 : 00) Ekaterinburg
(UTC+05 : 00) Islamabad, Karachi
(UTC+05 : 00) Tashkent
(UTC+05 : 30) Chennai, Kolkata, Mumbai, New Delhi
(UTC+05 : 30) Sri Jayewardenepura
(UTC+05 : 45) Kathmandu
(UTC+06 : 00) Astana
(UTC+06 : 00) Dhaka
(UTC+06 : 00) Novosibirsk
(UTC+06 : 30) Yangon (Rangoon)
(UTC+07 : 00) Bangkok, Hanoi, Jakarta
(UTC+07 : 00) Krasnoyarsk
(UTC+08 : 00) Beijing, Chongqing, Hong Kong, Urumqi
(UTC+08 : 00) Irkutsk
(UTC+08 : 00) Kuala Lumpur, Singapore
(UTC+08 : 00) Perth
(UTC+08 : 00) Taipei
(UTC+08 : 00) Ulaanbaatar
(UTC+09 : 00) Osaka, Sapporo, Tokyo
(UTC+09 : 00) Seoul
(UTC+09 : 00) Yakutsk
(UTC+09 : 30) Adelaide
(UTC+09 : 30) Darwin
(UTC+10 : 00) Brisbane
(UTC+10 : 00) Canberra, Melbourne, Sydney
(UTC+10 : 00) Guam, Port Moresby
(UTC+10 : 00) Hobart
(UTC+10 : 00) Vladivostok
(UTC+11 : 00) Magadan
(UTC+11 : 00) Solomon Is., New Caledonia

Time zone
(UTC+12 : 00) Auckland, Wellington
(UTC+12 : 00) Coordinated Universal Time+12
(UTC+12 : 00) Fiji
(UTC+13 : 00) Nuku'alofa

Appendix B-Alarm Type

The supported alarm types.

Alarm type	Rank
Bad quality call	Critical
Register failure	Critical
Update Firmware failure	Critical
Update Configuration failure	Critical
Application crash	Critical
Application is not responding	Critical
Kernel panic	Critical
Hold failure	Minor
Resume failure	Minor
RTP violate	Minor
RTP address change	Minor
RTP SSRC change	Minor
RTP dead	Minor
SRTP failure	Minor
Call fail	Minor
Meet now failure	Major
Time synchronization failure	Major