

**Yealink VC Cloud Management
Service Web App User Guide V1.0**

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About This Guide

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

- [Introduction of Yealink Web App](#)
- [Targeted Audiences](#)
- [Basic Concepts](#)
- [Hardware and Software Requirements for PC](#)
- [Browser Compatibilities](#)
- [Icons Introduction](#)
- [In This Guide](#)

Introduction of Yealink Web App

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

Targeted Audiences

This guide is mainly intended for the following audiences.

- Endpoint users
- Distributors

Basic Concepts

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

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

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

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

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

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

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

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

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

Hardware and Software Requirements for PC

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

Operating System	<ul style="list-style-type: none"> Windows 7 or later MacOS X
Browser	<ul style="list-style-type: none"> Chrome 52 or later (the latest version is recommended) Firefox 52 or later (the latest version is recommended) 360 browser 9.1 or later
PC Resolution	1920*1080 is recommended

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

Browser Compatibilities

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

Firefox	<p>The following functions are not supported by the Firefox from version 52 to version 55:</p> <ul style="list-style-type: none"> Share a running application. Configure the speaker. View the resolution and the codec of the conference. <p>Besides, you cannot view the video frame rate and the content frame rate on Firefox 52.</p>
Google Chrome	<ul style="list-style-type: none"> Joining a broadcasting interactive video conference is not supported by Chrome 58 or before. You cannot detect whether the speaker is abnormal or not on Chrome from version 52 to version 61.

Icons Introduction

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

Table 1:

Icon	Description
	The conference is locked
	The conference is encrypted

	The guest or the student
	The moderator or the teacher
	The microphone is muted
	The audio devices and the video devices are abnormal
	Poor network signal (the packet loss rate is more than 10%)

In This Guide

This guide contains those chapters.

- Chapter 1 [Basic Operations](#)
- Chapter 2 [Managing Audio and Video Preferences](#)
- Chapter 3 [Controlling the Conference](#)
- Chapter 4 [Troubleshooting](#)

Basic Operations

This guide provides operations for enterprise users to use Yealink Web App.

- [Going to the Login Page](#)
- [Joining a Conference](#)
- [Instruction of the Conference Page](#)
- [Changing the Display Language](#)

Going to the Login Page

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

Procedure

1. Do one of the following:
 - If you have the URL of the Yealink Web App, follow those steps:
 1. Open a web browser.
 2. Enter the URL in the address bar.
 - If you receive a conference invitation, you can follow these steps:
 1. Click the URL in the conference invitation.
2. Enter the YMS account and password.



Tip: This step is only available when the administrator enables the feature of accessing the WebRTC authentication.

Joining a Conference

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

About this task

- [Setting the Audio and Video Parameters before Joining a Conference](#)
- [Going to the Login Page](#)

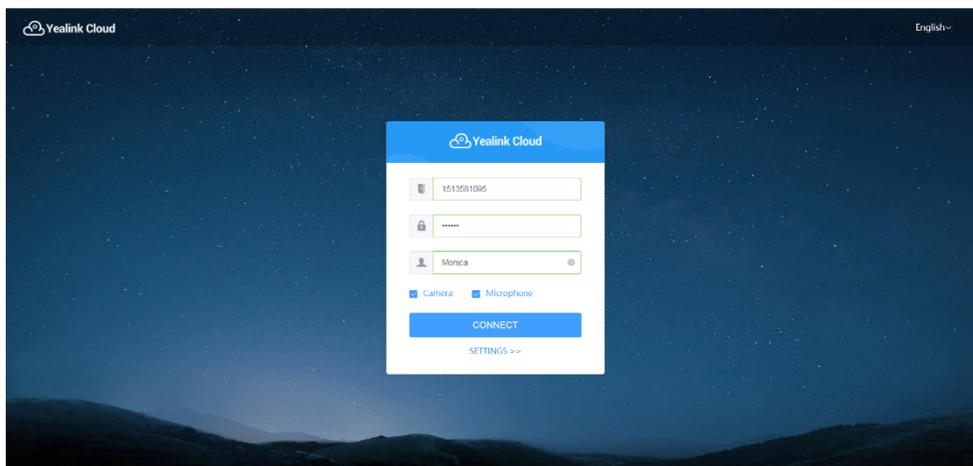
Procedure

1. Do one of the following:

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

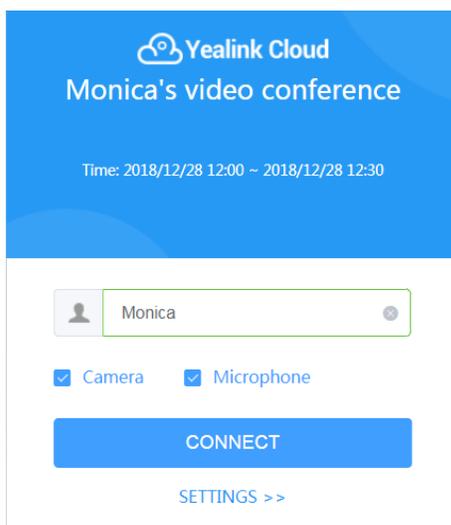
1. Enter the conference ID, the password, and your name.

You can get the conference ID and the password from other conference participants.



- If you go to the Login page via the URL in the conference invitation, follow these steps:

1. Enter your name.



2. Select the checkboxes of **Camera** and **Microphone**.

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

3. Click **CONNECT**.

4. Preview your video and audio devices.

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

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

Video and Audio Preview

Camera

No video device detected



Microphone

No audio device detected

Sound test

Audio Output

default07f3d8914b7d4b54015ccfd8dc...

Play test sound

Don't show me these options again

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

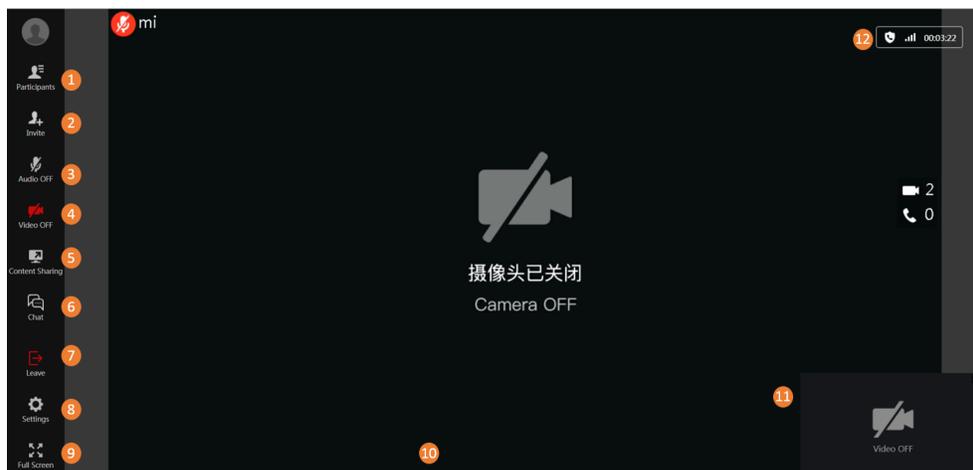
Related tasks

[Setting the Audio and Video Parameters before Joining a Conference](#)

[Changing the Display Language](#)

Instruction of the Conference Page

In the Yealink Web App, after the conference begins, you can interact with other conference participants. The Conference page is shown as below:



Number	Description
1	<ul style="list-style-type: none"> For the guests or students, they can see the status of other participants and the conference information. For the moderators or teachers, they can also control the participants, such as muting/unmuting the participants, locking/unlocking the conference, turning on/off the video image of a participants and so on.
2	<ul style="list-style-type: none"> Invite participants by SIP or H.323 protocol.
3	<p>Mute or unmute the local microphone.</p> <p>In the training mode or education mode conference, the guests or students can click  to apply for speaking.</p>
4	Turn off or turn on the local camera.
5	<ul style="list-style-type: none"> In discussion mode conference and Meet Now conference, any participant can share contents with other participants. In training mode conference, only the moderators and the lecturers can share contents. In education mode conference, teachers and the interactive parties can share contents with other participants, but the students cannot.
6	Initiate the chat with all participants or a single participant.
7	Leave the conference.
8	Configure the audio and video devices, select a language and view the call statistics.
9	Displays the conference image in a full screen.
10	Displays the remote video.
11	Displays the local video.

Number	Description
12	<ul style="list-style-type: none"> • Displays the call duration and the network signal strength. • Displays the icons of the encrypted conference and of the locked conference. <p>For more information, refer to Icons Introduction .</p>

Changing the Display Language

Languages available on Yealink Web App are English and Chinese simplified.

Before you begin

You join a conference.

Procedure

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

Related tasks

[Joining a Conference](#)

Managing Audio and Video Preferences

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

Moreover, you can change audio and video preferences and control audio and video during a conference.

- [Setting the Audio and Video Parameters before Joining a Conference](#)
- [Changing Audio and Video Devices during a Conference](#)
- [Controlling Audio and Video Devices during a Conference](#)

Setting the Audio and Video Parameters before Joining a Conference

Before joining the conference, you can select the desired audio and video devices, mute or unmute the microphone, and set the video and the content definition. You can also enable **Tips on Joining and Leaving**. You can also preview the audio/video advices according to the prompts.

Procedure

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

Settings

Camera

A4 TECH HD PC Camera (0ac8:3500) ▾



Microphone

Default - 麦克风阵列 (A4 TECH PC C... ▾

Sound test

Audio Output

Default - 麦克风阵列 (A4 TECH PC C... ▾

Play test sound

Always preview audio and video settings before joining

Open

Mute microphone when first joining

Closed

[Advanced Settings](#) ⌵

Video Quality

HD (720P30fps) -- Default ▾

Content Quality

Full HD (1080P5fps) -- Default ▾

RESET CANCEL OK

3. Do the following:

- Enable **Always preview audio and video settings before joining**.
It is enabled by default.
- Enable **Mute microphone when first joining**.

The **Microphone** checkbox in the Login page will synchronize this configuration.

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

Parameter	Description
Video Quality	<ul style="list-style-type: none"> • Full HD (1080P30fps): the maximum bandwidth about sending and receiving is about 2MB. • HD (720P30fps): the maximum bandwidth about sending and receiving is about 1MB. • SD (360P30fps): the maximum bandwidth about sending and receiving is about 128KB. <p>Default: HD (720P30fps)</p>

Parameter	Description
Content Quality	<ul style="list-style-type: none"> • Full HD (1080P30fps): the maximum bandwidth about sending and receiving is about 2MB. • Full HD (1080P15fps): the maximum bandwidth about sending and receiving is about 1MB. • Full HD (1080P5fps): the maximum bandwidth about sending and receiving is about 256KB. • HD (720P30fps): the maximum bandwidth about sending and receiving is about 1MB. <p>Default: Full HD (1080P5fps)</p>

5. Click **OK**.

Related tasks

[Joining a Conference](#)

Related information

[You Cannot View the Local Video?](#)

[The Remote Party Cannot Hear Your Voice?](#)

[You Can Hear the Echo?](#)

Changing Audio and Video Devices during a Conference

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

Procedure

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

Related information

[You Cannot View the Local Video?](#)

[The Remote Party Cannot Hear Your Voice?](#)

[You Can Hear the Echo?](#)

Controlling Audio and Video Devices during a Conference

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

- [Muting/Unmuting the Local Microphone](#)
- [Enabling/Disabling the Local Camera](#)
- [Hiding/Showing the Local Video](#)

Muting/Unmuting the Local Microphone

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

Procedure

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

The icon  will appear on/disappear from the top-left corner of the local video.

Related information

[The Remote Party Cannot Hear Your Voice?](#)

Enabling/Disabling the Local Camera

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

Procedure

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

Related information

[You Cannot View the Local Video?](#)

Hiding/Showing the Local Video

You can hide or show the local video.

About this task

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

Procedure

- Do one of the following:
 - Click the local video or click  in the top-right corner of the local video to hide the local video.
 - Click **Local Video** at the bottom right to display the local video.
- Click  /  in the top-left corner of the local video to hide the local video.

Related information

[You Cannot View the Local Video?](#)

Controlling the Conference

After joining the conference, you can control the conference. For example, you can apply for speaking, share contents, zoom in/zoom out the video to adjust the window and so on.

- [Discussion Mode and Training Mode](#)
- [Education Mode](#)
- [Managing Conference Participants](#)
- [Applying for Speaking](#)
- [Installing Yealink Content Sharing Extension](#)

- [Sharing the Contents](#)
- [Enabling Scale Video to Fit View](#)
- [Enabling Tips for Joining/Leaving a Conference](#)
- [Changing Video Layout](#)
- [Enabling/Disabling the Full-screen Mode](#)
- [Initiating the Chat with All Participants](#)
- [Initiating the Chat with a Single Participant](#)
- [Viewing the Chat Record](#)
- [Deleting the Chat Record with a Single Participant](#)
- [Leaving the Conference](#)

Discussion Mode and Training Mode

The mode of the scheduled video conferences can be divided into discussion mode and training mode, and the differences between the two modes are listed below:

Table 2:

Difference	Mode	Description	
Role	Discussion Mode	Moderator	
		Guest	
	Training Mode	Moderator	
		Lecturer	
		Guest	
Feature Privilege	Discussion Mode	Moderators can do the following: <i>Inviting a Participant</i> , <i>Enabling/Disabling the Video Image</i> , <i>Switching the Roles Between Moderators and Guests</i> , <i>Viewing the Device Information</i> , <i>Removing a Participant</i> , <i>Moving a Participant into the Lobby</i> , <i>Allowing/Rejecting a Participant in the Lobby to Join the Conference</i> , <i>Locking/Unlocking a Conference</i> , and <i>Viewing the Conference Details</i> . Guests can do the following: <i>Inviting a Participant</i> and <i>Viewing the Conference Details</i> .	None
	Training Mode		Moderators can do the following: <i>Allowing/Refusing the Application for Speaking</i> , <i>Switching the Roles Between Lecturers and Moderators/Guests</i> . Guests can do the following: <i>Applying for Speaking</i> .
Speaking Rule	Discussion Mode	Free speaking.	

	Training Mode	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	Discussion Mode	All moderators and guests can share contents by default.
	Training Mode	Only moderators and lecturers can share contents. Guests cannot share contents.

Education Mode

Video conference of education mode is specially customized for the education industry:

Difference	Description
Role	Teacher
	Student
	Interactive party
Feature Privilege	Teachers can do the following: <i>Inviting a Participant</i> , <i>Allowing/Refusing the Application for Speaking</i> , <i>Muting/Unmuting Participants</i> , <i>Enabling/Disabling the Video Image</i> , <i>Switching the Roles Between Teachers and Students</i> , <i>Viewing the Device Information</i> , <i>Removing a Participant</i> , <i>Moving a Participant into the Lobby</i> , <i>Allowing/Rejecting a Participant in the Lobby to Join the Conference</i> , <i>Locking/Unlocking a Conference</i> , and <i>Viewing the Conference Details</i> . Students can do the following: <i>Inviting a Participant</i> , <i>Viewing the Conference Details</i> , and <i>Applying for Speaking</i> .
Speaking Rule	Whether or not teachers can speak is set by the conference organizer by default.
	Whether or not students can speak is set by the conference organizer by default.
Content Sharing	Teachers and interactive parties can share contents.
	Students cannot share contents.

Managing Conference Participants

- *Inviting a Participant*
- *Sharing the Conference Information*
- *Allowing/Refusing the Application for Speaking*
- *Muting/Unmuting Participants*
- *Enabling/Disabling the Video Image*
- *Switching the Roles Between Moderators and Guests*
- *Switching the Roles Between Teachers and Students*
- *Switching the Roles Between Lecturers and Moderators/Guests*

- [Viewing the Device Information](#)
- [Removing a Participant](#)
- [Moving a Participant into the Lobby](#)
- [Allowing/Rejecting a Participant in the Lobby to Join the Conference](#)
- [Locking/Unlocking a Conference](#)
- [Viewing the Conference Details](#)

Inviting a Participant

You can invite participants by SIP or H.323 protocol.

Procedure

1. Click **Invite** in the menu bar.
2. From the drop-down menu of **Protocol**, select the desired protocol.
3. Enter the address information.
4. Click **Call**.

Sharing the Conference Information

You can invite conference participants by sharing conference information with others.

Procedure

1. Click **Invite** in the menu bar.
2. Click **Shared Links** and then copy the conference information, and send it to the people you want to invite.

Allowing/Refusing the Application for Speaking

In training mode or education mode conference, the moderator or the teacher can accept, refuse or ignore the application of speaking.

Procedure

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

Muting/Unmuting Participants

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

Procedure

1. Click **Participants** in the menu bar, and click  /  on the right side of the desired participant.
2. If you want to mute/unmute all participants, click **Mute All/Unmute All**.

Enabling/Disabling the Video Image

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

Procedure

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

Switching the Roles Between Moderators and Guests

The moderator can set a guest as a moderator. And the moderator can have more rights about conference management than the guests. If the participant does not want to be a moderator anymore, the moderator can cancel his role as a moderator.

About this task

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

Procedure

1. Click **Participants** in the menu bar, and click  on the right side of the desired participant.
2. Select **Set as moderator/Set as guest** from the drop-down menu.

Switching the Roles Between Teachers and Students

The teachers can set a student as a teacher. Besides, the teacher has more rights on controlling conference than the students. If the participant does not want to be a teacher anymore, teachers can set him as a student.

About this task

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

Procedure

1. Click **Participants** in the menu bar, and click  on the right side of the desired participant.
2. Select **Set as teacher/Set as student** from the drop-down menu.

Switching the Roles Between Lecturers and Moderators/Guests

If you are a moderator in training mode conference, you can set the moderator/guest as lecturer. When the lecturer does not want to be a lecturer, the moderator can cancel his role as a lecturer.

About this task

By default, the lecturer can speak and share contents, and only his video image can be seen by the guests. The guests are muted and cannot share contents.

Procedure

1. Click **Participants** in the menu bar, and click  on the right side of the desired participant.
2. Select **Set as lecture/Cancel the lecture** from the drop-down menu.

Viewing the Device Information

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

Procedure

1. Click **Participants** in the menu bar.
2. Click  on the right side of the desired participant.
3. Select **Device Information** from the drop-down menu.

Removing a Participant

The moderator or the teacher can remove the participants.

Procedure

1. Click **Participants** in the menu bar.
2. Click  on the right side of the desired participant.
3. Select **Remove**.
4. Operate according to the prompts, and click **OK**.

Moving a Participant into the Lobby

The moderator or the teacher can move the present participants (except the moderator or the teacher) into the conference lobby.

Procedure

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

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

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

Procedure

1. Click **Participants > Lobby** in the menu bar.
2. Do the following:
 - If you want to allow or reject a participant, click  /  on the right side of the desired participant.
 - If you want to allow or reject all participants, click **Allow All/Refuse All** at the bottom of page.

Locking/Unlocking a Conference

The moderator or the teacher can lock or unlock the conferences. If the conference is locked by default, the person (except the moderator, the teacher, or the invited participants) who calls into the conference will go to the lobby.

Procedure

1. Click **Participants > Lock/Unlock** in the menu bar.
2. Select the desired participant.

3. Click **OK**.

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

Viewing the Conference Details

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

Procedure

1. Click **Participants** in the menu bar.
2. Click  to view the conference details.

Applying for Speaking

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

About this task

In education mode conference, whether or not the student can speak depends on the speaking mode set by the conference organizer by default. If the conference organizer set the speaking mode as Raise Hand, all students are muted by default. The student can speak only when the teachers allow their applications for speaking.

Procedure

Click  in the menu bar to apply for speaking.

Related information

[The Remote Party Cannot Hear Your Voice?](#)

Installing Yealink Content Sharing Extension

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

Procedure

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

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

Install or enable Yealink extension ×

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

[Local Download](#)

[Online Setup](#)

2. Do one of the following:

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

Enter “**chrome://extensions/in**” in Chrome address bar and press the Enter key to go to the Extension page.

Drag the installation package to the Chrome Extension page.

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

Install or enable Yealink extension ✕

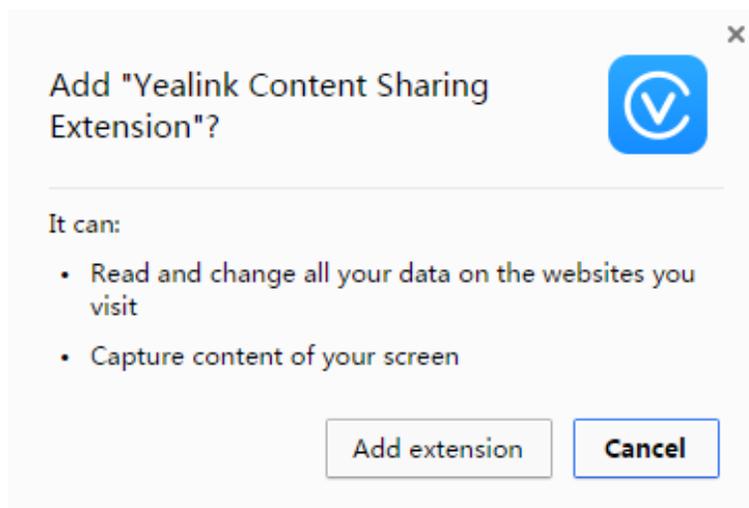
The Yealink content sharing extension is required for content sharing. You can access the Chrome web store to install online, or download for local installation. (If it is already installed, open *chrome://extensions/in* in a new tab to enable it.)

Local Download

Online Setup

Click  on the top-right corner to install the extension.

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



Sharing the Contents

To enhance the collaboration experience, you can share documents, pictures, or videos with other conference participants during a conference. In training mode conference, only moderators and lecturers can share contents, however, the guest cannot share contents. The guest can share the contents only if the moderator sets him as a lecture or a moderator. In education mode conference, only the teacher can share contents, but the students cannot share contents. The student can share contents only when he was set as a teacher by the teacher.

Before you begin

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

About this task

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

Procedure

1. Click **Content Sharing** in the menu bar.
2. Do one of the following:
 - To share your computer screen, click **Your Entire Screen**.
When your computer uses multiple monitors, you can select the desired monitor to share.
 - To share a running application, click **Application Window**.
Select a running application.
3. Click **Share**.
The content is displayed at the bottom left of the Conference page by default.
4. When sharing contents, you can do the following:
 - To display the content in a new window, click .



The page is shown as below:



You can click  to display the window in full screen or click  to exit the window.

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

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

Enabling Scale Video to Fit View

When you click an item such as **Settings** in 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

The Conference page is not displayed in a full screen.

Procedure

1. Click **Settings** in the menu bar.
2. Under the **Media Settings** tab, enable **Scale Video to Fit View**.

Enabling Tips for Joining/Leaving a Conference

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

Procedure

1. Click **Settings** in the menu bar.
2. Enable **Tips for Joining and Leaving** under the **Media Settings** tab.

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

Changing Video Layout

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

- [Hiding/Displaying the Content](#)
- [Hiding/Displaying the Remote Video](#)
- [Switching the Video Images Between the Remote Video and the Content](#)

Hiding/Displaying the Content

You can hide or display the content.

About this task

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

Procedure

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

Hiding/Displaying the Remote Video

You can hide or display the remote video image.

About this task

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

Procedure

Click  in the top-right corner of the remote video image or click **Remote Video** at the bottom left of the local video image to hide or display the remote video.

Switching the Video Images Between the Remote Video and the Content

If other participants are sharing contents, by default, the received content is displayed in a large window, while the remote video is displayed in a small window at the bottom left of the screen. For a better visual experience to view the remote video, you can switch the video images between the remote and the content.

Procedure

Click the remote video in the small window.

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

Enabling/Disabling the Full-screen Mode

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

About this task

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

Procedure

Do one of the following:

- Click  in the menu bar to enable or disable the full-screen mode.
- Double click the large window to display it in full screen or exit the full screen.

Initiating the Chat with All Participants

About this task

All participants are the participants who join the conference via the browser on the PC.

Procedure

1. Click  in the menu bar.
2. Click **Chat > Group chat**.
3. Enter the information and click **Send** or press Ctrl+Enter on your keyboard.

Initiating the Chat with a Single Participant

About this task

- The single participant is the one who joins the conference via browser on the PC.
- This feature is not applicable to the broadcasting party in the broadcasting interactive conference.

Procedure

1. Click  in the menu bar.
2. Click **Chat > Contacts**.
3. On the right side of desired participant, click .
4. Enter the information and click **Send** or press Ctrl+Enter on your keyboard.

Viewing the Chat Record

Up to 2000 pieces of messages can be saved during the conference, but if the number of the message exceeds 2000, the previous message will be deleted.

About this task

If you exit the conference and join the conference again, the chat records will be deleted instead of being saved.

Procedure

1. Click  in the menu bar.
2. Select the desired chat box and view the record.

Deleting the Chat Record with a Single Participant

About this task

The single participant is the one who joins the conference via browser on the PC.

Procedure

1. Click  in the menu bar.
2. Click **Chat**.
3. Right click the desired the record.
4. Click **Delete**.

Leaving the Conference

You can leave the conference at any time.

Procedure

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

Troubleshooting

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

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

- [Viewing Call Statistics](#)
- [Troubleshooting Methods](#)

Viewing Call Statistics

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

About this task

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

Procedure

Click **Settings** > **Call Statistics** in the menu bar.

Media Settings Call Statistics

Yealink video conference

ID 1513527393
 2018/10/29 13:00 ~ 2018/10/29 23:00

	Incoming	Outgoing
Total bandwidth	33 Kbps	549 Kbps
Device information	Web App 1.2.29	
Video		
Resolution	640 * 360	640 * 360
Codec	H264	H264
Bandwidth	5 Kbps	512 Kbps
Frame rate	5 fps	30 fps
Packets lost	131	419
Percentage lost	0%	0%
Audio		
Codec	OPUS	OPUS
Bandwidth	27 Kbps	37 Kbps
Packets lost	210	240
Percentage lost	0%	0%
Content		
Resolution	--	--
Codec	--	--
Bandwidth	--	--
Frame rate	--	--

Troubleshooting Methods

- [You Cannot View the Local Video?](#)
- [The Remote Party Cannot Hear Your Voice?](#)
- [You Can Hear the Echo?](#)
- [You Cannot Share Contents?](#)

You Cannot View the Local Video?

Situation

During a conference, you cannot view the local video.

Cause

- The camera is not connected to your computer.
- Accessing the camera is not allowed by the browser.
- The camera is used by other applications.

Solution**Procedure**

1. Check whether the camera is connected to your computer properly.
2. Check whether accessing the camera is allowed by the browser..
3. Check whether the camera is used by other applications. If it is, turn off other applications and refresh the page.

Related tasks

[Setting the Audio and Video Parameters before Joining a Conference](#)

[Changing Audio and Video Devices during a Conference](#)

[Enabling/Disabling the Local Camera](#)

[Hiding/Showing the Local Video](#)

The Remote Party Cannot Hear Your Voice?

Situation

The remote party cannot hear your voice during a conference.

Cause

- The microphone is not connected to your computer.
- The microphone is muted.

Solution**Procedure**

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

Related tasks

[Setting the Audio and Video Parameters before Joining a Conference](#)

[Changing Audio and Video Devices during a Conference](#)

[Muting/Unmuting the Local Microphone](#)

[Applying for Speaking](#)

You Can Hear the Echo?

Situation

You can hear the echo during a conference.

Cause

Multiple microphones are being used.

Solution**Procedure**

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

Related tasks

Setting the Audio and Video Parameters before Joining a Conference

Changing Audio and Video Devices during a Conference

You Cannot Share Contents?**Situation**

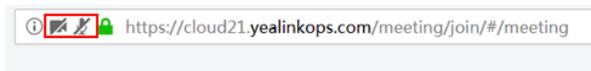
When you use Firefox browser and click **Content Sharing** on the menu bar, the prompt of Assess Denied is popped up.

Cause

The access of sharing the screen is denied.

Solution**Procedure**

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



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

