

Yealink

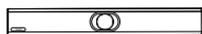


Yealink Network Technology CO., LTD

Yealink MeetingEye 400 Video Conferencing Endpoint Quick Start Guide
V43

English | 简体中文

Package Contents



MeetingEye 400



Remote Control
VCR20



AAA Battery×2



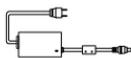
3m
Ethernet Cable



1.8m
HDMI Cable
(for the display device)



Cable Tie×5



Power Adapter



Mounting Bracket
and Accessories



Silicone Pad×2

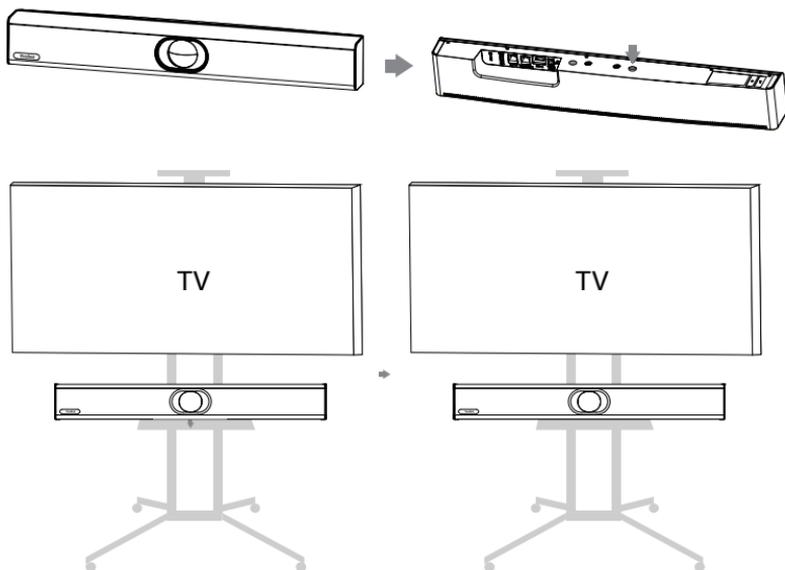


Quick Start Guide

- 💡 We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.
- 💡 Use the Yealink original power adapter (48V/0.7A) to charge the endpoint only. The use of the third-party power adapter may cause the damage to the endpoint.
- 💡 Put the magnet rings on the HDMI cable to prevent electromagnetic interference.

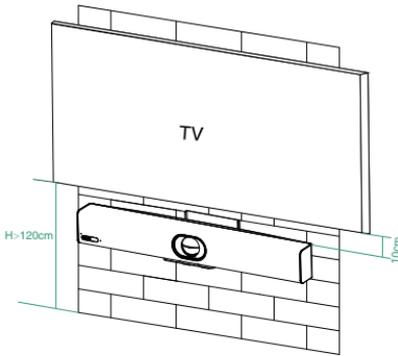
Endpoint Installation

● Put on a Flat Surface

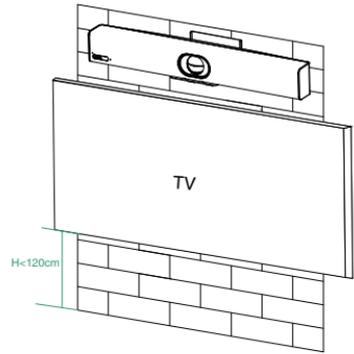


● Mount on a Wall

Placing MeetingEye 400



Mount the MeetingEye 400 below the TV when the mounting height of the TV is higher than 120cm.

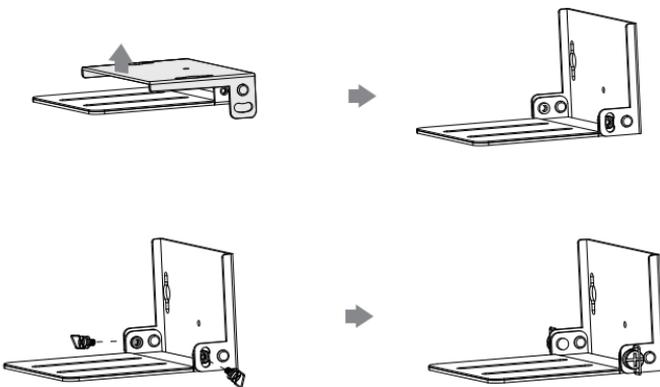


Mount the camera above the TV when the mounting height of the TV is lower than 120cm.

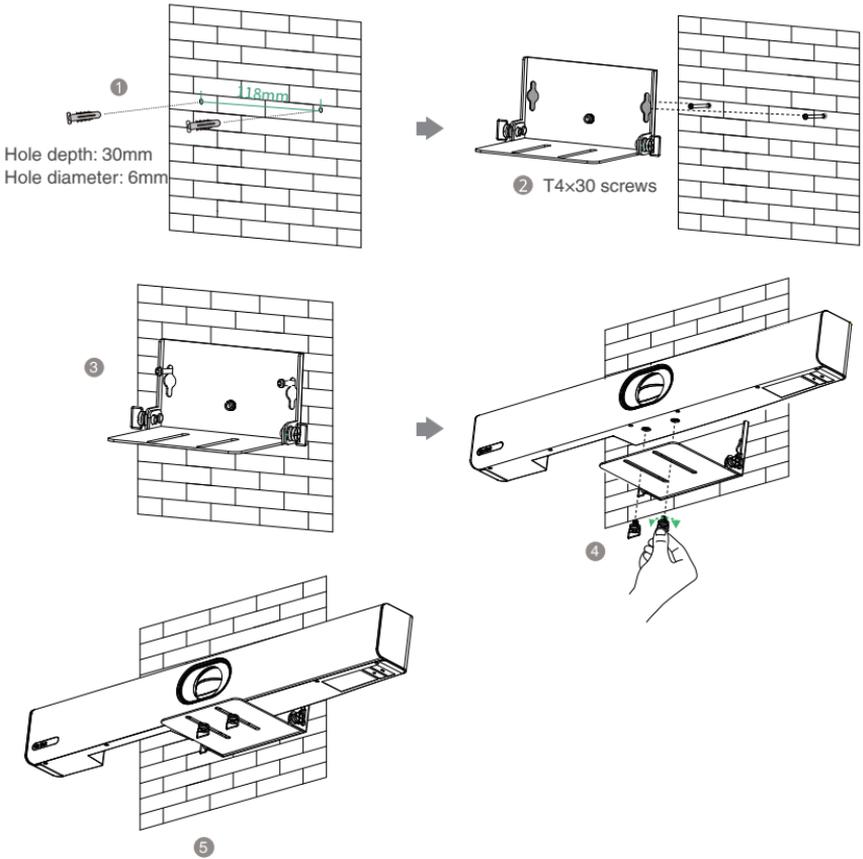
Wall Mounting

Use the bracket to mount your endpoint on a wall. The mounting height affects your camera view. The recommended height is 1.1m above the ground.

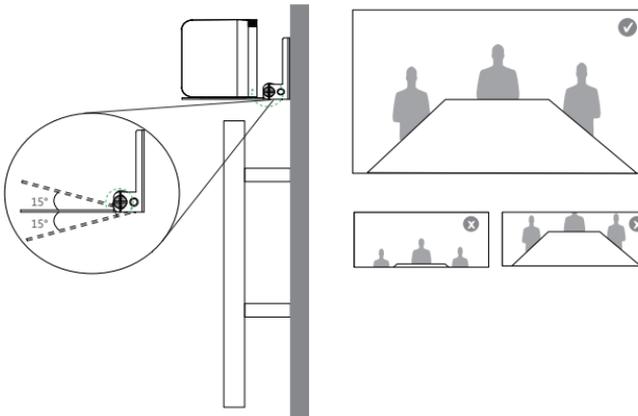
Step1: Assemble the mounting bracket



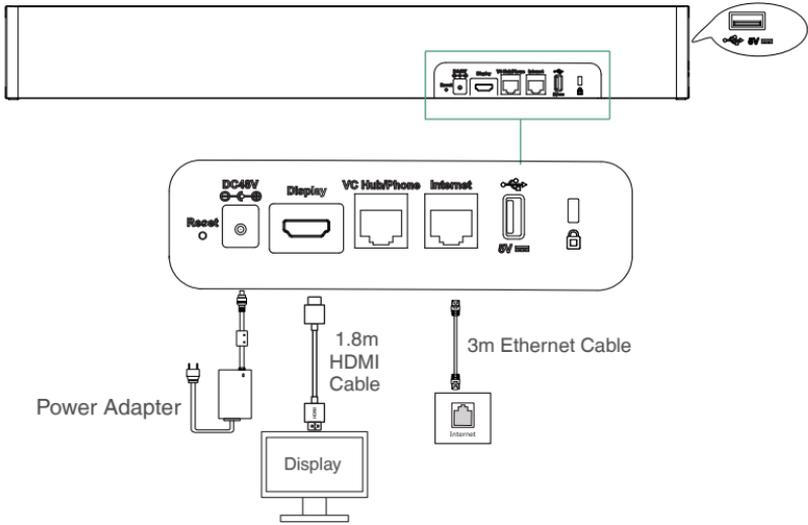
Step2: Mount the MeetingEye 400 to the wall



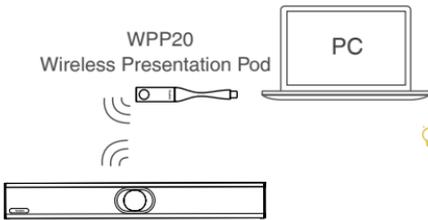
Adjusting the Camera Tilt



Endpoint Connections

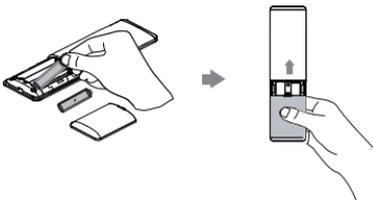


Wireless Sharing

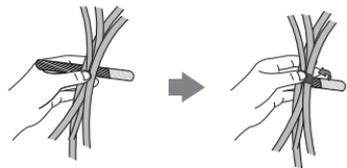


💡 For more information on WPP20 wireless presentation pod, refer to Yealink WPP20 Wireless Presentation Pod Quick Start Guide.

Remote Control



Cable Ties Installation



Network Environment

Bandwidth Requirements

Video Resolution	Recommended Bandwidth
4Kp30/1080p60	4Mbps
People 1080p60+Content 1080p60	4Mbps

- 💡 Both downlink bandwidth and uplink bandwidth should meet above requirements.
- 💡 The bandwidth mentioned above is based on a video call. In order to ensure better call quality, we recommend using 4Mbps bandwidth.

Network Deployment

Choose Cloud deployment or traditional deployment according to your need.

● Cloud Deployment

Cloud deployment does not require complex network settings. You only need to get account information from your system administrator, and log into the video conference platform.

Do the following to log into the video conference platform via remote control:

1. Select **More->Login->Advanced** (Default Admin Password:0000)->**Video Conference Platform**.
2. Enable **Cloud Account**.
3. Select the desired platform from the pull-down list of **Platform Type**.
4. Configure the desired platform and log in.

● Traditional Deployment

Do one of the following to deploy the endpoint:

Option1: Assign a static public IP address to your endpoint.

Option2: If you deploy the endpoint in an Intranet (behind the firewall), assign a static private IP address to it and configure port mapping on the firewall.

Option3: Deploy the endpoint using intelligent traversal. You only need to assign a private IP address to your endpoint. Make sure this private IP address can access the public network. Only outbound calls are available when using this method.

Configure a Static IP

The following introduces how to use the remote control to configure a static IPv4 address:

1. Select **More->Setting->Network->Wired Network** (Default Admin Password:0000).
2. Select **IPv4** from the pull-down list of **IP Mode**.
3. Select **IPv4**, and then press OK key.
4. Disable **DHCP**.
5. Enter the IP address, subnet mask, gateway and DNS information in corresponding fields.
6. Save the change.
The screen prompts "Reboot now?".
7. Select OK to reboot the endpoint.

Configure Port Mapping

If you deploy the endpoint in an Intranet, you must forward the following ports to the public network on the firewall, so that your endpoint can receive a public-to-private call.

Function	Port	Protocol Type
H.323 signal port	1719-1720	UDP/TCP
Audio & Video media stream port	50000-51000	TCP/UDP
Web management port (optional)	443	TCP
SIP (optional)	5060-5061	TCP/UDP

💡 When you use intelligent traversal to deploy your endpoint, you have to open following ports on your firewall if they are restricted.

Function	Port	Protocol Type
H.323 signal port	1719-1720	UDP/TCP
Audio & Video media stream port	50000-51000	TCP/UDP
SIP (optional)	5060-5061	TCP/UDP

💡 It is recommended that you forward the web management port(443/TCP) to the public network, so that you can manage the endpoint remotely.

Troubleshooting

● Connectivity Testing

After installation and deployment, you can test the endpoint by dialing the Yealink Demo Room (117.28.251.50 or 117.28.234.45). If you can't dial out successfully, please contact your IT administrator to check the network.

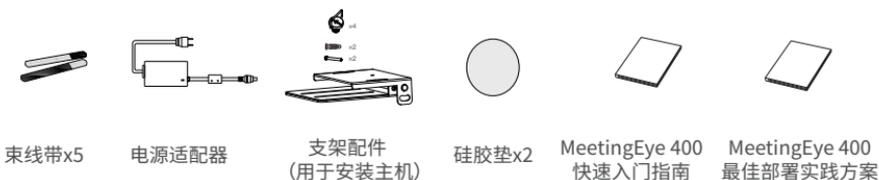
● Configuring Static NAT

If you do not use Cloud platform and deploy your endpoint in an Intranet, and you have configured port mapping on the firewall or gateway, but you find that local endpoint appears black screen and you cannot hear any sound when you call Yealink Demo or other endpoints. The most likely reason is that the firewall or gateway in your environment does not support the ALG feature. In this situation, please take the following actions so that the static NAT feature on the endpoint can solve this problem.

To configure static NAT via the remote control:

1. Select **More->Network->Wired Network** (Default Admin Password:0000)->**NAT/Firewall**.
2. Select **Automatic** from the pull-down list of **Type**, the endpoint will obtain public IP address automatically.
3. If the endpoint does not obtain a public IP address automatically, select **Manual Settings** from the pull-down list of **Type**, and then enter the public IP address in the **Public IP Address** field.
4. Save the change.

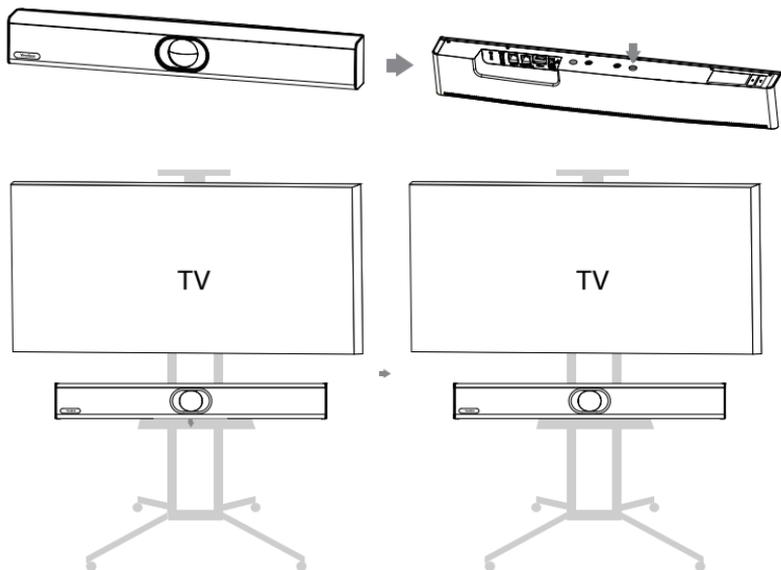
包装清单



- 💡 此为A级产品。在生活环境中,该产品可能会造成无线电干扰。在这种情况下,可能需要用户对干扰采取切实可行的措施。
- 💡 我们推荐使用由Yealink提供或经Yealink认可的配件和线缆,使用未经认可的第三方配件和线缆可能会导致性能的下降。
- 💡 使用HDMI线前,请套上磁环用于抗电磁干扰。

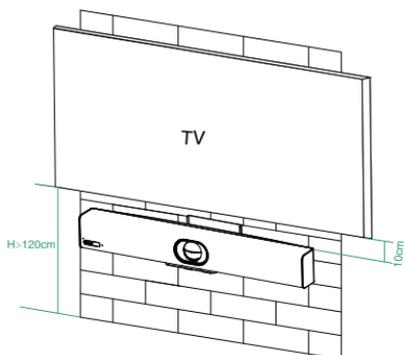
安装终端

● 平放安装

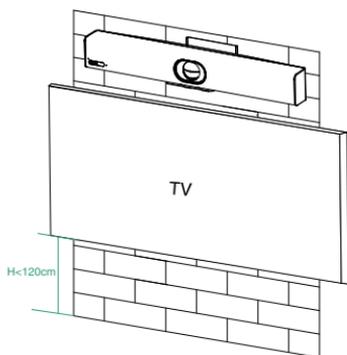


● 墙装

放置MeetingEye 400



当电视挂的高度高于120cm时,终端安装在电视下方。

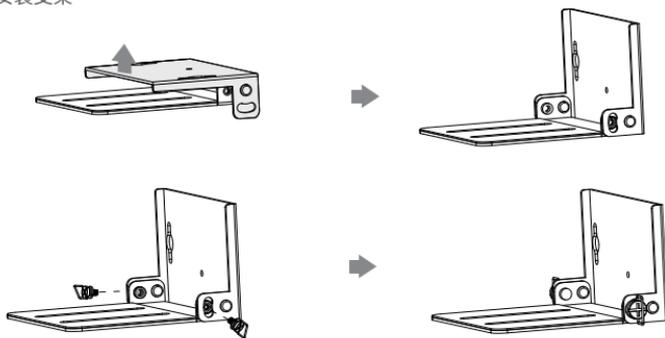


当电视挂的高度低于120cm时,终端安装在电视上方。

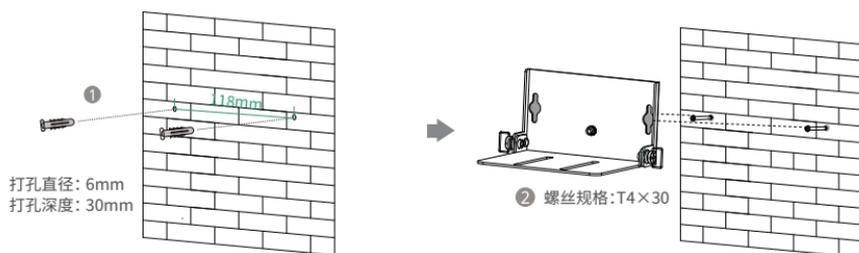
墙装

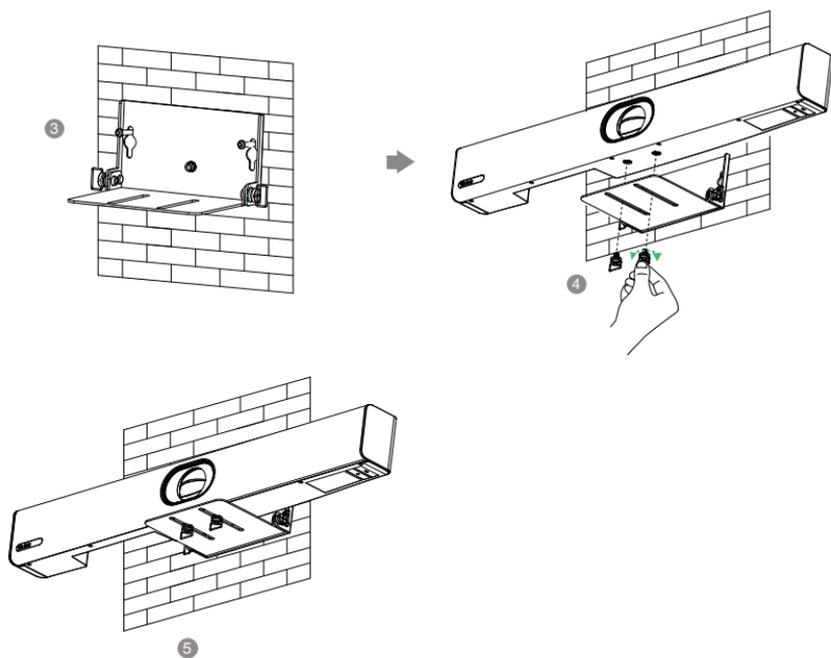
使用支架将终端安装在墙上。安装高度会影响你的视野,建议的高度为离地面1.1m。

步骤1: 安装支架

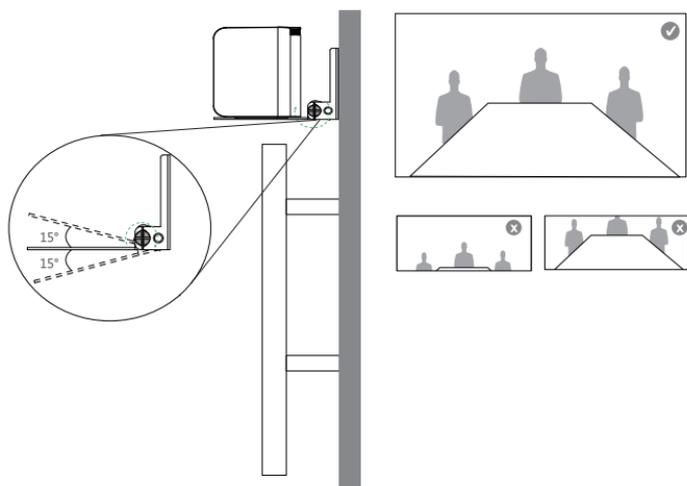


步骤2: 墙装

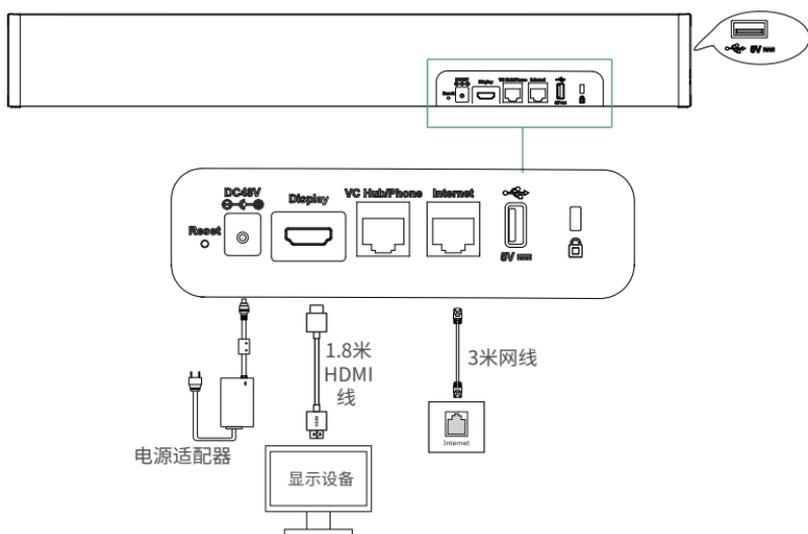




3. 调整倾斜角度



连接终端

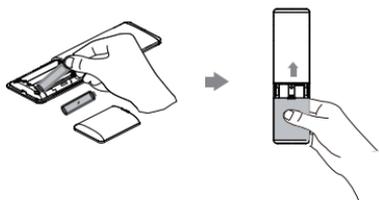


连接无线辅流

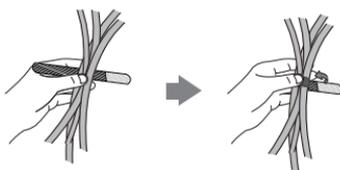
你可以选购无线辅流配件用于演示。



安装遥控器电池



使用束线带



网络快速部署

网络带宽需求

视频分辨率	建议带宽需求
4Kp30/1080p60	4Mbps
人像1080P60+内容1080P60	4Mbps

- 💡 终端所需网络带宽需求为上下行带宽需求，网络的上行带宽及下行带宽均需要满足需求。
- 💡 以上带宽需求为通话的带宽需求，为了保证更好的通话效果，我们推荐使用到4Mbps的带宽。

网络部署方案

你可以使用云服务方式或传统方式部署终端。

● 云服务方式部署

云服务方式部署无需复杂的网络配置，登录云平台就可以实现各会场间的互联互通。账号信息请从管理员处获取。

通过遥控器登录平台：

1. 选择**更多** -> **登录** -> **高级设置** (默认密码:0000) -> **视频会议服务平台**。
2. 开启**云账号**。
3. 从**登录平台**下拉框中选择你想要登录的平台。
4. 填写平台登录的相关信息并登录。

● 传统方式部署

部署会场

传统方式部署会议电视终端的场景主要有以下三种：

场景一：如果你将终端直接部署在公网，请为其设置一个固定的公网IP地址。

场景二：如果你将终端部署在内网(防火墙后)，除了其设置一个固定的内网IP地址之外，还需要在防火墙上设置端口映射。

场景三：采用智能穿透方式进行部署，仅需为终端分配一个可访问公网的IP地址即可。使用该种方式时终端只能呼出不能呼入。

设置固定IP地址

以下介绍如何通过遥控器为终端配置一个固定的IPv4地址：

1. 选择**更多** -> **设置**-> **网络详情**-> **有线网络** (默认密码:0000)。
2. 从**IP模式**下拉框中选择**IPv4**。
3. 按遥控器的上下方向键选择**IPv4**，再按OK键。
4. 禁用**DHCP**。
5. 在相应的区域中输入：IP地址、子网掩码、网关、DNS主服务器和DNS备份服务器。
6. 按遥控器的上下方向键选择**保存**，再按OK键。

显示器的液晶屏幕提示【需要重启系统使配置生效，是否立即重启?】

7. 选择**确认**重启终端。

设置端口映射

如果你将终端部署在内网，您需要在防火墙上将以下端口映射至公网。终端才可以正常接听来自公网的呼叫：

描述	端口	类型
H.323 信令端口	1719-1720	UDP/TCP
音视频媒体流端口	50000-51000	TCP/UDP
网页管理端口（可选）	443	TCP
SIP信令端口（可选）	5060-5061	TCP/UDP



采用智能穿透方式部署时，如果你的网络有端口限制，需要开放以下端口权限

描述	端口	类型
H.323 信令端口	1719-1720	UDP/TCP
音视频媒体流端口	50000-51000	TCP/UDP
SIP信令端口（可选）	5060-5061	TCP/UDP



建议会场将网页管理端口（443/TCP）映射至公网，以便其他会场可以远程管理。

故障排查

● 连通性测试

完成终端的安装部署后，你可以拨打Yealink Demo环境（117.28.251.50或117.28.234.45）来测试终端是否工作正常，如果无法呼通Demo环境，请联系网络管理员检查你的内部网络是否通畅。

● 配置静态NAT功能

如果你将终端部署在内网（防火墙后），并且已在防火墙或网关上配置了端口映射，当跨公网呼叫其他会场的终端或Yealink Demo时，本地出现黑屏无声的问题，极有可能是因为本会场网络环境中的防火墙或者网关不支持ALG功能，要解决这个问题使用遥控器开启终端上的静态NAT功能。

1. 选择**更多** -> **网络详情** -> **有线网络**（默认密码：0000） -> **NAT/防火墙**。
2. 从**类型**下拉框中选择**自动**，终端将自动获取当前网络的公网IP地址。
3. 如果终端未能自动获取到公网IP地址，你可以在**类型**下拉框中选择**手动**，然后在**公网IP地址**区域输入当前网络的公网IP地址。
4. 按遥控器的上下方向键选择**保存**，再按OK键保存当前配置。

● 联系视频客服

使用会议电视终端设备过程遇到无法解决的问题时，你可以联系视频客服解决。

1. 选择**更多** -> **设置** -> **诊断** -> **视频客服**。

Regulatory Notices

Operating Ambient Temperatures

- Operating temperature: +32 to 104°F (0 to 40°C)
- Relative humidity: 5% to 90%, noncondensing
- Storage temperature: -22 to +160°F (-30 to +70°C)

Warranty

Our product warranty is limited only to the unit itself, when used normally in accordance with the operating instructions and the system environment. We are not liable for damage or loss resulting from the use of this product, or for any claim from a third party. We are not liable for problems with Yealink device arising from the use of this product; we are not liable for financial damages, lost profits, claims from third parties, etc., arising from the use of this product.

Explanation of the symbols

● DC symbol

— is the DC voltage symbol.

● WEEE Warning symbol

 To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

Restriction of Hazardous Substances Directive (RoHS)

This device complies with the requirements of the EU RoHS Directive. Statements of compliance can be obtained by contacting support@yealink.com.

Safety Instructions

Save these instructions. Read these safety instructions before use!

General Requirements

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean, avoid collision and crash.
- Please attempt not to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well.

Environmental Requirements

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dusts.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.

Operating Requirements

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please use the accessories provided or authorized by the manufacturer only.
- The power supply of the device shall meet the requirements of the input voltage of the device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.

- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately.
- Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that is not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables.

Cleaning Requirements

- Before cleaning the device, disconnect it from the power supply.
- Use a piece of soft, dry and anti-static cloth to clean the device.
- Keep the power plug clean and dry.

Troubleshooting

The unit cannot supply power to device other than Yealink device.

There is a bad connection with the plug.

1. Clean the plug with a dry cloth.
2. Connect it to another wall outlet.

The usage environment is out of operating temperature range.

1. Use in the operating temperature range.
2. The cable between the unit and the Yealink device is connected incorrectly.

1. Connect the cable correctly.

You cannot connect the cable properly.

1. You may have connected a wrong Yealink device.

2. Use the correct power supply.

Some dust, etc., may be in the port.

1. Clean the port.

Contact your dealer or authorized service facility for any further questions.

FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following

two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

IC Statement

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) this device may not cause interference; and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device. CAN ICES-3(B)

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

(1) l'appareil ne doit pas produire de brouillage;

(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement. NMB-3(B)

Radiation Exposure Statement

This equipment complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.

Contact Information

YEALINK NETWORK TECHNOLOGY CO., LTD.

309, 3rd Floor, No.16, Yun Ding North Road, Huli District, Xiamen City, Fujian, P.R.C

YEALINK (EUROPE) NETWORK TECHNOLOGY B.V.

Strawinskylaan 3127, Atrium Building, 8th floor, 1077ZX Amsterdam, The Netherlands

YEALINK (USA) NETWORK TECHNOLOGY CO., LTD.

999 Peachtree Street Suite 2300, Fulton, Atlanta, GA, 30309, USA

Made in China

About Yealink

Yealink is a global leading provider of enterprise communication and collaboration solutions, offering video conferencing service to worldwide enterprises. Focusing on research and development, Yealink also insists on innovation and creation. With the outstanding technical patents of cloud computing, audio, video and image processing technology, Yealink has built up a panoramic collaboration solution of audio and video conferencing by merging its cloud services with a series of endpoints products. As one of the best providers in more than 140 countries and regions including the US, the UK and Australia, Yealink ranks No.1 in the global market share of SIP phones shipments.

Technical Support

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



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