Yealink

VC400 Video Conferencing System User Guide

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Statements of compliance can be obtained by contacting support@yealink.com.

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1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

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2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
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The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online:

http://www.yealink.com/GPLOpenSource.aspx?BaseInfoCateId=293&NewsCateId=293&CateId=293.

About This Guide

Thank you for choosing the Yealink VC400 full HD video conferencing system. It supports 1080P full-HD video conferencing and includes outstanding features such as good compatibility, easy deployment and intelligent network adaptability. This makes it the perfect choice for SMEs.

The Yealink VC400 full-HD video conferencing system is designed to help enterprises organize video conferences easily and efficiently. Users can expect to enjoy the high-quality video conferencing experience very cost-effectively.

This guide provides everything you need to start using your new video conferencing system. First, verify with your system administrator that the IP network is ready for system configuration. Also be sure to read the **Overview** and **Getting Started** sections in this guide before you set up and use the VC400 video conferencing system.

In This Guide

Topics provided in this guide include:

- Chapter 1 Overview
- Chapter 2 Getting Started
- Chapter 3 Customizing the VC400 Video Conferencing System
- Chapter 4 Using the VC400 Video Conferencing System
- Chapter 5 Troubleshooting

Summary of Changes

This section describes the changes to this guide for each release and guide version.

Changes for Release 21, Guide Version 21.15

The following sections are new for this version:

- Web Screen on page 45
- Hiding Icons in a Call on page 50
- Host-Mode Conference on page 81
- Auto Recording on page 109

Major updates have occurred to the following sections:

- Setup Wizard on page 27

- Placing Multiple Calls on page 80

Changes for Release 20, Guide Version 20.1

The following sections are new for this version:

- Remote Control Battery Safety Information on page 25
- Meeting Password on page 48
- Meeting Whitelist on page 49
- Dual Screen on page 100
- 8-Way Conference License on page 112

Major updates have occurred to the following sections:

- VCC18 HD Camera on page 6
- VCR10 Remote Control on page 12
- Installing the VC400 Video Conferencing System on page 22
- Audio Setting on page 71
- Far-end Camera Control on page 74
- Controlling the Camera on page 103
- Video Recording on page 106
- Screenshot on page 110

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Overview

This chapter provides an overview of the VC400 video conferencing system. Topics include:

- Packaging Contents
- System Component Instructions
- Icon Instructions
- LED Instructions
- User Interfaces
- Documentations

If you require additional information, or assistance to help you use your new system, contact your system administrator.

Packaging Contents

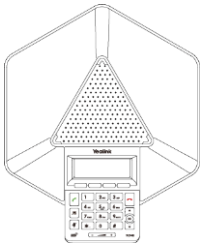
The following items are included in your package. If you find that anything is missing, contact your system administrator.

Note We recommend that you use the accessories provided or approved by Yealink. The use of unapproved third-party accessories may result in reduced performance.

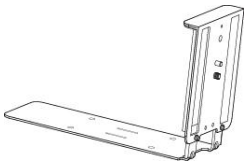
- **VC400 Codec**

- **VCC18 HD Camera**

- **VCP40 Video Conferencing Phone**



- **L-Bracket** (for installing the camera)



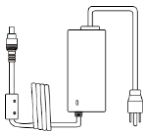
- **Camera Mounting Accessories**

Expansion bolts		× 4
Screws(Specificaiton: T4×30)		× 4
Screws(Specificaiton: M3×8)		× 2

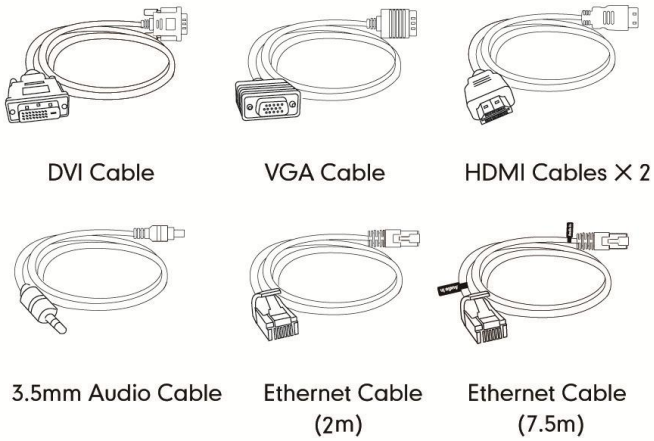
- **VCR10 Remote Control**

- **AAA Batteries×2**

- **Power Adapter**



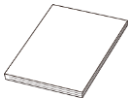
- **Cables**



- **Velcro×2**

- **Cable Ties×7**

- **Quick Start Guide**



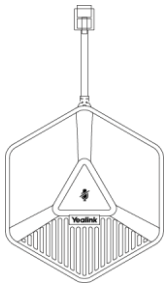
Check the list before installation. If you find that anything is missing, contact your system administrator.

Optional Accessory

The following item is optional. You should purchase it separately if necessary.

The CPE80 expansion microphone is used for expanding the audio pickup range.

- **CPE80 Expansion Microphone**



System Component Instructions

Before installing and using theVC400 video conferencing system, you need to be familiar with the following system components, including:

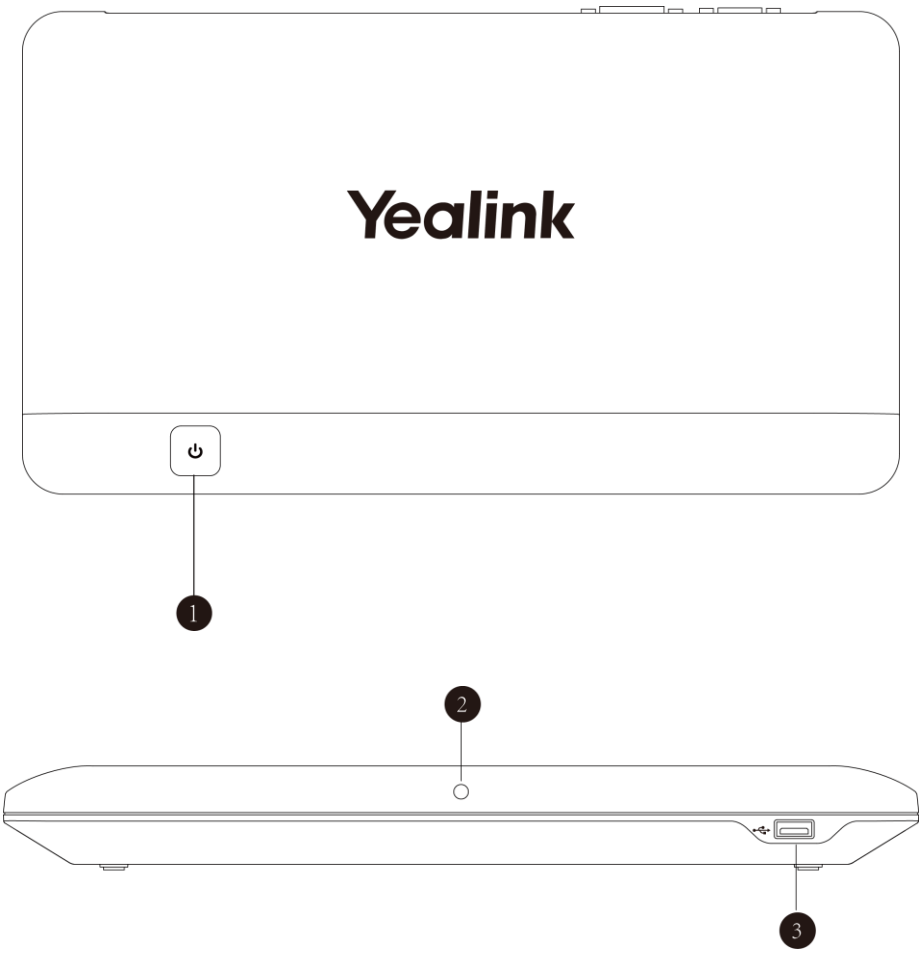
- VC400 Codec
- VCC18 HD Camera
- VCP40 Video Conferencing Phone
- CPE80 Expansion Microphone
- VCR10 Remote Control

VC400 Codec

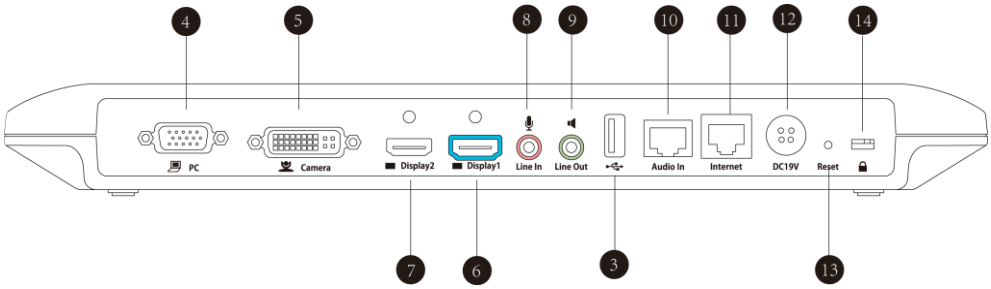
VC400 codec compresses outgoing video and audio data, transmits this information to the far end, and decompresses incoming data. It supports 16:9 and 4:3 aspect ratios. It can be compatible with different audio output devices, and can adapt to the display devices automatically.

You do not need to change the VC400 codec once it has been installed properly in your environment.

VC400 codec front panel



VC400 codec back panel



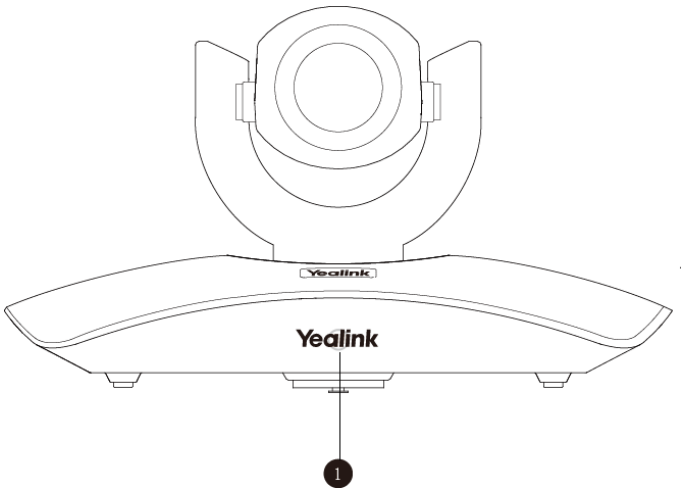
	Port Name	Description
①	Power Button	Powers the system on or off.
②	LED Indicator	Indicates different system statuses. For more information, refer to LED Instructions on page16.
③	USB	Inserts a USB flash drive to one of the two USB port for storing screenshots and recording videos. If two USB flash drives are connected, only the latter one can be identified.

	Port Name	Description
④	PC	Connects to a PC for sharing documents or videos during a call.
⑤	Camera	Connects to a camera.
⑥	Display1	Connects to a display device for displaying video images. When connecting to only one display device, Display1 port on the VC400 codec is the only available port.
⑦	Display2	Connects to secondary display device for displaying video images.
⑧	Line In	Connects to an audio input device using an audio cable (3.5mm).
⑨	Line Out	Connects to an audio output device using an audio cable (3.5mm).
⑩	Audio In	Connects to the VCP40 video conferencing phone.
⑪	Internet	Connects to the network device.
⑫	DC19V	Connects to the power source via a power adapter.
⑬	Reset Key	Resets the system to factory defaults.
⑭	Security Slot	Allows you to connect a universal security cable to VC400 codec, so you can lock it down. The system cannot be removed when locked.

VCC18 HD Camera

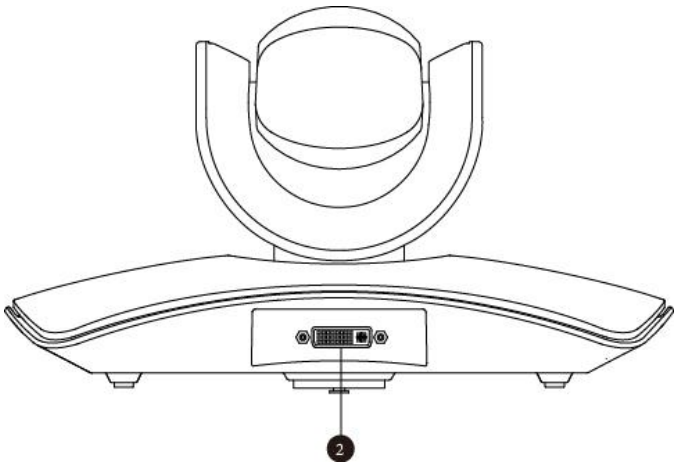
The VCC18 HD camera supports 18x optical zoom, white balance and automatic gain. You can place the camera on the table or mount it on a wall.

The front of VCC18 HD camera



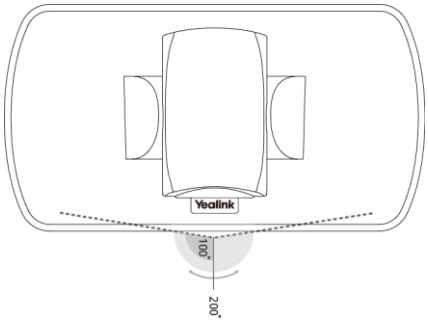
	Port Name	Description
①	LED Indicator	Indicates different system statuses. For more information, refer to LED Instructions on page16.

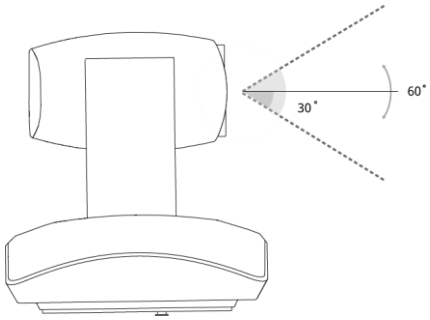
The back of VCC18 HD camera



	Port Name	Description
②	Camera	Connects to the Camera port on the VC400 codec using a DVI cable.

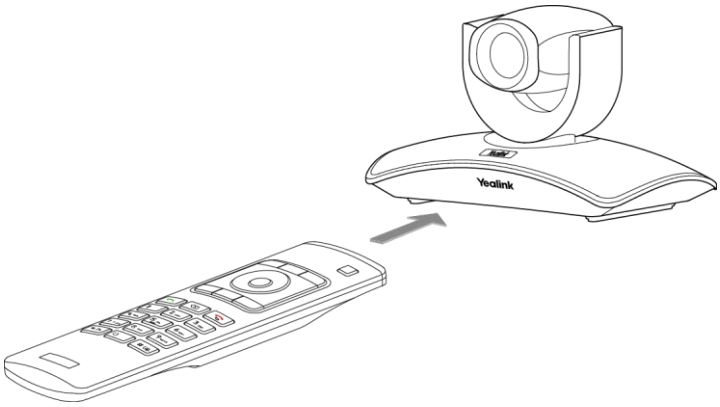
You can use the remote control to adjust the position or focus of the camera. The VCC18 camera can be panned (± 100 degrees range), tilted (± 30 degrees range).





Infrared Sensor

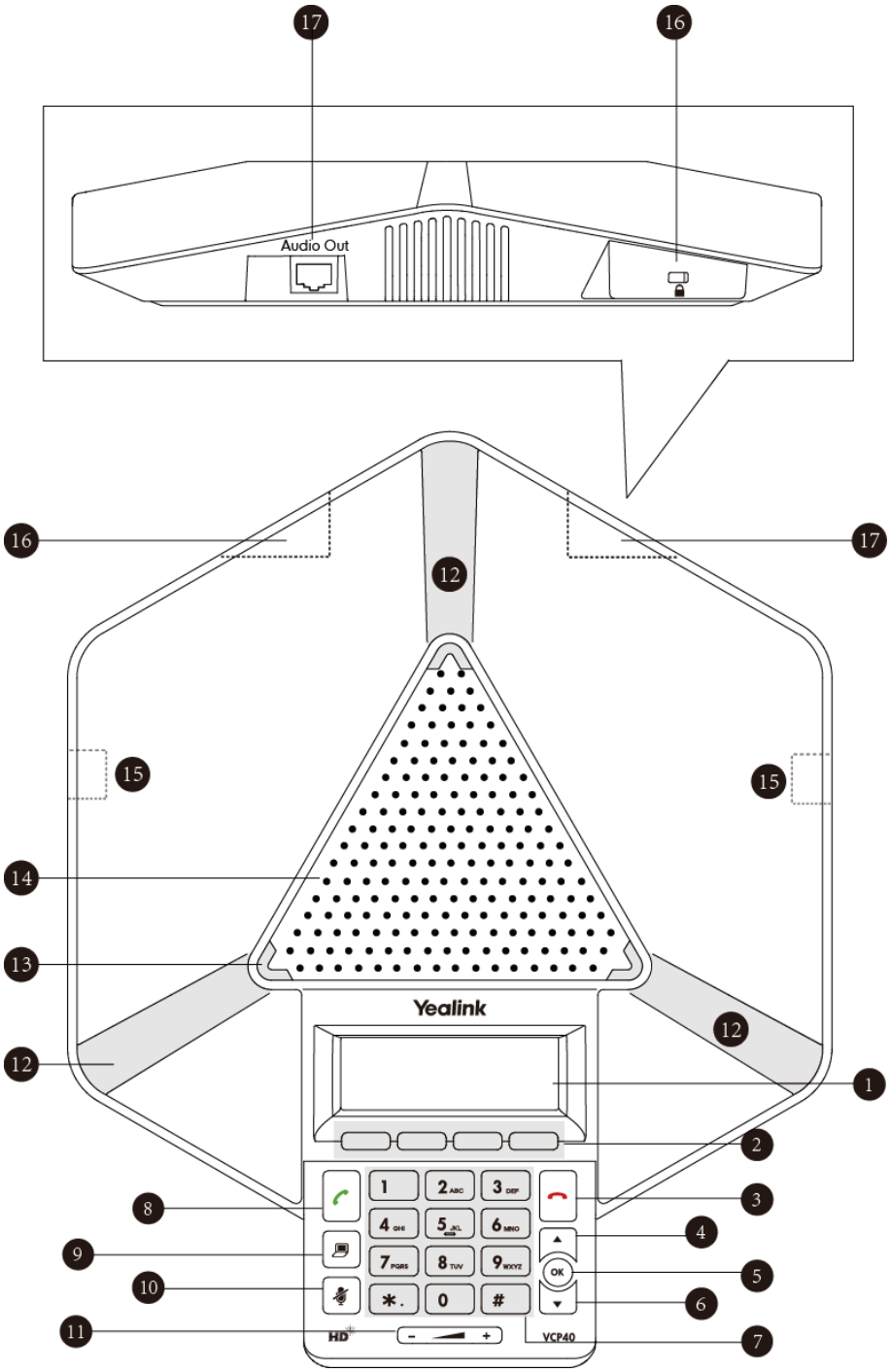
The infrared sensor is located within the Yealink logo. Aim the remote control at the camera IR sensor to operate the unit.



VCP40 Video Conferencing Phone

The VCP40 video conferencing phone supports 360-degree audio pickup to achieve ultra-HD voice.

Connect the VCP40 phone to the VC400 codec. It can work as an audio device for the system. You can also place calls, answer calls or view directory and history on the VCP40 phone.



System component instructions of the VCP40 phone are:

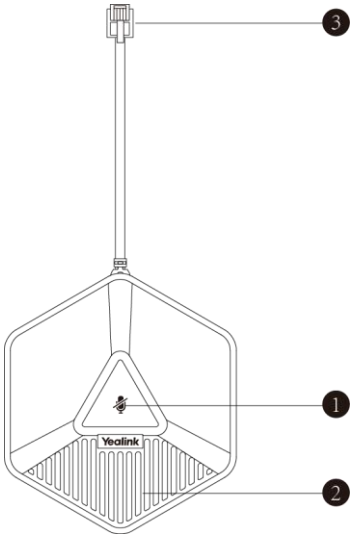
	Item	Description
①	LCD Screen	Shows information about calls, messages, soft keys, time, date and other relevant data: • Call information—call duration • Icons (for example,) • Missed call information • Time and date
②	Soft Keys	Label automatically to identity their context-sensitive features.
③	On-hook Key	Rejects or ends a call or returns to the previous screen.
④		Scrolls upwards through the displayed information.
⑤	OK	Enters list or answers incoming calls.
⑥		Scrolls downwards through the displayed information.
⑦	Keypad	Generates the digits and special characters "." "*" "#".
⑧	Off-hook Key	Initiates a call or answers a call.
⑨	Presentation Key	Enables or disables presentation.
⑩	Mute Key	Toggles the mute feature.
⑪	Volume Key	Adjusts the volume of the speakerphone and ringer.
⑫	Microphone	Picks up voice.
⑬	LED Indicators	Indicates phone and call statuses.
⑭	Speakerphone	Provides ringer and hands-free (speakerphone) audio output.
⑮	MIC Port	Connects a CPE80 expansion microphone to one of two MIC ports.
⑯	Security Slot	Allows you to connect a universal security cable to lock down your phone. The phone cannot be removed when locked.
⑰	Audio Out Port	Connects to the VCP40 phone using the 7.5m Ethernet cable labeled Audio in. Provides the power supply for the VCP40 phone.

CPE80 Expansion Microphone

If your video conferencing room is large, you can add extra CPE80 expansion microphones to the MIC ports on the VCP40 video conferencing phone to expand the audio range.

Video conferencing phone has two MIC ports. Up to two expansion microphones can be

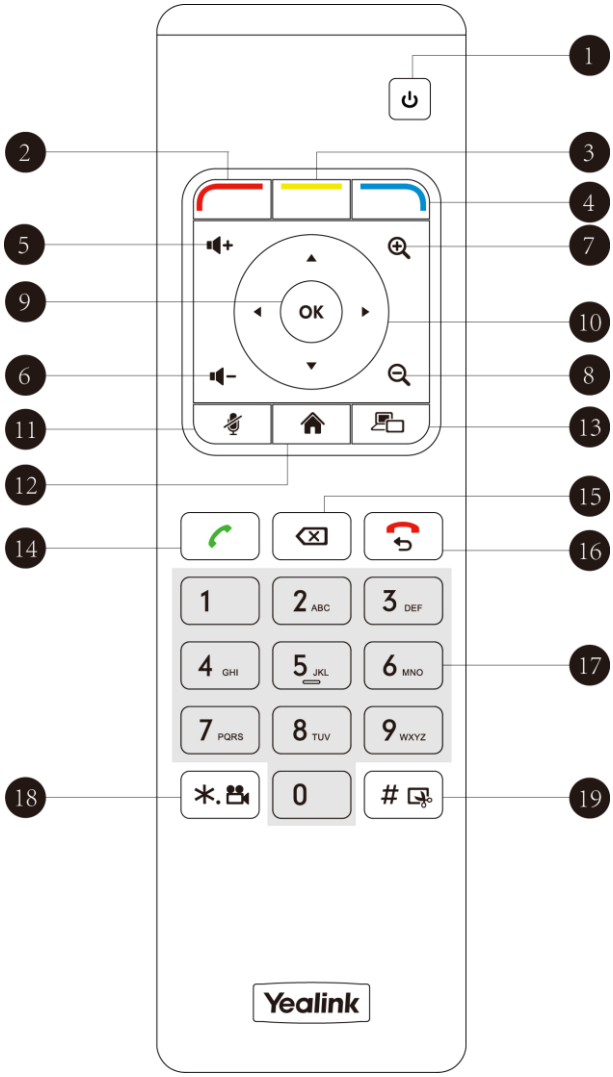
connected to a video conferencing phone. CPE80 is a directional microphone. Its coverage range is a 120 degree. Always ensure that the speaker faces the expansion microphone.



	Item	Description
①	Mute Indicator LED	Toggles and indicates mute feature.
②	Microphone	Transmits sound to other phones.
③	MIC Connector	Allows you to connect to the MIC port on the video conferencing phone.

VCR10 Remote Control

The VCR10 remote control provides 3 shortcut keys. It can help users to organize conference easily with intuitive and efficient operation in all screens.



Hardware components of the remote control:

	Item	Description
①	Sleep Key	Puts the system to sleep or wakes the system up.
②	Red Shortcut Key	Located at the bottom left of the screen. Label automatically identifies context-sensitive features. In the idle screen, this is used to enter main menu screen, corresponds to the Menu soft key.
③	Yellow Shortcut Key	Located at the bottom center of the screen. Label automatically identifies context-sensitive features. In the idle screen, this is used to enter the pre-dialing screen, and corresponds to the Call soft key.

	Item	Description
④	Blue Shortcut Key	Located at the bottom right of the screen. Label identifies context-sensitive features. In the idle screen, this is used to save and check the camera preset position, and corresponds to the Preset soft key.
⑤	Vol+	Increases the system volume.
⑥	Vol-	Decreases the system volume.
⑦	Zoom out Key	• Decreases the camera zoom or the captured image magnifications. • Behaves as page down in a multiple page list.
⑧	Zoom in Key	• Increases the camera zoom or the captured image magnifications. • Behaves as page up in a multiple page list.
⑨	OK Key	Confirms actions or answers incoming calls.
⑩	Navigation Key	• In the menu screen, press ◀ or ▶ to switch menus, press ▲ or ▼ to select items. • In the idle screen, pan and tilt the camera to adjust the viewing angle.
⑪	Mute Key	Toggles the mute feature.
⑫	Home Key	• Returns to the idle screen when in the menu screen. • Enters the pre-dialing screen during a call.
⑬	Video Source Key	Switches the input source between Camera, Camera-PC, or PC.
⑭	Off-hook Key	• Enters the pre-dialing screen. • Places a call. • Answers a call.
⑮	Delete key	• Deletes one character at a time. • Long press to delete all characters in the input field.
⑯	On-hook Key	• Ends a call or exits from a conference call. • Returns to the previous screen when not in a call.
⑰	Keypad	• Enters digits.

	Item	Description
		• Enters the pre-dialing screen. • Stores the preset position of the camera.
⑱	Video Recording Key	• Generates a special characters ".". • Starts/Stops recording video.
⑲	Snapshot Key	• Generates a pound key (#). • Captures the image from the camera.

Icon Instructions

Icons on Display Device

Icons appearing on the display device are described in the following table:

Icon	Description
(flashing)	Network is disconnected
	Network is available
	Packet loss
(flashing)	VCP40 video conferencing phone is not connected
(flashing)	Camera is not connected
SIP	SIP account is registered
H323	H.323 account is registered
abc	Lowercase letters input mode of the on-screen keyboard
ABC	Uppercase letters input mode of the on-screen keyboard
@#%	Characters input mode of the on-screen keyboard
	Auto answer
	Missed calls

Icon	Description
	Volume is 0
	Do not disturb
	Do not disturb during a call
	Call mute
	Call encryption
	Call Hold
	Output volume is 0 during a call
	The content of the local camera
	Focus content
	Camera position
	Record a video
	Dialed calls
	Received calls
	Missed calls
	Dual screen mode
	Dual video sources (when a PC is connected to the PC port on the VC400 codec)
	A USB flash drive is inserted to the USB port on the VC400 codec
	Local contact
	Conference contact
VPN	VPN is enabled

Icons on VCP40 Video Conferencing Phone

Icons appearing on the VCP40 LCD screen are described in the following table:

Icon	Description
(Flashing)	Network is unavailable
SIP	SIP account is registered (the icon flashes when the SIP account is not registered successfully)
H323	H.323 account is registered (the icon flashes when the H.323 account is not registered successfully)
AA	Auto answer
DND	Do not disturb
	Call is muted
	Volume is 0
USB	A USB flash drive is inserted in the port on the VC400 codec
	Record a video
	Local contact
	Conference contact
	Conference call
	Dialed calls
	Received calls
	Missed calls

LED Instructions

Indicator LED on the VC400 codec:

LED Status	Description
Solid green	The VC400 codec is powered on. The VC400 codec is upgrading firmware.

LED Status	Description
Solid red	The VC400 codec is in sleep mode.
Solid orange	System exception (e.g., network unavailable, update failure).
Off	The VC400 codec is powered off, or is not connect to the power adapter.

Indicator LED on the camera:

LED Status	Description
Solid green	The camera is properly connected to the codec, and the VC400 codec is powered on.
Solid red	The VC400 codec is in sleep mode.
Flashing green	Press the key on the remote control.
Off	The camera is not connected properly to the VC400 codec, or the VC400 codec is powered off.

Indicator LED on the VCP40:

LED Status	Description
Solid red	The phone is initializing. The VCP40 is muted when the VC400 is during a call.
Flashing red	The phone is ringing.
Solid green	The phone is placing a call. There is an active call on the phone.
Off	The phone is idle. The phone is not connected to the VC400 codec correctly.

Indicator LED of the Internet port on the VC400 codec:

LED Status	Description
Indicator LED on the left is off	Network is not connected.
Indicator LED on the left is solid green	Network is connected.
Indicator LED on the right is flashing yellow	Sending and receiving data.

Indicator LED of the Internet port on the VC400 codec:

LED Status	Description
Indicator LED on the left is off	Network is not connected.
Indicator LED on the left is solid green	Network is connected.

LED Status	Description
Indicator LED on the right is flashing yellow	Sending and receiving data.

User Interfaces

There are two ways to customize the configurations of your VC400 video conferencing system:

- Remote Control
- Web User Interface

Note The display device and remote control constitute the system user interface. This allows the user to execute all call operation tasks and basic configuration changes directly. Detailed operational steps will be explained in the feature section.

Remote Control

You can use the remote control and display device to configure and use the VC400 video conferencing system.

For more information on the function of each key on the remote control, refer to VCR10 Remote Control on page 12.

The Advanced option is only accessible to the administrator. The default administrator password is "0000". For more information on how to view, enter and edit the menu settings on the display device, refer to Navigating Menus on the Display Device on page 33 and Entering Data and Editing Fields on page 33.

Web User Interface

You can customize your system via web user interface. To access the web user interface, you need to know the IP address of your new system.

To obtain the IP address, do one of the following:

- The IP address of the system is shown on the top right corner of the display device.
- Press (**Menu** soft key) on your remote control and select **Status** ->**Network**.

  The display device shows network information about the system.
- Press OK on the VCP40 phone when the phone is idle and select **Network**.

  The LCD screen of the phone displays the network information of the system.

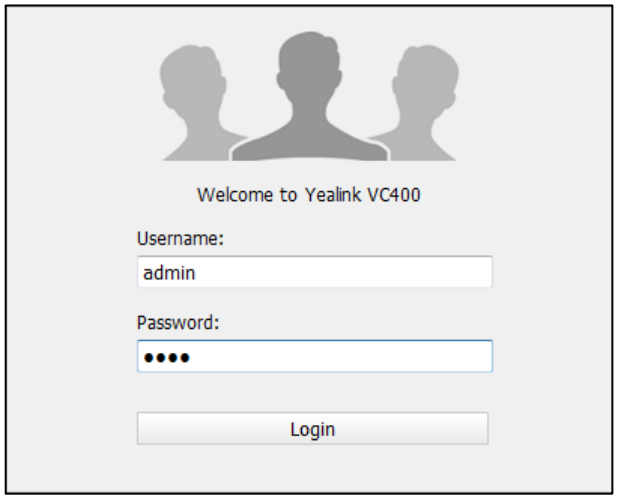
Log into the web user interface:

1. Enter the IP address (e.g., http://192.168.0.10 or 192.168.0.10) in the address bar of

a web browser on your PC, and then press the **Enter** key.

2. Enter the administrator user name and password.

   The default user name is "admin" (case-sensitive), and the default password is "0000".



3. Click **Login**.

After you log into the web user interface successfully, you can click **Logout** on the top right corner of the web interface to log out.

Documentations

The following table shows documentations available for the VC400 video conferencing system.

Name	Contents	Where found	Language
Yealink VC400 Video Conferencing System Quick Start Guide	System installation and network configuration	On the website/ In the package	English/Chinese
Yealink VC400 Video Conferencing System User Guide	System/Web user interface settings Customizing and using the system	On the website	English/Chinese
Yealink VC400 & VC120 Video Conference Room Deployment Solution	Conference room layout, environmental requirements and installation	On the website	English/Chinese

Name	Contents	Where found	Language
	recommendations for the system		
Yealink VC Series Video Conferencing System Network Deployment Solution	Network deployment for the VCS under various scenarios	On the website	English/Chinese
Yealink VC400 & VC120 Video Conferencing System Administrator Guide	Functionality and configuration of the Yealink VCS	On the website	English/Chinese

Note You can also download the latest documentations online:
http://support.yealink.com/documentFront/forwardToDocumentFrontDisplayPage

Getting Started

This chapter provides the following basic installation instructions and information for achieving the best performance from your VC400 video conferencing system. Topics include:

- System Installation
- Powering the System On or Off
- Setup Wizard
- Registration
- Idle Screen Display
- Navigating Menus on the Display Device
- Entering Data and Editing Fields
- System Status

If you require additional information, or assistance to help you use your new phone, contact your system administrator.

System Installation

This section introduces the following:

- Installing the VC400 video conferencing system
- Installing the camera
- Installing batteries for the remote control
- Connecting the CPE80 expansion microphone

Note

Up to two display devices can be connected to the VC400 codec. Because the display device is not included in the package, you need to purchase it separately if required. Ensure that the purchased display device supports HDMI input.

When connecting only one display device to the VC400 codec, Display1 port is the only available port. If dual screen mode is required, you can connect secondary display device to the Display2 port.

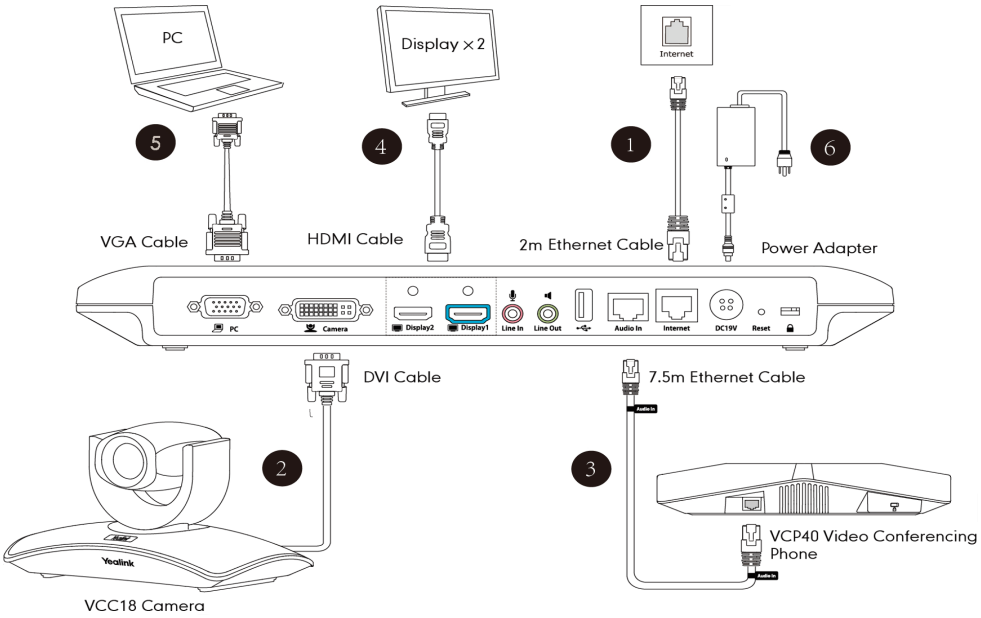
Because DVI cable is tailor-made, please use the Yealink-supplied DVI cable.

To prevent shock, do not connect the power adapter and turn on the power before connecting all system components.

Installing the VC400 Video Conferencing System

Do the following:

1. Connect the Internet port on the VC400 codec to a switch/hub device port with the supplied 2m Ethernet cable.
2. Locate the Camera port on the back of the VC400 codec, and connect it to the Camera port of the camera with the supplied DVI cable.
3. Connect the Audio In port on the VC400 codec to the Audio Out port on VCP40 video conferencing phone with the 7.5m Ethernet cable labeled Audio in.
4. Locate the Display1 port on the VC400 codec, and connect it to the HDMI port on the display device with the supplied HDMI cable (Make sure the display device is powered on)
5. (Optional.) Locate the PC port of the VC400 codec and connect it to the VGA output port on the PC with the supplied VGA cable for sharing content.
6. Connect the DC19V port on the VC400 codec to an AC power outlet with the supplied power adapter and power cord.



Note The VC400 video conferencing system should be used with Yealink original power adapter (19V/3.42A) only. The use of the third-party power adapter may cause the damage to the system.

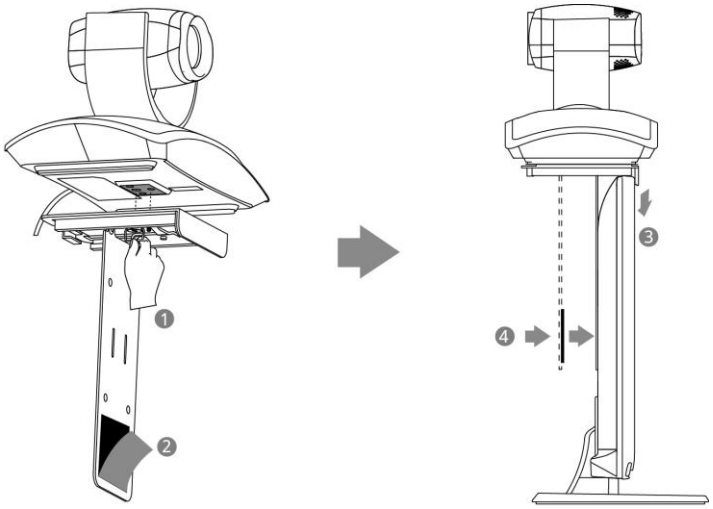
You can fasten all cables with cable ties after all devices are connected.

Installing the Camera

You can choose to mount the camera on your TV or a wall, depending on your actual needs.

a) Mounting the camera on a TV

When the thickness of your TV is between 35-120 mm, you can mount the camera on your TV.



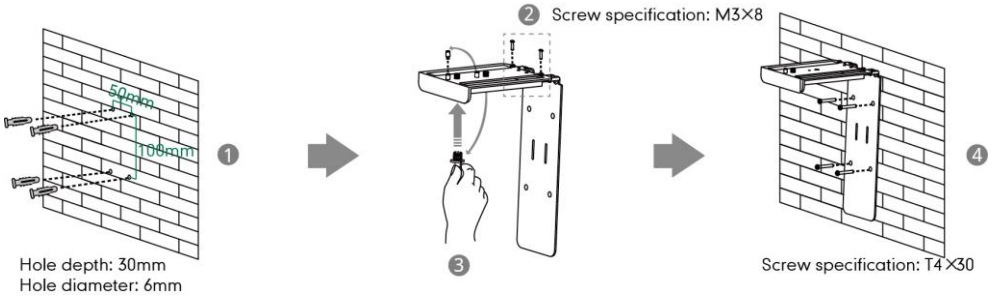
Do the following:

1. Lock the camera to the L-bracket.
2. Remove the protection of the Velcro.
3. Put the L-bracket on the top of the TV.
4. Make sure the back of the TV is clean, and then adjust the bracket to ensure close adhesion to the back of the TV with Velcro.

b) Mounting the camera on a wall

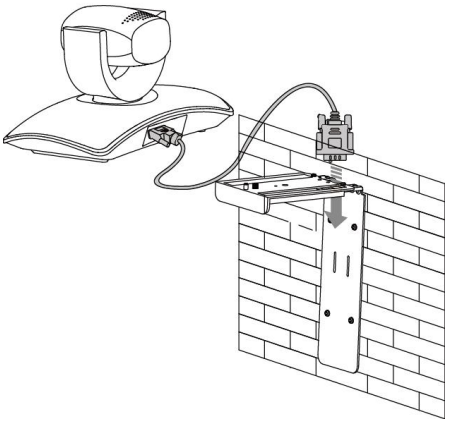
You can also decide to mount the camera on the wall. The recommended height for camera positioning is 1.5m-1.8m above the ground.

Do the following:

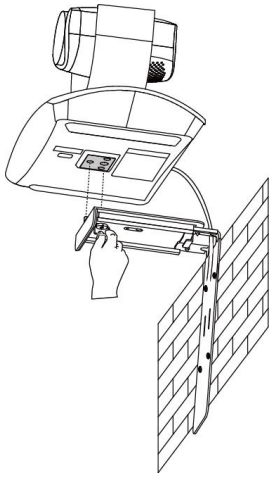


1. Punch holes in the wall and then insert the expansion bolts.

   Installation location of the expansion bolts and punching requirement are shown above.
2. Lock the L-bracket with the M3×8 screws.
3. Adjust the screws position and manually lock them.
4. Lock the L-bracket to the wall with T4×30 screws.
5. Connect one end of the DVI cable to the camera and put the other end of the cable through the L-bracket.



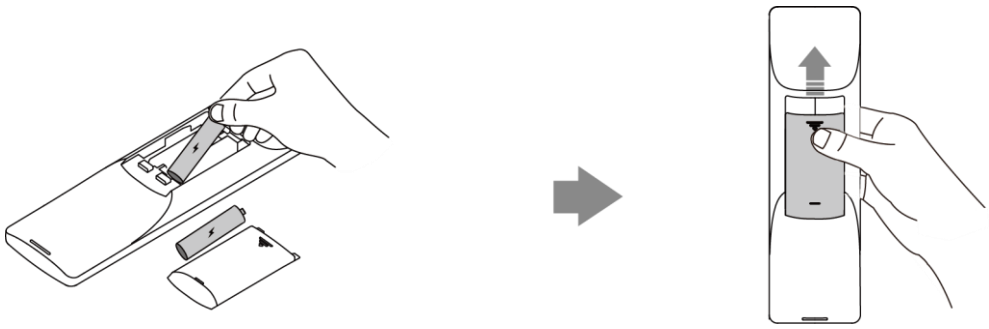
6. Lock the camera to the L-bracket, and then connect the other end of the DVI cable to the VC400 codec.



Installing Batteries for the Remote Control

Do the following:

1. Open the battery cover on the back of the remote control.
2. Insert the batteries with correct polarity.
3. Replace the battery cover.



Remote Control Battery Safety Information

- Never make wrong polarity connection when charging and discharging battery packs.
- Avoid crushing, puncturing, or putting a high degree of pressure on any battery, as this can cause an internal short-circuit, resulting in overheating.
- Remove the batteries if they are not in use for long period of time. Battery leakage and corrosion can damage the remote control, dispose batteries safely.
- Do not dispose used batteries in domestic waste. Dispose batteries at special collection points or return to stores if applies.
- Do not dispose batteries in a fire.

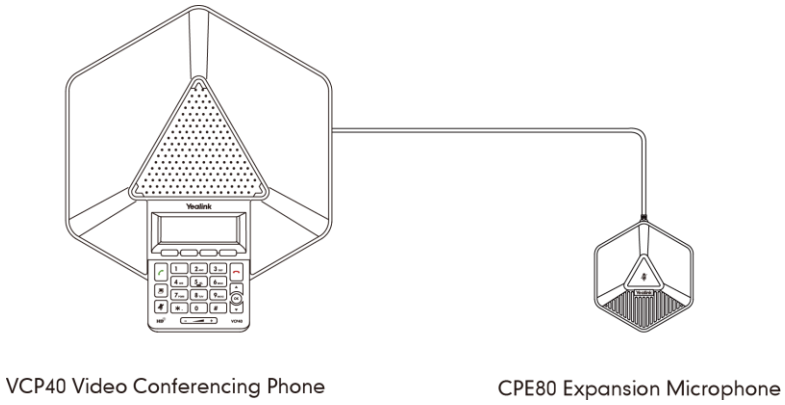
Connecting the CPE80 Expansion Microphone

If your video conferencing room is large, you can add an extra CPE80 expansion microphone to the MIC port on the VCP40 phone to expand the audio range of the conference phone. VCP40 phone has two MIC ports. This allows you to connect a CPE80 expansion microphone to one of the ports, depending on the location of the speaker.

CPE80 is a directional microphone. Its coverage range is a 120 degree. Always ensure that the speaker faces the expansion microphone.

To connect the expansion microphone:

1. Connect the free end of the optional expansion microphone cable to one of the MIC ports on the phone.



Note Up to two expansion microphones can be connected to a VCP40 conference phone.

Powering the System On or Off

Note **Caution!** In order to avoid corrupting the system, you should always power off the system using the power button on the codec. After turning the power off in this way, wait at least 15 seconds before you unplug the system from its power source. This helps ensure that the system powers off correctly.

To power on the system:

After all components are connected, press [⏻] on the VC400 codec. The indicator LED on the VC400 codec then illuminates solid green.

To power off the system:

Do one of the following:

- Long press [⏻] on the VC400 codec.
- Short press [⏻], the display device will prompt "Press the power button to turn off

the system. Press any button on remote control to cancel".

Press ⏻ again to power off the system or press any button on the remote control to cancel.

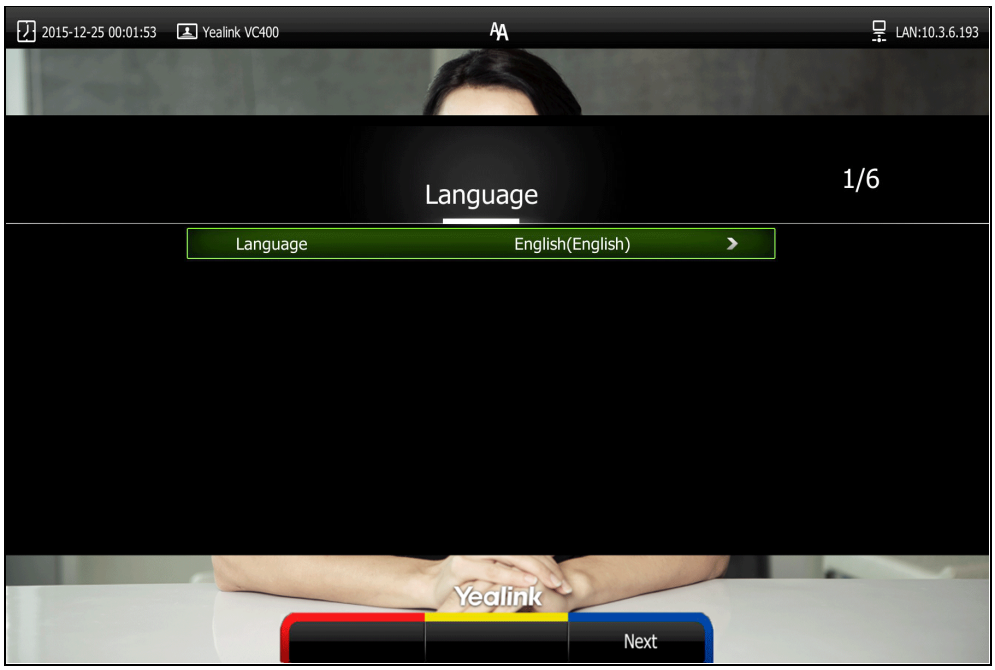
Setup Wizard

When you first start up or reset the system, the display device will display the setup wizard.

To configure the setup wizard via the remote control:

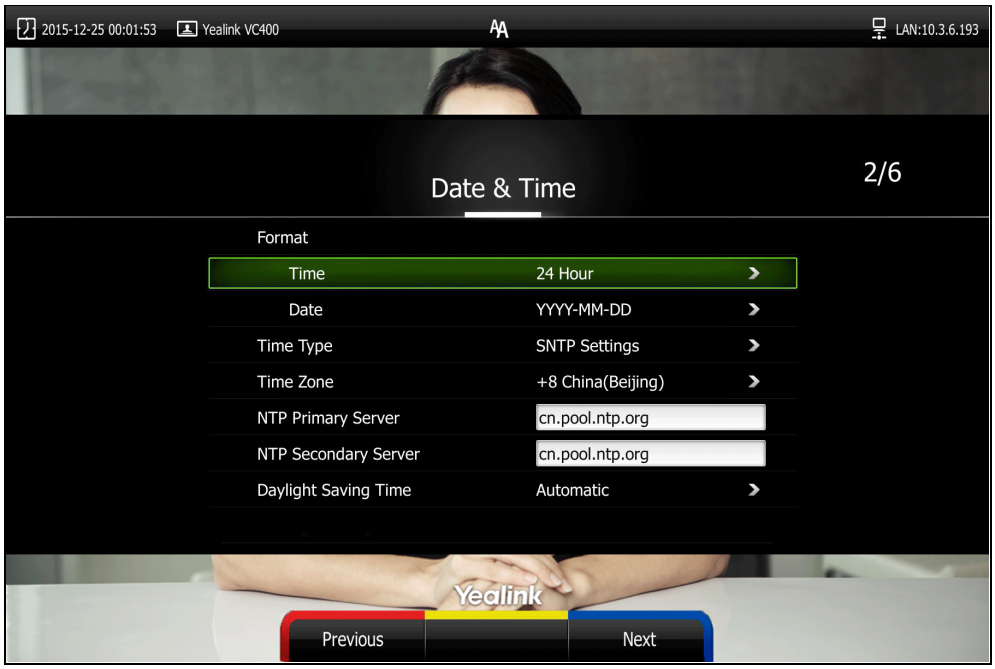
1. Set the language displayed on the display device.

   The default language is English.



2. Press (**Next** soft key) to continue.

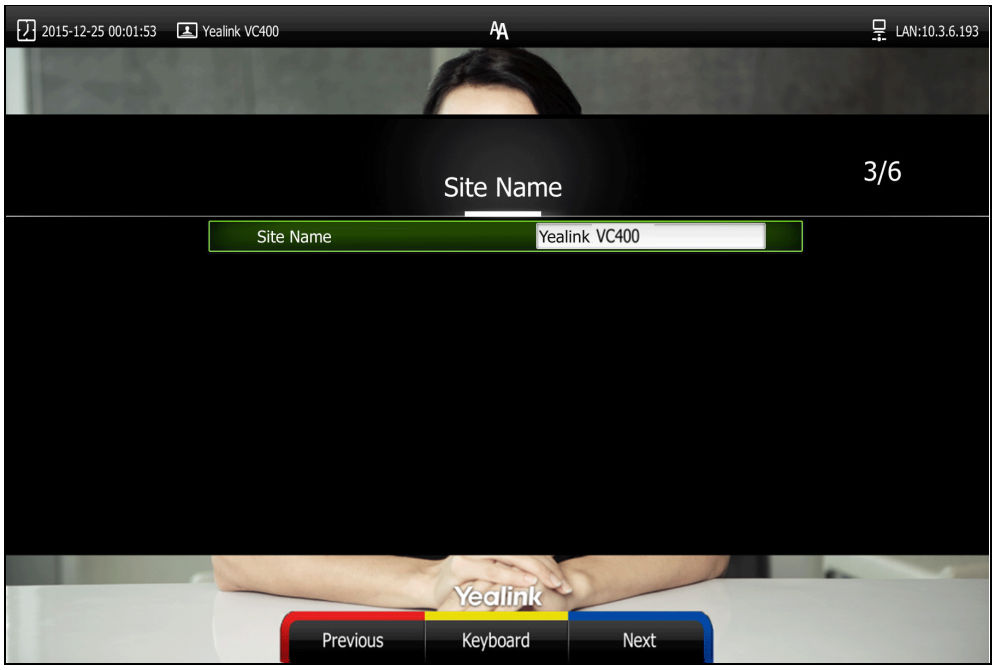
3. Set the date and time.



4. Press (**Next** soft key) to continue or press (**Previous** soft key) to return to the previous screen.

5. Edit the site name.

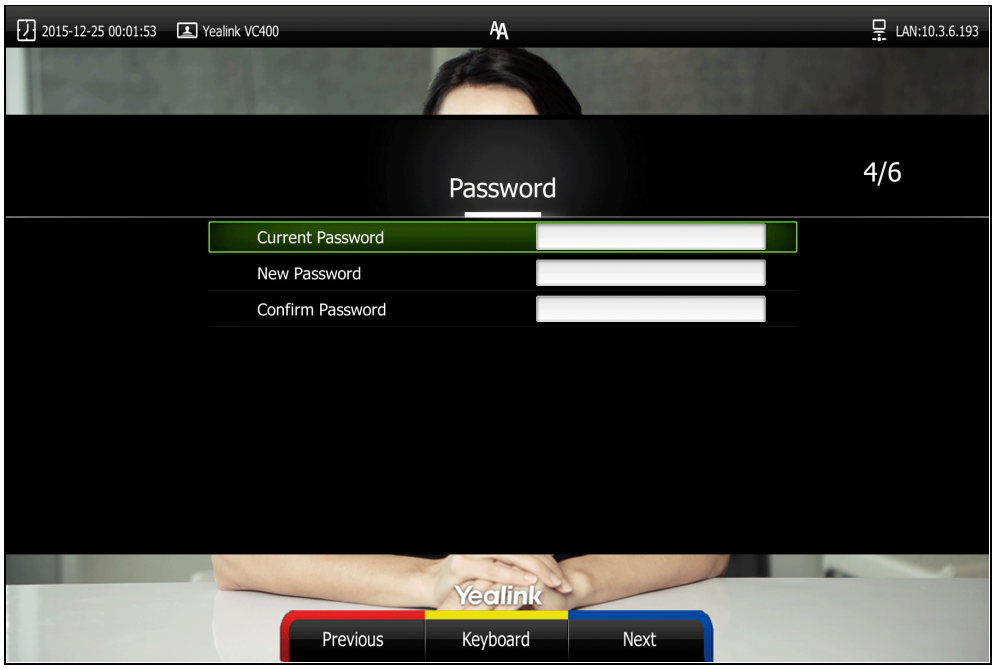
   The default site name is" Yealink VC400".



6. Press (**Next** soft key) to continue or press (**Previous** soft key) to return to the previous screen.

7. Change the administrator password.

The default administrator password is “0000”.



Note Do remember the new administrator password or keep a copy of the password in a safe place. If you forget the password, you will need to reset the system to the factory settings, and then reset the password or use the default password “0000”.

8. Press (**Next** soft key) to continue or press (**Previous** soft key) to return to the previous screen.

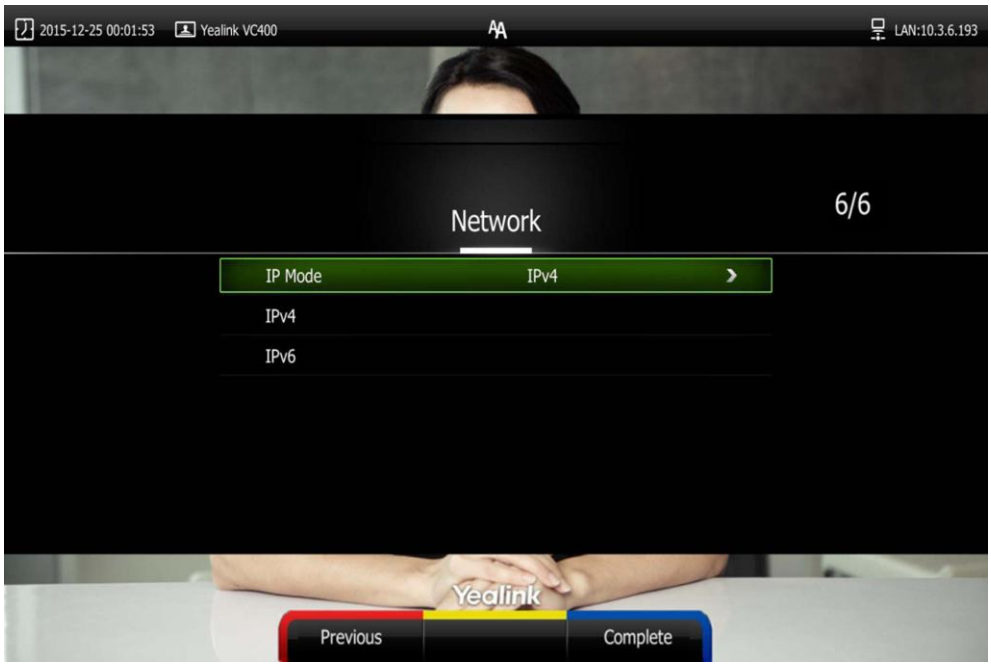
   The display device shows firewall port mapping information.

9. Press (**Next** soft key) to continue or press (**Previous** soft key) to return to

the previous screen.

10. Configure network settings.

    The phone will try to contact a DHCP server in your network to obtain network parameters by default. If you uncheck the DHCP checkbox, you will need to configure IPv4 or IPv6 network manually.



11. Press (**Complete** soft key) to complete the setup wizard.

For more information on how to configure system features using the remote control, refer to Navigating Menus on the Display Device on page 33 and Entering Data and Editing Fields on page 33. For more information on how to configure language, time and date, refer to Customizing the VC400 Video Conferencing System on page 37.

Note Wrong network settings may result in the inaccessibility of your system. They may also have an impact on your network performance. For more information on these parameters, contact your system administrator.

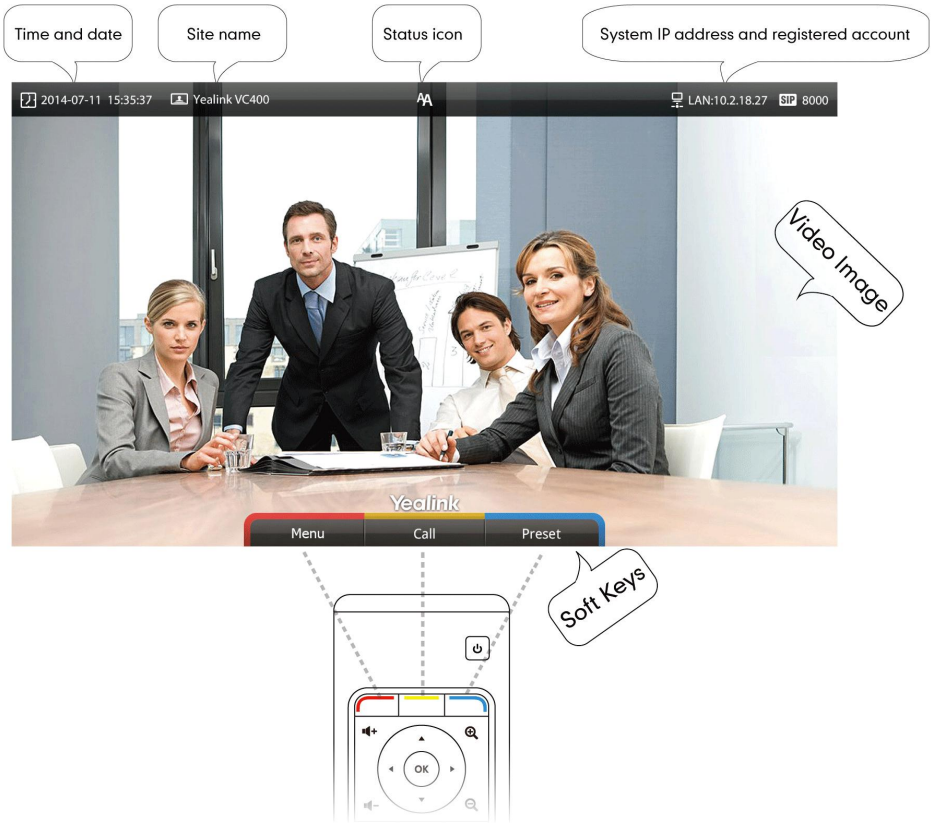
Registration

Generally, your system administrator will configure the system account beforehand, so that after you start up the system, the system will already be registered and ready for use. If your system is not registered, you may have to register it. For more information on how to register an account for the system, refer to *Yealink VC400 & VC120 Video Conferencing System Administrator Guide*.

Idle Screen Display

Idle screen of the display device

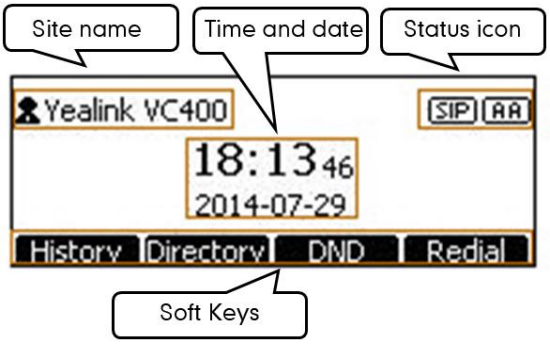
If the system starts up, the idle screen will be shown. The following figure is an example of the idle LCD screen:



Name	Description
Time and Date	The time and date are displayed on the left of the status bar.
Site name	The site name of the system. For more information on how to change the site name, refer to Site Name on page 39.
Status icon	Status icons are displayed in the center of the status bar. For more information on the status icon, refer to Icons on Display Device on page14.
IP address	• **LAN: X.X.X.X**: Indicates the system has obtained an IP address. • **Network disconnected**: Indicates the

Name	Description
	system does not connect to an Ethernet cable. Please check the Ethernet cable. • **255.255.255.255**: Indicates the system fails to obtain an IP address. Check the connection between the system and the DHCP server, or you can configure a static IP address for the system. For more information on how to configure a static IP address, refer to Setup Wizard on page27.
Registered account	When the VC400 system is registered with the SIP server, the account icon is SIP . For more information, refer to *Yealink VC400 & VC120 Video Conferencing System Administrator Guide*.
	When the VC400 system is registered with an H.323 gatekeeper, the account icon is H323. For more information, refer to *Yealink VC400 & VC120 Video Conferencing System Administrator Guide*.
Video image	Video image is displayed.
Soft keys	The display device shows the names of shortcut keys, and users can press these shortcut keys on the remote control to execute corresponding action.

Idle screen of the VCP40 phone



Name	Description
Status icon	Displays the phone's status icon.
Soft Keys	Displays four soft keys. • **History**: Enters the History screen.

Name	Description
	• **Directory**: Enters the Directory screen. • **DND**: Enables or disables the Do Not Disturb mode. • **Redial**: Redials the last dialed number.
Site name	Displays the site name.
Time and Date	Displays the time and date.

Navigating Menus on the Display Device

You can use the remote control to enter the main menu screen, and view the items on the display device.

Note The system will automatically return to the idle screen after 60 seconds of inactivity.

To navigate menus and fields, you can:

If you want to	You can
Enter the main menu.	Press (**Menu** soft key).
Return to the idle screen.	Press .
Go back to the previous menu.	Press (**Back** soft key) or .
Navigate through menus.	Press ◀ or ▶ to select a menu. Press ▲ or ▼ to select an item.
Expand pull-down list.	Press OK or ▶ to expand a pull-down list.
Select an option from the pull-down list.	From the pull-down list, Press ▲ or ▼ to scroll to the setting and then press OK .
Enable or disable features.	Press OK .

Entering Data and Editing Fields

You can enter data and edit fields using the keypad on the remote control or the on-screen keyboard on the display device:

To enter or edit data:

1. Select the field.

2. Do one of the following:

If you want to	You can
Entering numbers.	Press the digit keys on the remote control.
Entering letters.	1. Press (**Keyboard** soft key) to open the on-screen keyboard. If the system is in the dialing screen, press (**Keyboard** soft key) to open the on-screen keyboard. 2. Press the navigation keys on the remote control to select desired letters. 3. Press to switch input method. 4. Press OK . 5. Press to exit from the on-screen keyboard.
Entering special characters.	1. Press (**Keyboard** soft key) to open the on-screen keyboard. If the system is in the dialing screen, press (**Keyboard** soft key) to open the on-screen keyboard. 2. Press to switch the input method to **@#%**. 3. Press the navigation keys on the remote control to select desired characters. 4. Press OK . 5. Press to exit from the on-screen keyboard.
Delete text you entered.	• Press to delete one character at a time. • Long press for 2 Seconds to delete the entire field of text.

3. Press to save.

System Status

When the system is idle, you can view its status via the remote control, VCP40 phone or web user interface.

Available system status information includes:

- **System information** (device model, firmware, hardware version, product ID and

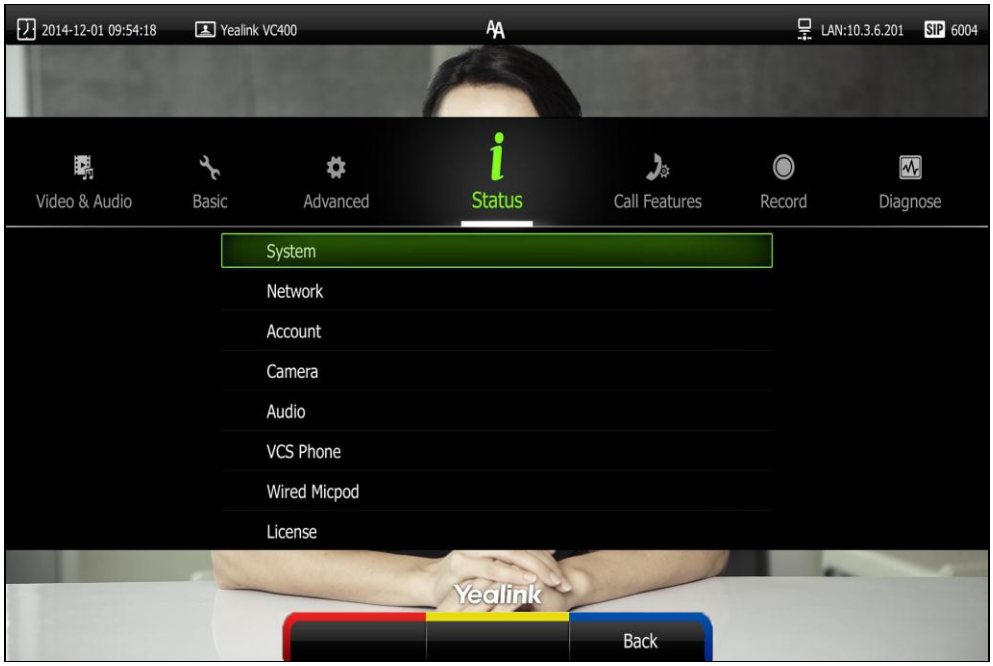
serial number)

- **Network status** (LAN type, IP address, MAC, subnet mask, gateway and DNS server, public IP address can also be viewed if the static NAT is enabled)
- **Account status** (register status of SIP account and H.323 account)
- **Camera** (status, device model, SPEC, hardware version and serial number)
- **Audio** (the active audio input and output devices)
- **VCS Phone** (status, device model, hardware version and serial number)
- **License** (8-way MCU license installation status)

To view the system status via the remote control:

1. Press (**Menu** soft key).

   The display device shows the **Status** menu.

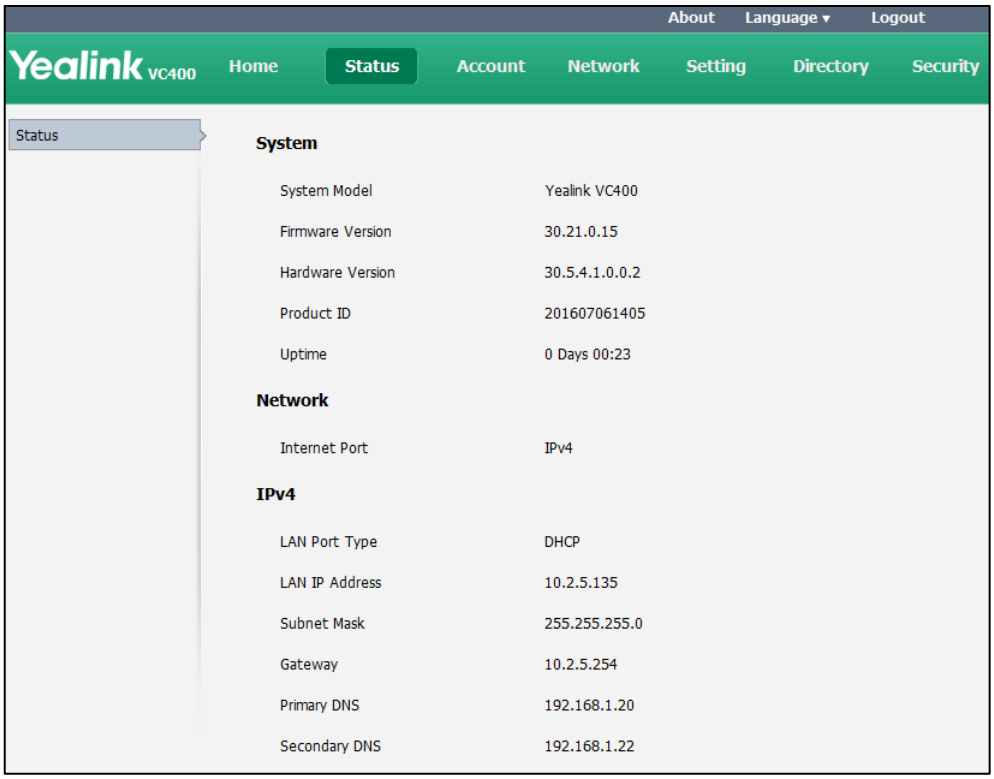


2. Press ▲ or ▼ to select the desired list.
3. Press OK to view the specific information.

To view the system status via web user interface:

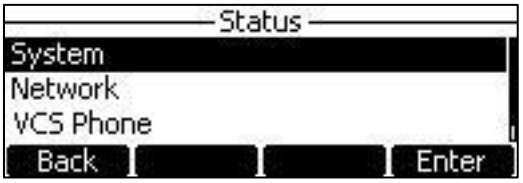
1. Click **Status**.

The system status is displayed on the web user interface.



To view the system status via phone user interface:

1. Press OK.



2. Press ▲ or ▼ to select the desired list.
3. Press OK or the **Enter** soft key to view the specific information.

Customizing the VC400 Video Conferencing System

You can customize your VC400 video conferencing system by personally configuring certain settings, for example, site name, time & date and language. You can add contacts to the local directory manually or from the call history.

This chapter provides basic operating instructions for customizing your system. Topics include:

- General Settings
- Local Directory
- Call History Management
- Call Protocol
- Bandwidth Settings
- Audio Setting
- Far-end Camera Control

If you require additional information or assistance with your new system, contact your system administrator.

General Settings

Automatic Sleep Time

The system will enter the sleep mode automatically when it has been inactive for a period of time (the default period is 10 minutes).

When the system is in sleep mode, it will still accept incoming calls. The display device will prompt "No Signal", and the VCP40 phone LCD screen prompts "Sleeping Press any key to resume". You can press any key on the remote control or VCP40 phone to wake the system up. When receiving a call, the system will be woken up automatically.

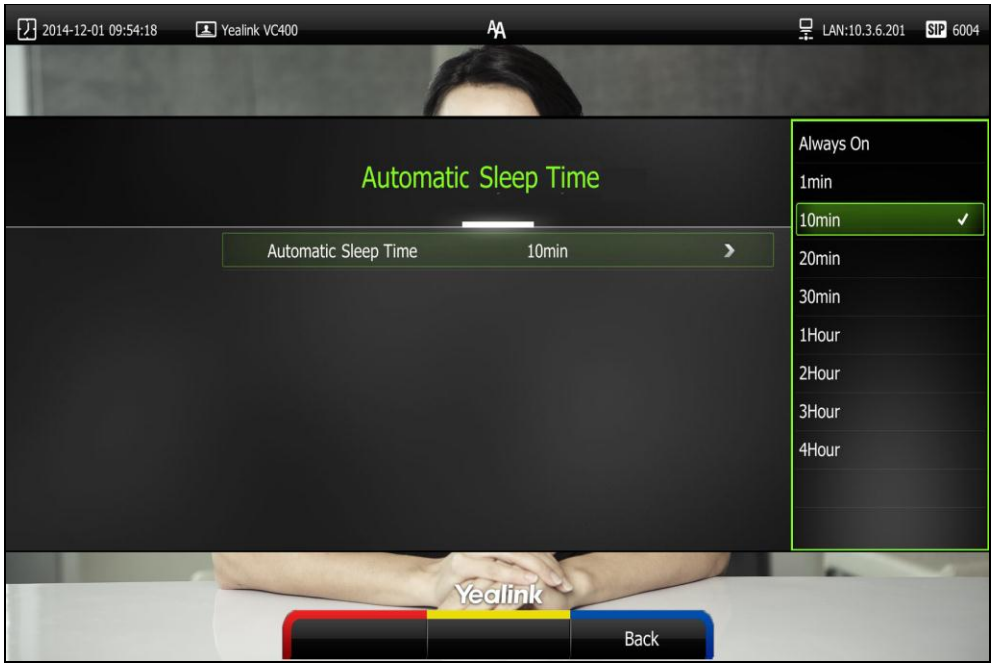
You can change the automatic sleep time via the remote control or web user interface. You can also press the sleep key on the remote control to make the system sleep immediately.

To configure the automatic sleep time via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.

3. Press ▲ or ▼ to scroll to **Automatic Sleep Time**, and then press (OK).
4. Select desired time from the pull-down list of **Automatic Sleep Time**.

   If **Always On** is selected, the system will not enter the sleep mode automatically.



5. Press (**Save** soft key) to accept the change.

Automatic sleep time is configurable via web user interface at the path **Setting**->**General**->**Automatic Sleep Time**.

Backlight

The backlight of the VCP40 phone is always on by default. You can configure backlight time for the VCP40 phone's LCD screen via web user interface.

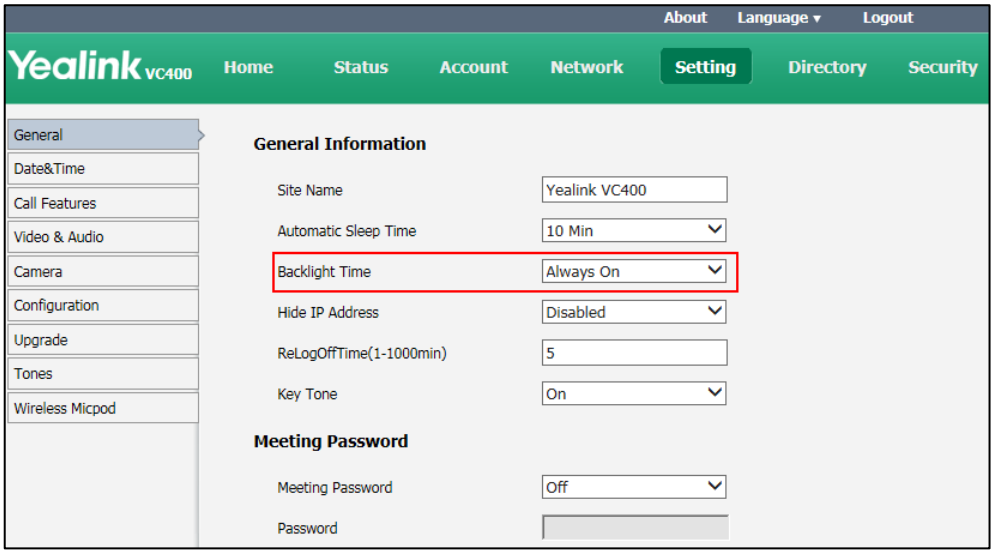
You can configure the LCD screen's backlight time in the following formats:

- **Always On:** Backlight is on permanently.
- **15s, 30s, 1 Min, 2 Min, 5 Min, 10 Min, 30 Min:** Backlight goes out when the phone has been inactive for the time you set.

To configure the backlight of the VCP40 phone via web user interface:

1. Click on **Setting**->**General**.

2. Select the desired value from the pull-down list of **Backlight Time**.



3. Click **Confirm** to accept the change.

Site Name

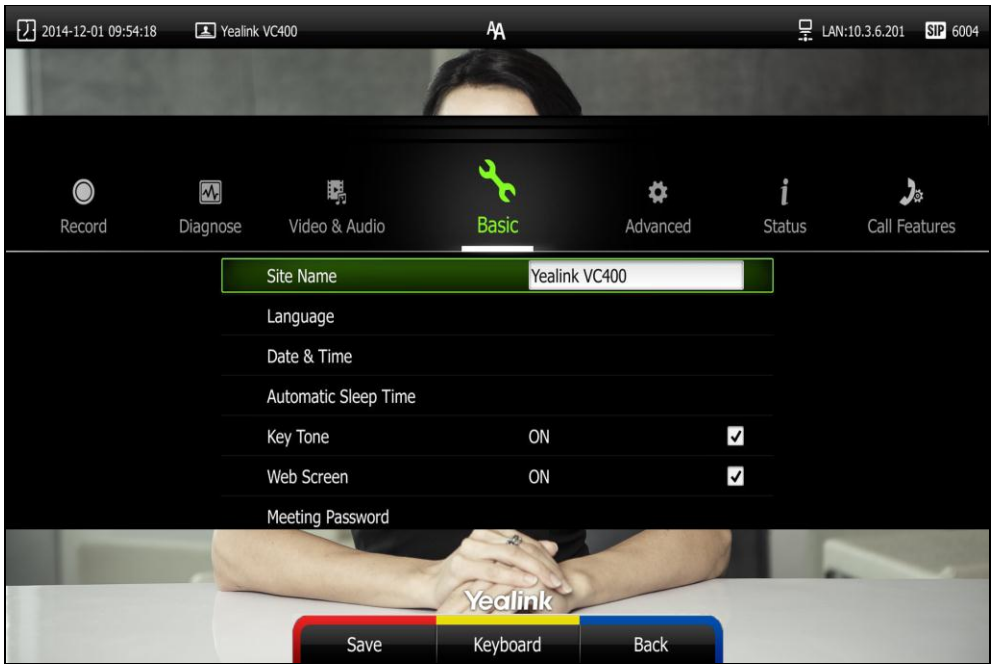
Site name is displayed on the status bar of the display device and VCP40 phone. You can make an IP address call to the other party, the system site name will be displayed on the remote display device. Site names can consist of letters, numbers or special characters.

Site name is configurable via the remote control or web user interface.

To configure the site name via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.
3. Press ▲ or ▼ to scroll to **Site Name**.

4. Edit the site name.



5. Press (**Save** soft key) to accept the change.

Site name is configurable via web user interface at the path **Setting**->**General**->**Site Name**.

Language

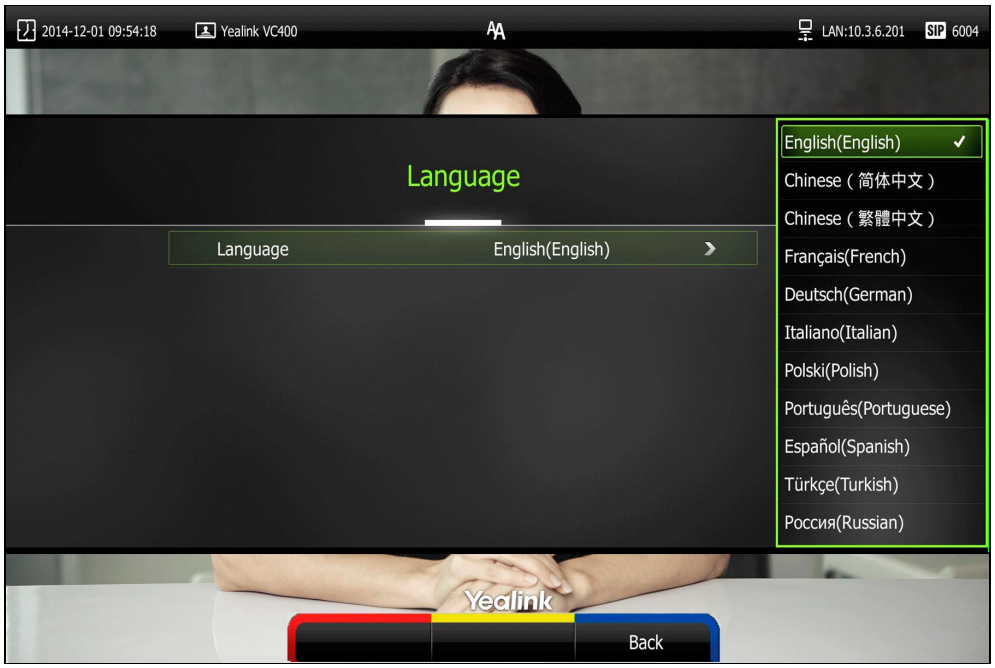
The default language of the display device is English, and you can change it via the remote control. The VCP40 phone will detect and use the same language as which of the display device.

The default language of the web user interface is English. You can change the web user interface language for web user interface. The available languages for the system are English, Chinese Simplified, Chinese Traditional, French, German, Italian, Polish, Portuguese, Spanish, Turkish, Russian and Czech.

To change the language for the display device via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.
3. Press ▲ or ▼ to scroll to **Language**, and then press OK.

4. Select the desired language from the pull-down list of **Language**.

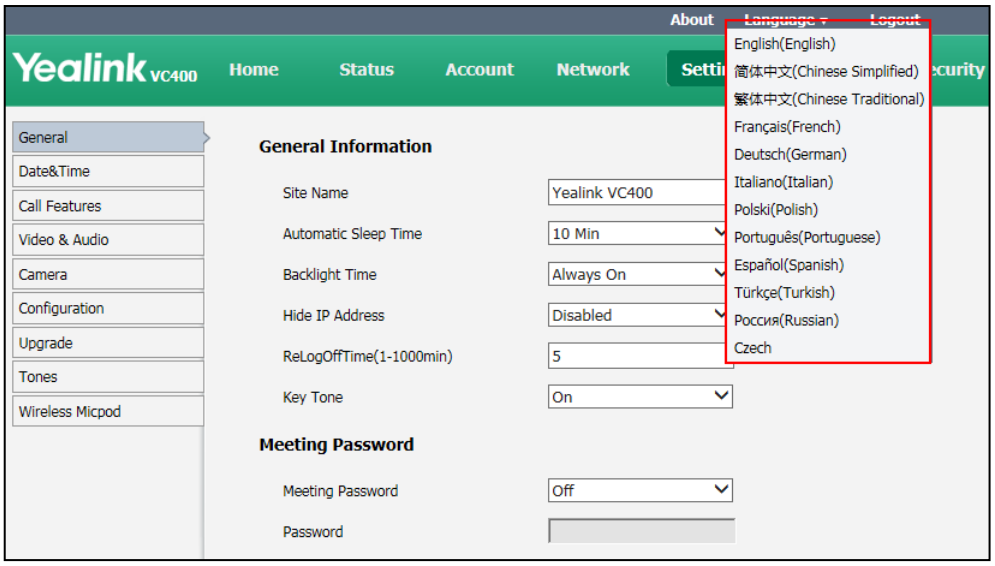


5. Press (**Save** soft key) to accept the change.

   Text displayed on the display device and VCP40 phone LCD screen will change to the selected language.

To change the language for the web user interface:

1. Click on **Language** at the top right corner of the web page.
2. Select the desired language from the pull-down list of **Language**.



   Text displayed on the web user interface will change to the selected language.

Time & Date

The time and date are displayed on the LCD screen of the VCP40 phone and display device. You can configure the system to obtain the time and date from the SNTP (Simple Network Time Protocol) server automatically. The SNTP allows the system to synchronize time to a main server. This keeps all network machine clocks on the same time. Enter the NTP Server name that you want to follow.

If the system cannot obtain the time and date from the SNTP server, you can configure the time and date manually, or contact your system administrator for more information.

There are 7 available date formats. For example, for the date format "WWW DD MMM", "WWW" represents the abbreviation of week. "DD" represents the two-digit day, and "MMM" represents the first three letters of the month.

The available date formats you need to know are:

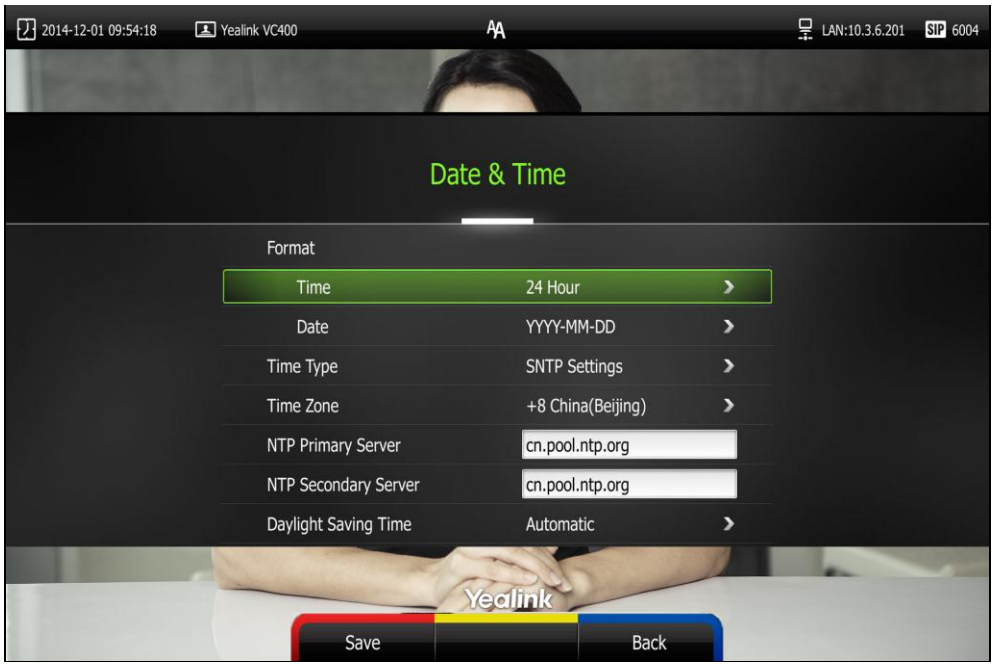
Date Format	**Example** (2016-4-12)
WWW MMM DD	Tue Apr 12
DD-MMM-YY	12-Apr-16
YYYY-MM-DD	2016-04-12
DD/MM/YYYY	12/04/2016
MM/DD/YY	04/12/16
DD MM YYYY	12 Apr 2016
WWW DD MMM	Tue 12 Apr

To configure the NTP server and date & time format via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.
3. Press ▲or ▼ to scroll to **Date & Time**, and then press OK.
4. Select the desired time format from the pull-down list of **Time**.
5. Select the desired date format from the pull-down list of **Date**.
6. Select **SNTP Settings** from the pull-down list of **Time Type**.
7. Select the time zone that applies to your area from the pull-down list of **Time Zone**.

   The default time zone is "+8 China(Beijing)".
8. Enter the domain names or IP addresses in the **NTP Primary Server** and **NTP Secondary Server** fields respectively.
9. Select the desired value from the **Daylight Saving Time** field.

When **Automatic** is selected, the system will use daylight saving time corresponding to the selected time zone.



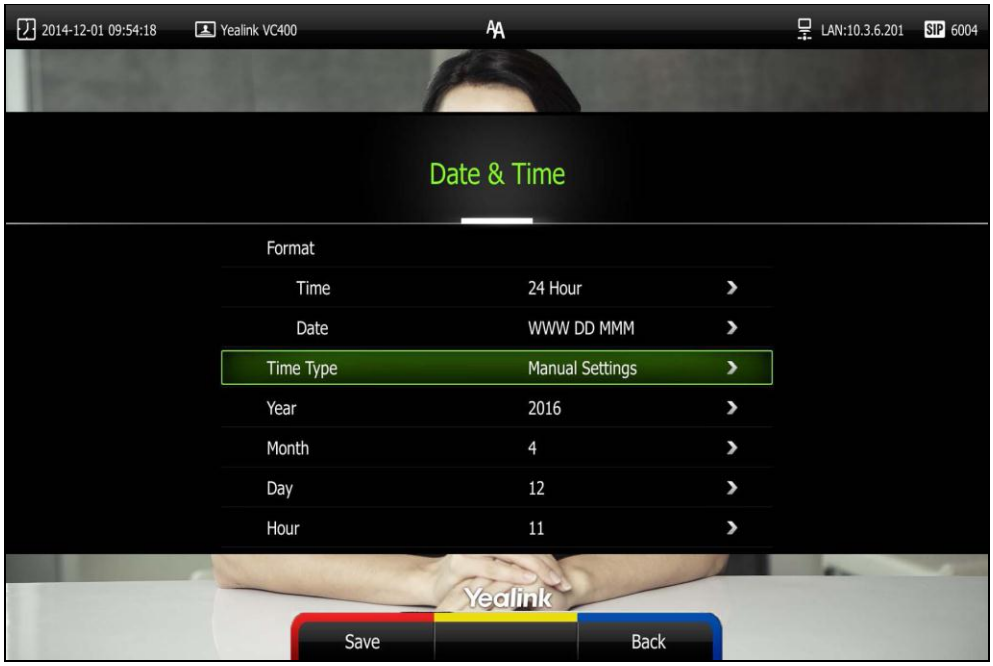
10. Press (**Save** soft key) to accept the change.

Note Please refer to Appendix A - Time Zones for the list of available time zones on the system.

To configure the time and date manually via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.
3. Press ▲ or ▼ to scroll to **Date & Time**, and then press OK.
4. Select the **Manual Settings** from the pull-down list of **Time Type**.
5. Select the desired year from the pull-down list of **Year**.
6. Select the desired month from the pull-down list of **Month**.
7. Select the desired day from the pull-down list of **Day**.
8. Select the desired hour from the pull-down list of **Hour**.
9. Select the desired minute from the pull-down list of **Minute**.

10. Select the desired secondary from the pull-down list of **Secondary**.



11. Press (**Save** soft key) to accept the change.

Time and date is configurable via web user interface at the path **Setting**->**Date&Time**.

Key Tone

You can enable the key tone feature to play a key tone when you press any key on the remote control.

Key tone is configurable via the remote control or web user interface. Key tone feature is enabled by default.

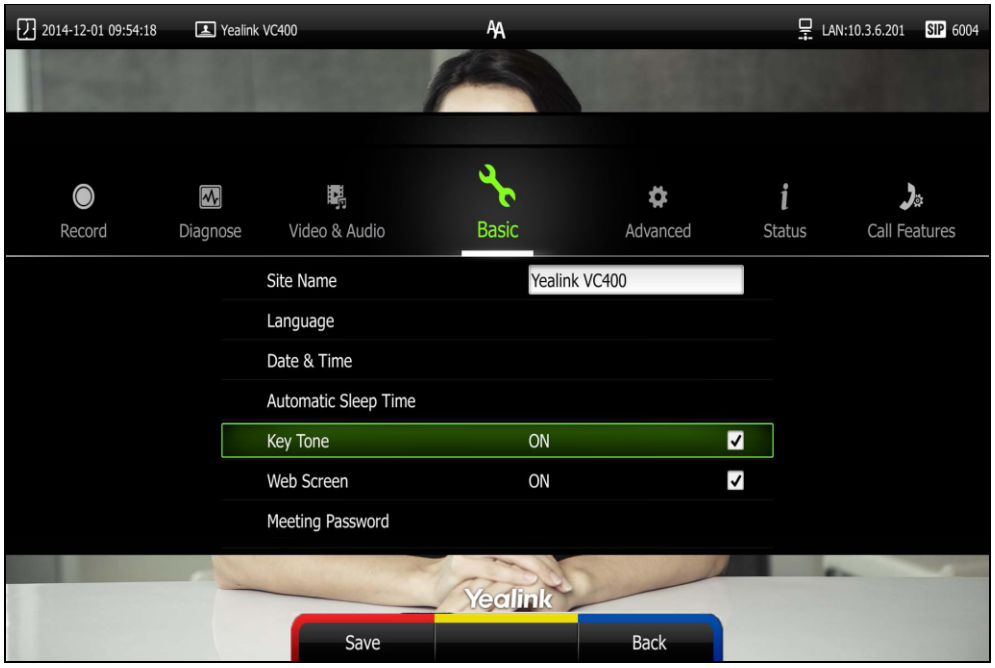
Note

If ringer volume is adjusted to 0, you cannot hear the key tone. For more information on how to adjust the ringer volume, refer to Volume Settings on page 46.

To configure the key tone via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.

3. Press ▲ or ▼ to scroll to **Key Tone**, and then press OK to enable or disable this feature.



4. Press (**Save** soft key) to accept the change.

Key tone is configurable via web user interface at the path **Setting**->**General**-> **Key Tone**.

Web Screen

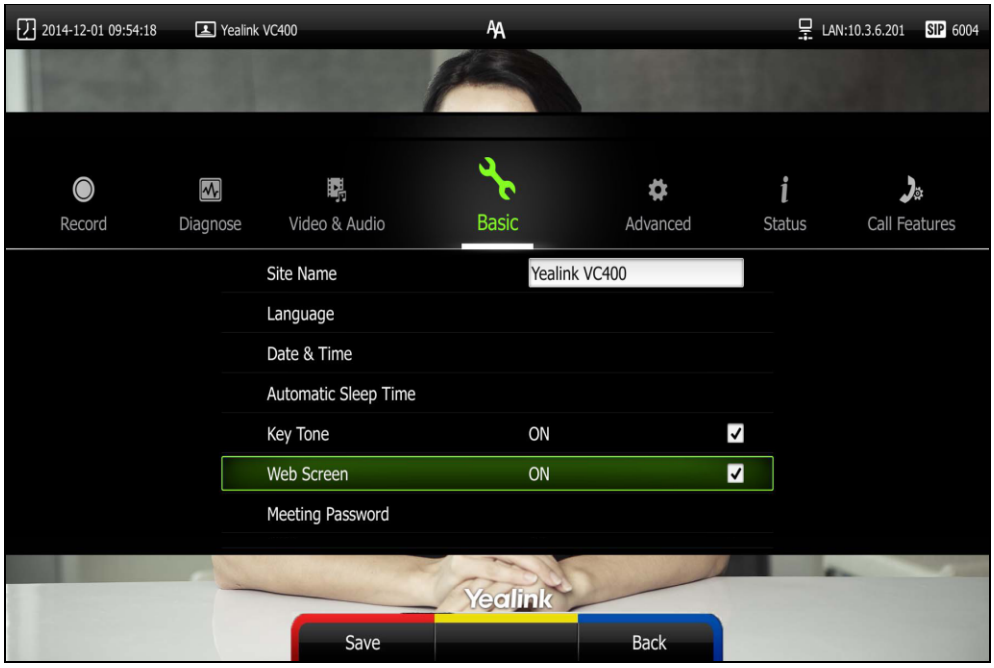
You can enable the web screen feature to allow the user to watch video images captured by local camera on the web user interface.

Web screen is configurable via the remote control only and it is enabled by default.

To configure the web screen via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.

3. Press ▲ or ▼ to scroll to **Web Screen**, and then press (OK) to enable or disable this feature.



4. Press (**Save** soft key) to accept the change.

To watch video images via the web user interface at the path **Home**.

Volume Settings

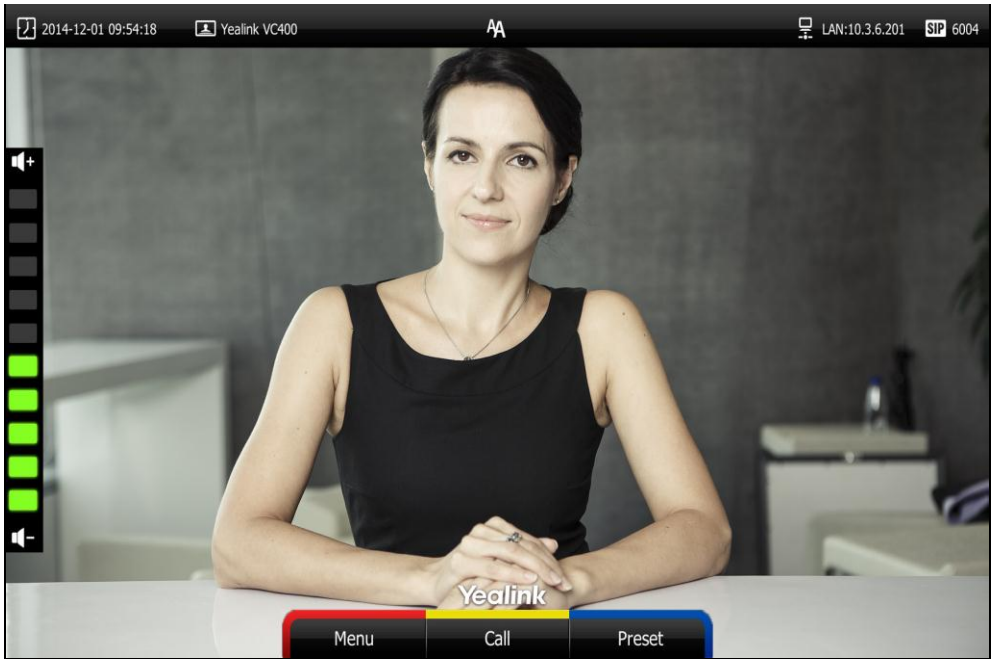
You can use the remote control or VCP40 phone to adjust the ringer volume of the system when it is idle or ringing. You can also adjust the receiver volume of engaged audio devices when the system is in use.

To adjust the volume when the system is idle or ringing:

Do one of the following:

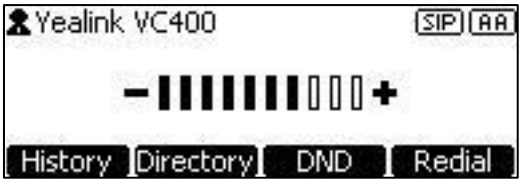
- Press − or + on the remote control to adjust the ringer volume of the system.

The current ringer volume of the system is displayed on the left of the display device.



- Press on the VCP40 phone to adjust the ringer volume.

  The LCD screen of the VCP40 phone displays the current ringer volume.



The display device will display the ringer volume simultaneously.

Note If ringer volume is adjusted to 0, the icon will appear on the display device. The icon will appear on the LCD screen of the VCP40 phone.

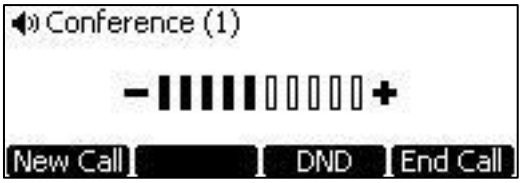
To adjust the volume when the system is during a call:

- Press − or + on the remote control to adjust the receiver volume of the system.

The current receiver volume of the system is displayed on the left of the display device.

- Press on the VCP40 phone to adjust the receiver volume.

  The LCD screen of the VCP40 phone displays the current receiver volume.



The display device will display the receiver volume simultaneously.

Note If the VCP40 phone is not the active audio device of the system, you can still use it to adjust the system volume.

Meeting Password

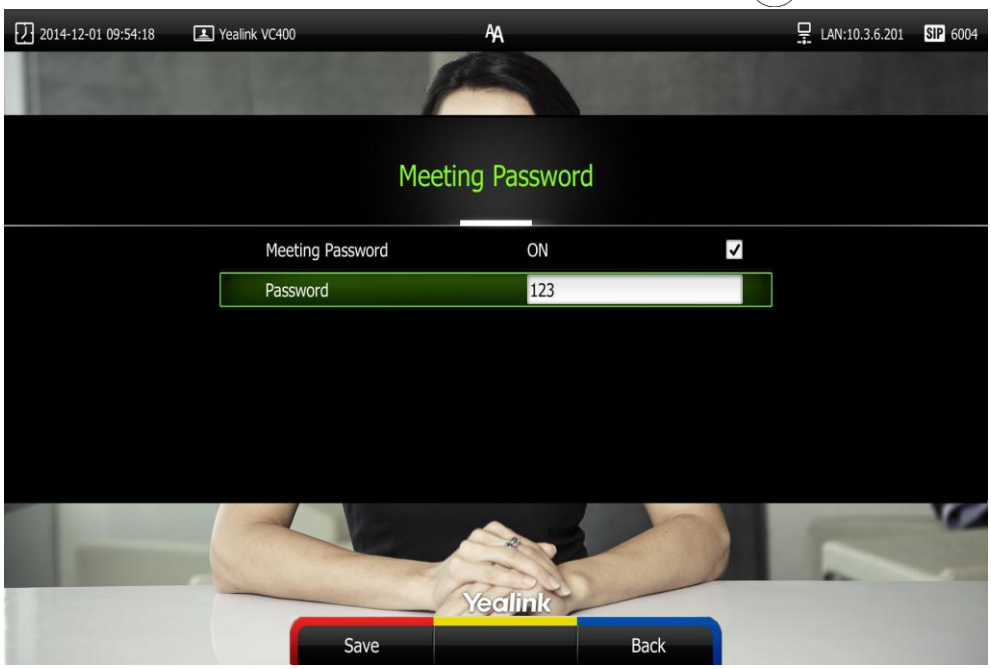
Meeting password is used to manage the incoming calls. If you enable this feature, only the people who know the meeting password can dial your system.

If your system is idle, meeting password can prevent people from dialing your system. If your system is during a call or conducting a conference call, meeting password can prevent unauthorized people from joining.

Note You can add specified users to the meeting whitelist. Users in the whitelist can dial your system directly without meeting password. For more information on meeting whitelist, refer to Meeting Whitelist on page 49.

To configure the meeting password via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Basic** menu.
3. Press ▲ or ▼ to scroll to **Meeting Password**, and then press OK.



4. Check the **Meeting Password** checkbox.
5. Enter the meeting password in the **Password** field.
6. Press (**Save** soft key) to accept the change.

Meeting password is configurable via web user interface at the path **Setting**->**General**->**Meeting Password**.

People can press **IP##meeting password** or **meeting password@IP** to dial your system or join your conference call. For example: your IP address is 10.3.6.201 and you set 123 as your meeting password. People should press **10.3.6.201##123** or **123@10.3.6.201** to dial your system or join your conference call. If people call you without a meeting password or with a wrong meeting password, the call will fail.

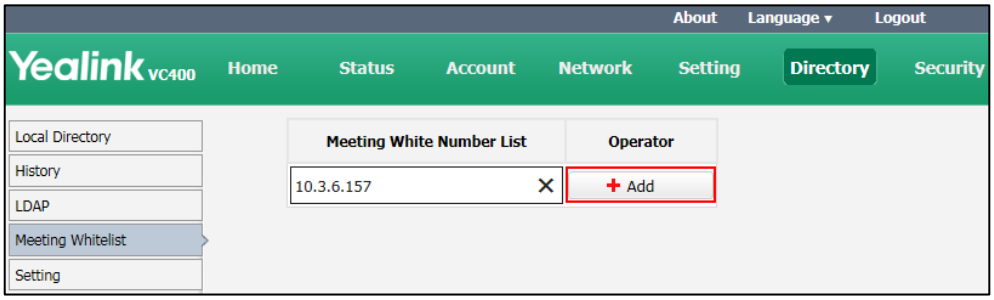
Meeting Whitelist

You can add the IP, account or domain name of the remote system to the meeting whitelist. Users in the whitelist can dial your system or join your conference call directly without meeting password even if you have enabled the meeting password feature. VC400 video conferencing system supports up to 100 whitelist records. Meeting whitelist is configurable via web user interface only.

To add the meeting whitelist numbers via web user interface:

1. Click on **Directory**->**Meeting Whitelist.**

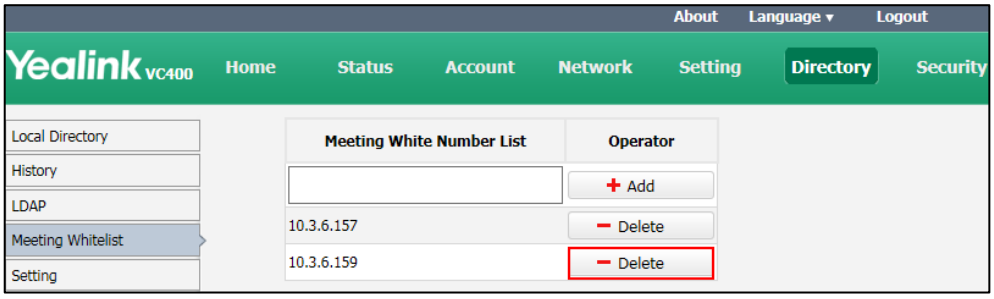
2. Enter the user's IP, account or domain name in the **Meeting White Number List** field.



3. Click **Add**.
4. Repeat step 2-3 to add more numbers to the meeting whitelist.

To delete the meeting whitelist numbers via web user interface:

1. Click on **Directory->Meeting Whitelist.**
2. Click **Delete** beside the numbers that you want to delete.



The web user interface prompts the message "Warning: Are you sure delete the white number?".

3. Click **Confirm**.

Hiding Icons in a Call

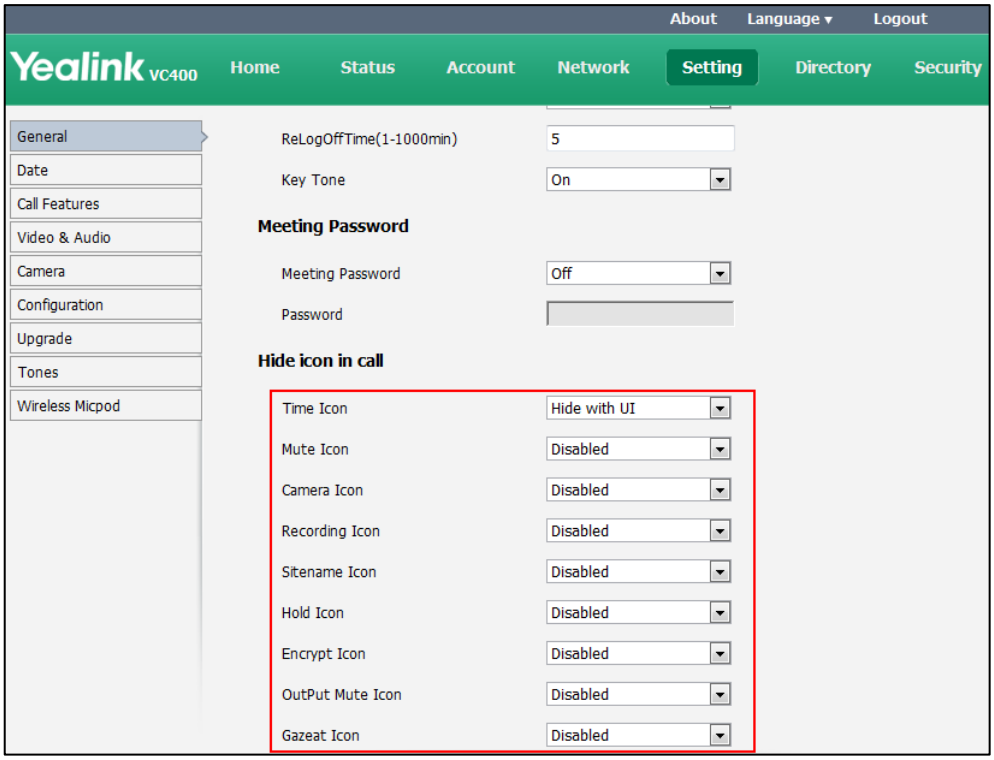
During a call, the system will display some information and icons (such as call time, mute icon and recording icon) by default, you can know the call status from these information and icons. You can also hide these icons as needed to achieve the best video effects. Hiding icons in a call feature is configurable via web user interface only.

To enable the hiding icons in a call feature via web user interface:

1. Click on **Setting->General**.
2. Select the desired values from the pull-down lists of **Time Icon**, **Mute Icon** ( ), **Camera Icon** ( ), **Recording Icon** ( ), **Sitename Icon**, **Hold Icon** ( ), **Encrypt Icon** ( ), **OutPut Mute Icon** ( ), and **Gazeat Icon** ( ).
   - If you select **Disabled**, the system does not display corresponding icons during a call.
   - If you select **Hide with UI**, the system displays corresponding icons during a

call, but the icons will hide with UI.

- If you select **Enabled**, the system displays corresponding icons during a call.



3. Click **Confirm** to accept the change.

Local Directory

You can add local contacts and conference contacts to the system. Conference contact consists of one or more local contacts (at least one, at most three).

You can create a conference with other parties (up to 5 parties, including yourself).

VC400 system can store up to 500 local contacts and 100 conference contacts. You can manage the local directory via the remote control or web user interface.

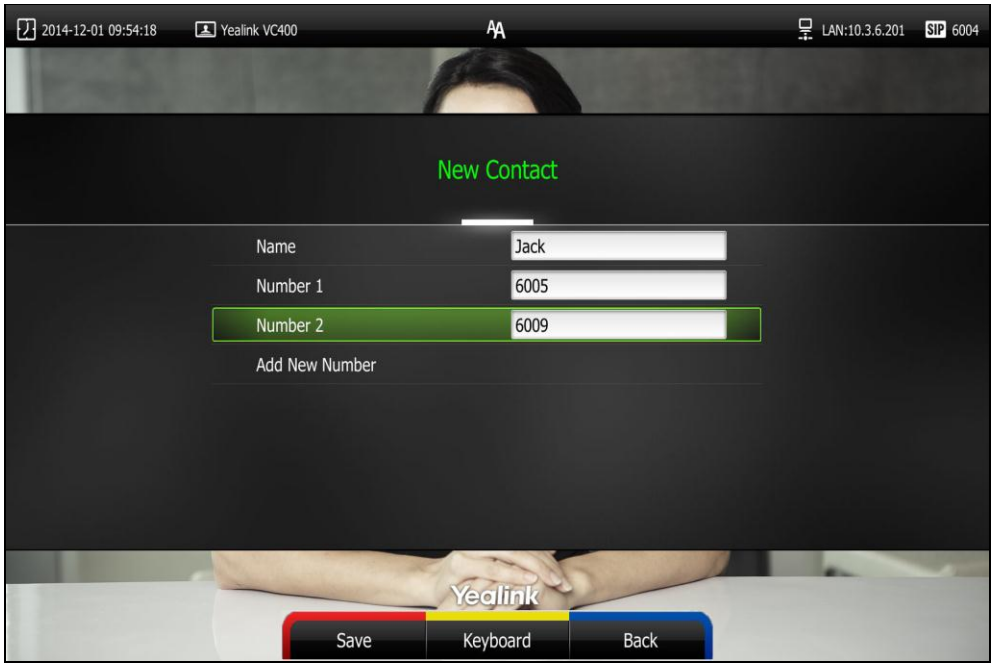
Adding Contacts

You can add local contacts and conference contacts via the remote control or web user interface.

To add a local contact via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **Directory** menu.
3. Press (**New Contact** soft key).
4. Enter contact name in the **Name** field.
5. Enter contact number or IP address in the **Number1** field.
6. Press ▲ or ▼ to scroll to **Add New Number**, and then press OK to add more numbers.

   Up to 3 numbers can be added to a contact.
7. Enter the secondary number of the contact in the **Number 2** field.



   You can repeat step 6 to add the third number to the contact, and enter the third number in the **Number 3** field.
8. Press (**Save** soft key) to save the local contact.

Note If the contact already exists in the directory, the display device will prompt "Contact already exists!".

To add a conference contact via the remote control:

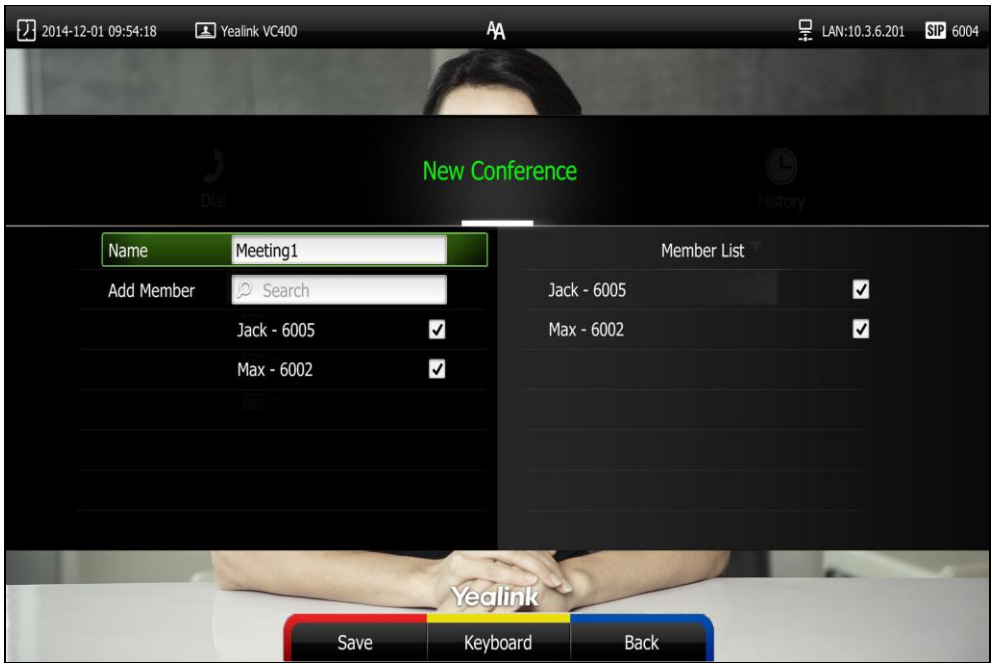
1. Press (**Call** soft key).

2. Press ◀ or ▶ to select the **Directory** menu.
3. Press (**New Conference** soft key).
4. Enter conference name in the **Name** field.
5. Press ▲ or ▼ to scroll to **Add Member**.
6. Enter a few characters of the contact name or the contact number in the **Add Member** field.

   Contacts whose name or number matches the characters entered will appear on the screen.
7. Press ▲ or ▼ to select the desired local contact.
8. Press OK to add the desired local contact to the **Member List**.

   Repeat steps 7 to 8 to add more contact to the **Member List**.

   You can also add conference contacts directly without searching action: press ▲ or ▼ to select the desired local contact, and then press OK to add the desired local contact to the **Member List**.



9. Press (**Save** soft key) to save the conference contact.

Note If the contact already exists in the directory, the display device will prompt "Contact already exists!".

Adding contacts is configurable via web user interface at the path **Directory->Local Directory**.

Placing Calls to Contacts

You can place calls to local contacts or conference contacts via the remote control, VCP40 phone or web user interface.

To place a call to a local contact via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **Directory** menu.
3. Press ▲ or ▼ to select the desired local contact.
4. Press OK .
   - If only one number is stored for the contact, the contact number will be dialed out directly.
   - If multiple numbers are stored for the contact, press ▲ or ▼ to highlight the desired number, and then press OK or to dial out the number.

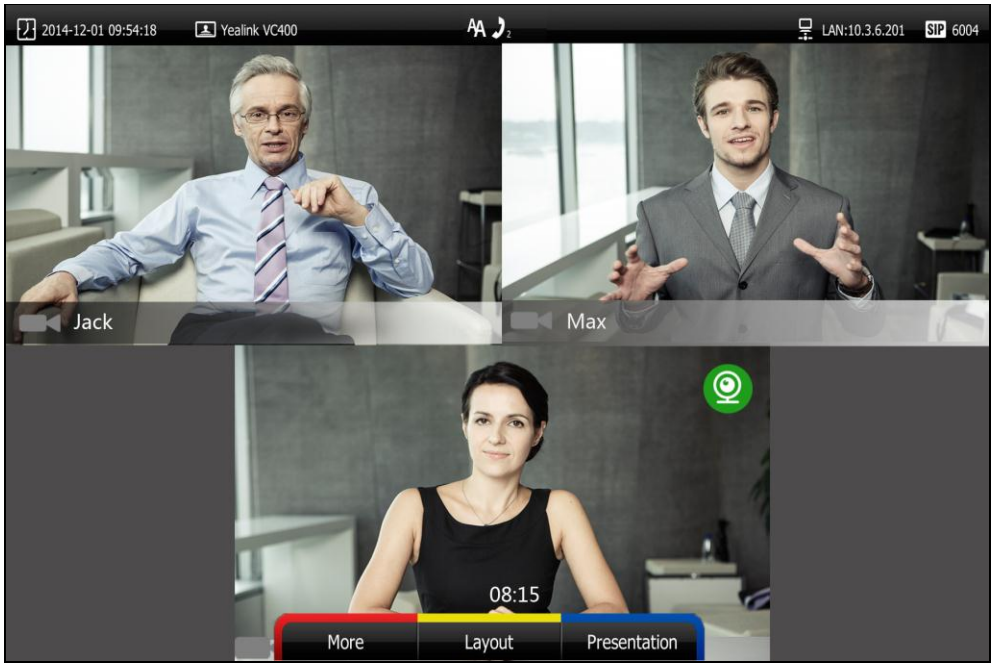
To place a call to a conference contact and create a conference:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **Directory** menu.
3. Press ▲ or ▼ to select the conference contact.

   You can also select **Conference** from the pull-down list of **All Contacts**, and then press ▲ or ▼ to highlight the conference contact
4. Press OK or .

   The system will call the first member of the conference contact. When the first member answers the call, the system will call the secondary member and repeat this until all conference members have joined to the conference.

When the system set up a conference successfully, the display device is shown as below:



To place a call to a local contact via the VCP40 phone:

1. Press the **Directory** soft key to enter the Directory list.
2. Press ▲ or ▼ to select the desired directory list (**All Contacts** or **Local**).
3. Press the **Enter** soft key or OK to view the contacts in the selected directory.
4. Press ▲ or ▼ to select the desired contact.

   You can press the ◀ or ▶ soft key to switch the directory list.
5. Do one of the following:
   - If only one number is stored for the contact, press the **Send** soft key, OK or ☎ to call the contact.
   - If multiple numbers are stored for the contact, press the **Enter** soft key or OK to view the contact numbers.

     Press ▲ or ▼ to highlight the desired number.

     Press the **Send** soft key, OK or ☎ to call the contact.

To place a call to conference contact via the VCP40 phone:

1. Press the **Directory** soft key to enter the Directory list.
2. Press ▲ or ▼ to select the desired directory list (**All Contacts** or **Conference**).
3. Press the **Enter** soft key or OK to view the contacts in the selected directory.
4. Press ▲ or ▼ to highlight the desired contact.
5. Press the **Send** soft key, OK or ☎.

   The system will call the first member of the conference contacts. When the first

member answers the call, the system will call the secondary member and repeat this until all conference members have joined the conference, and the system has set up a conference successfully.

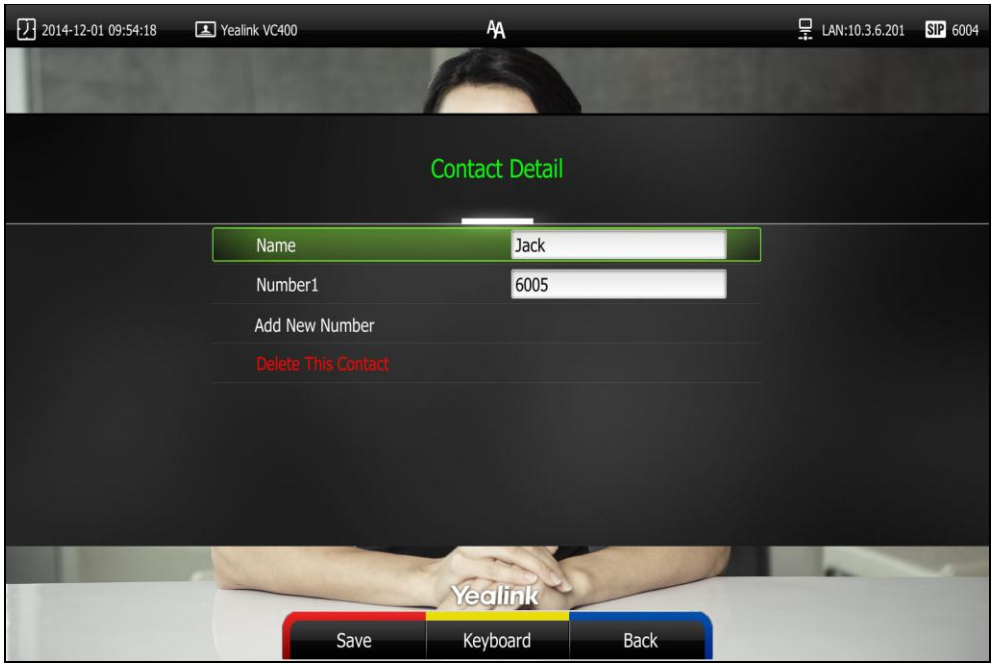
Editing Contacts

You can edit local contacts or conference contacts via the remote control or web user interface:

To edit a local contact via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **Directory** menu.
3. Press ▲ or ▼ to select the desired local contact.
4. Press (**Detail** soft key).
5. Edit contact information.

   You can select **Add New Number** to add new numbers for the contact.

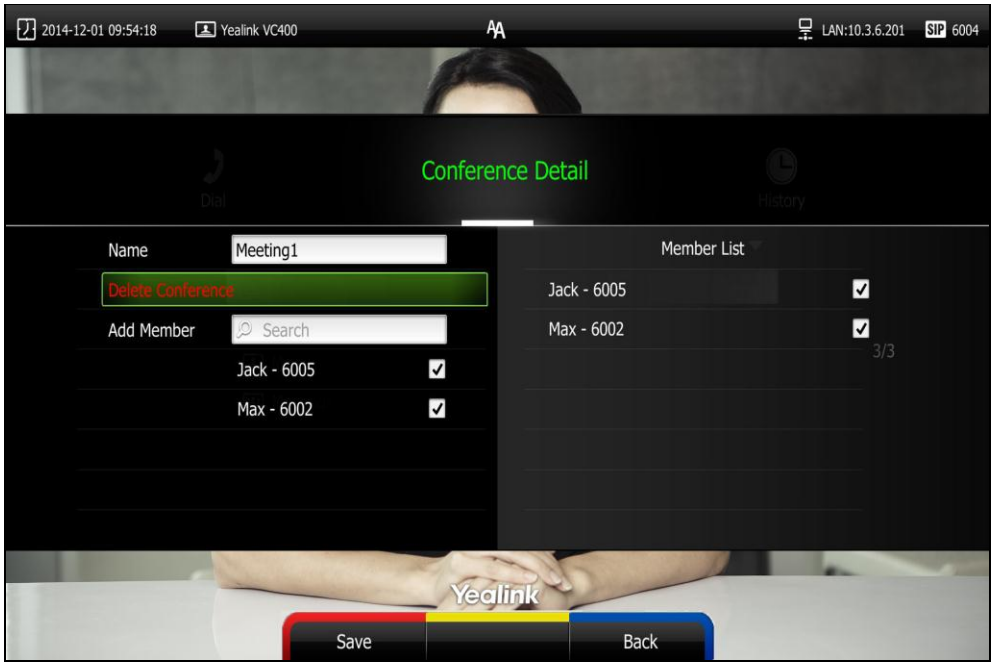


6. Press (**Save** soft key) to accept the change or press (**Back** soft key) to cancel.

To edit a conference contact via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **Directory** menu.
3. Press ▲ or ▼ to select the desired conference contact.
4. Press (**Detail** soft key).

5. Edit contact information.



6. Press (**Save** soft key) to accept the change or press (**Back** soft key) to cancel.

Editing contacts is configurable via web user interface at the path **Directory->Local Directory**.

Deleting Contacts

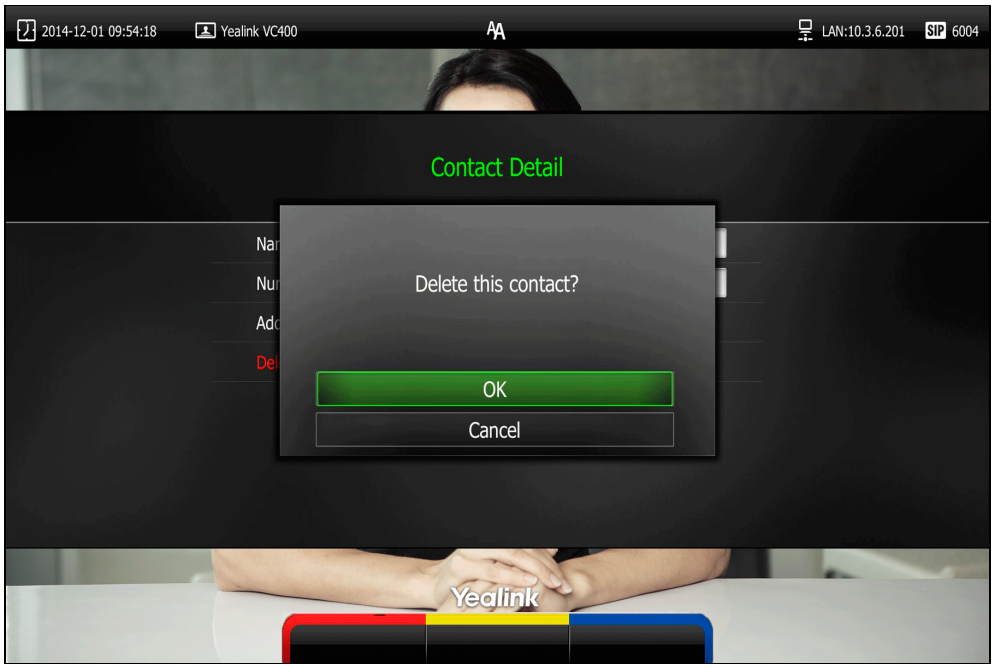
You can delete local contacts or conference contacts via the remote control or web user interface.

To delete local contact via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **Directory** menu.
3. Press ▲ or ▼ to select the desired local contact.
4. Press (**Detail** soft key).
5. Press ▲ or ▼ to highlight the **Delete This Contact**, and then press OK.

   The display device prompts "Delete this contact?"

6. Press ▲ or ▼ to highlight **OK**.



7. Press OK to delete the local contact.

Deleting contacts is configurable via web user interface at the path **Directory**-> **Local Directory**.

Searching for Contacts

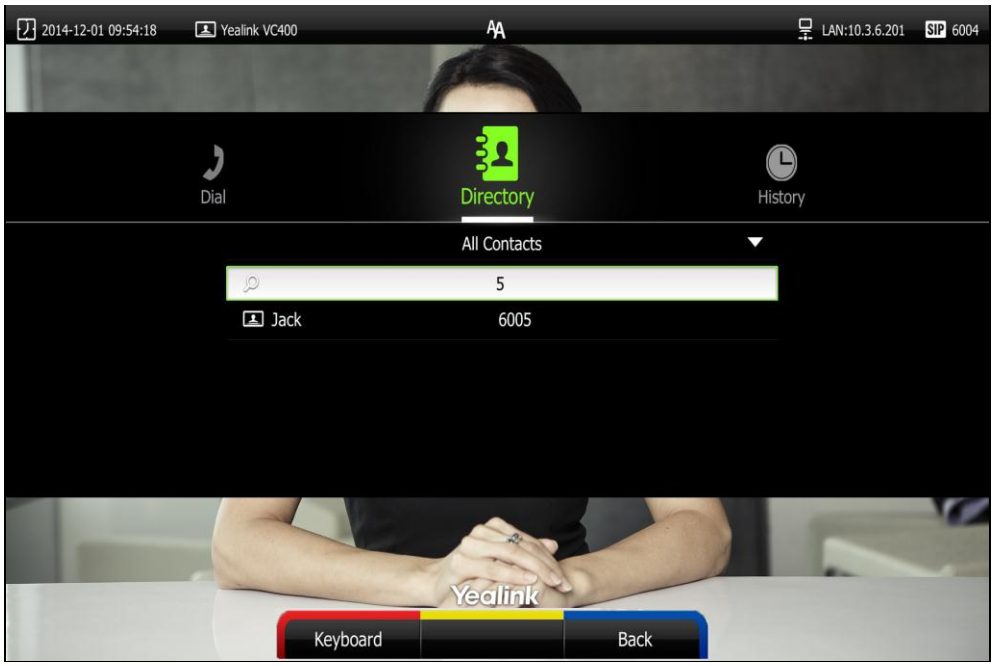
You can search local contacts or conference contacts via the remote control or web user interface.

To search contacts via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **Directory** menu.
3. Press ▲ or ▼ to select the searching box.

   You can select the desired contact type from the pull-down list of the **All Contacts** first.
4. Enter a few or all characters of the contact name or numbers.

The contacts whose names or phone numbers match the characters entered will appear on the display device.



5. You can press ▲ or ▼ to select the desired contact, and then call or edit the contact.

Search Source List in Dialing

You can search for a contact from the desired lists when the phone is in the pre-dialing screen. The lists can be History, Local Directory, Cloud Contacts and LDAP.

In the pre-dialing screen, when you enter a few characters, the system will search the matched contacts from the enabled search source lists, and display the result in the dialing screen.

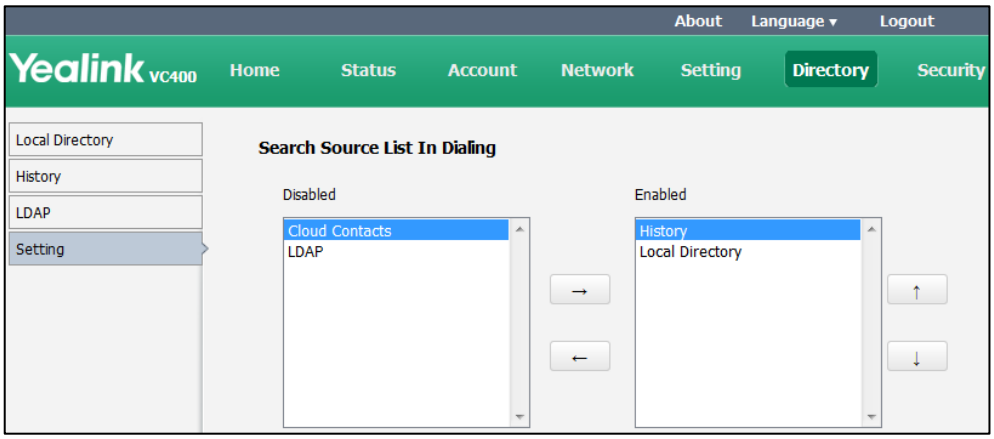
If you want to match the Cloud Contacts and LADP list, make sure the Cloud Contacts and LDAP are configured already. For more information on how to configure Cloud Contacts and LDAP, contact your system administrator.

To configure search source list in dialing via web user interface:

1. Click on **Directory**->**Setting**.
2. In the **Search Source List In Dialing** block, select the desired list from the **Disabled** column and click [→] .

   The selected list appears in the **Enabled** column.
3. Repeat step 2 to add more lists to the **Enabled** column.
4. (Optional.) To remove a list from the **Enabled** column, select the desired list and then click [←] .

5. To adjust the display order of the enabled list, select the desired list, and click ↑ or ↓ .



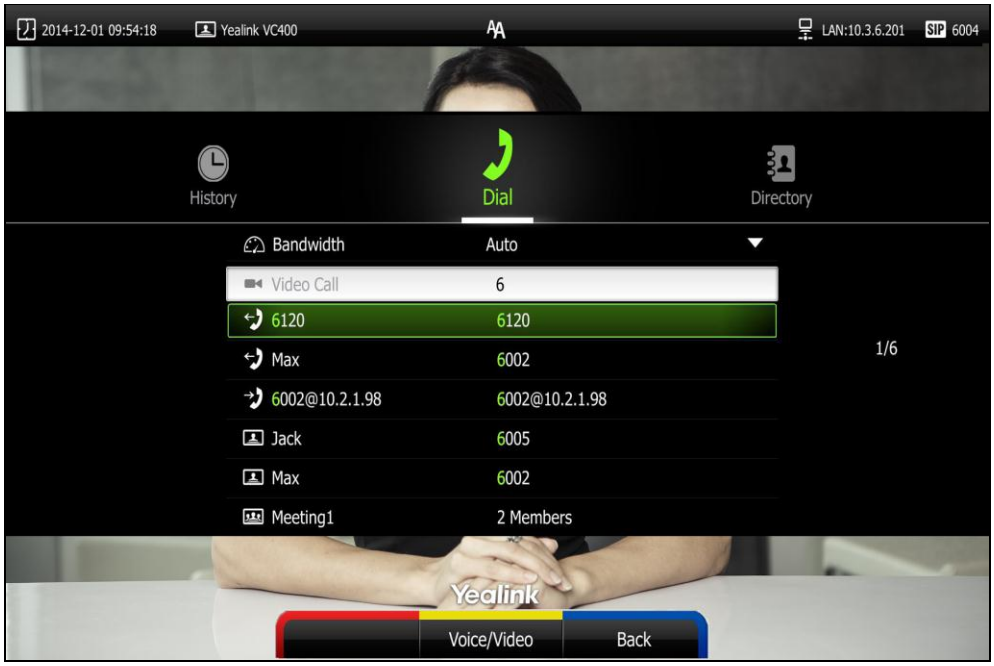
6. Click **Confirm** to accept the change.

Note Search source list in dialing is only configurable via web user interface.

To place a call via search source lists:

1. Press (**Call** soft key).
2. Enter a few or all characters of the contact name or numbers.

   The contacts whose names or phone numbers match the characters entered will appear on the display device.
3. Press ▲ or ▼ to select the desired contact, and then press or OK to call the contact.



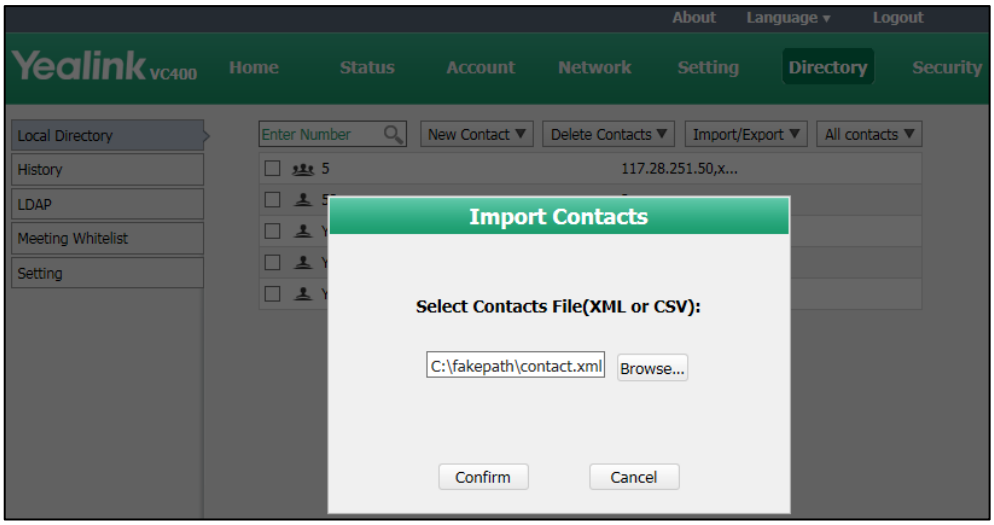
Importing/Exporting Contact Lists

You can import or export the contact list to share contacts between different systems or between system and application software (e.g., Outlook).

The VC400 video conferencing system only supports the XML and CSV format contact lists. You can only import or export the contact list via web user interface.

To import an XML file of contact lists via web user interface:

1. Click on **Directory->Local Directory**.
2. Click **Import/Export**.
3. Click **Import**.
4. Click **Browse** to locate a contact list file (file format must be *.xml) from your local system.



5. Click **Confirm** to import the contact list.

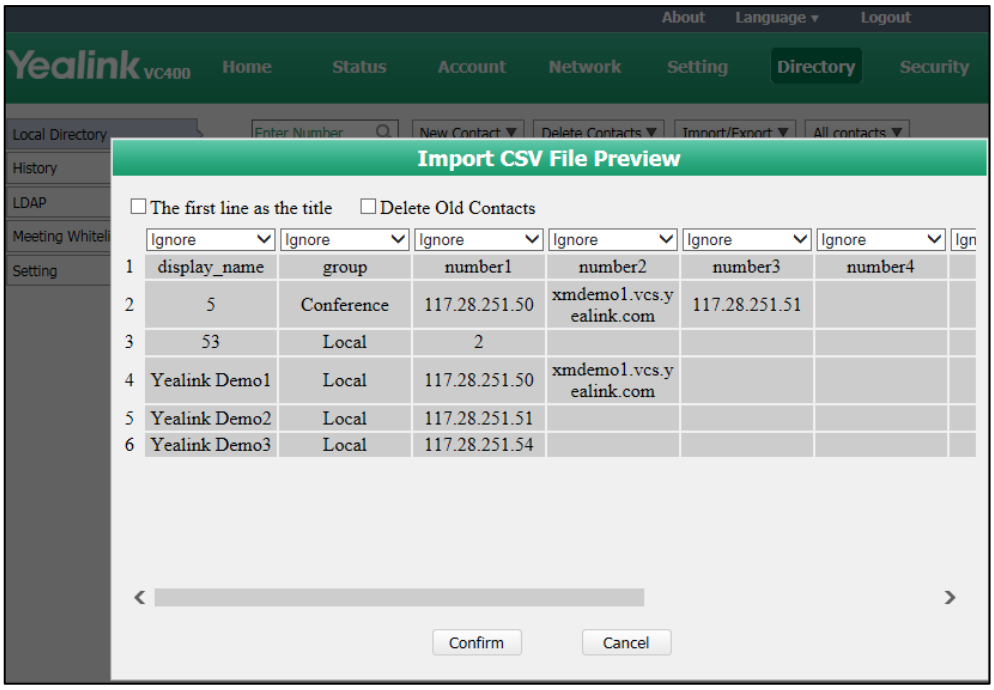
   The web user interface prompts "The original contact will be covered, continue?".
6. Click **Confirm** to complete importing the contact list.

   The web user interface prompts "Contacts imported successfully!".

To import a CSV file of contact lists via web user interface:

1. Click on **Directory->Local Directory**.
2. Click **Import/Export**.
3. Click **Import**.
4. Click **Browse** to locate a contact list file (file format must be *.csv) from your local system.
5. Click **Confirm**.

The web user interface is shown as below:



6. (Optional.) Check the **The first line as the title** checkbox.

   It will prevent importing the title of the contact information which is located in the first line of the CSV file.

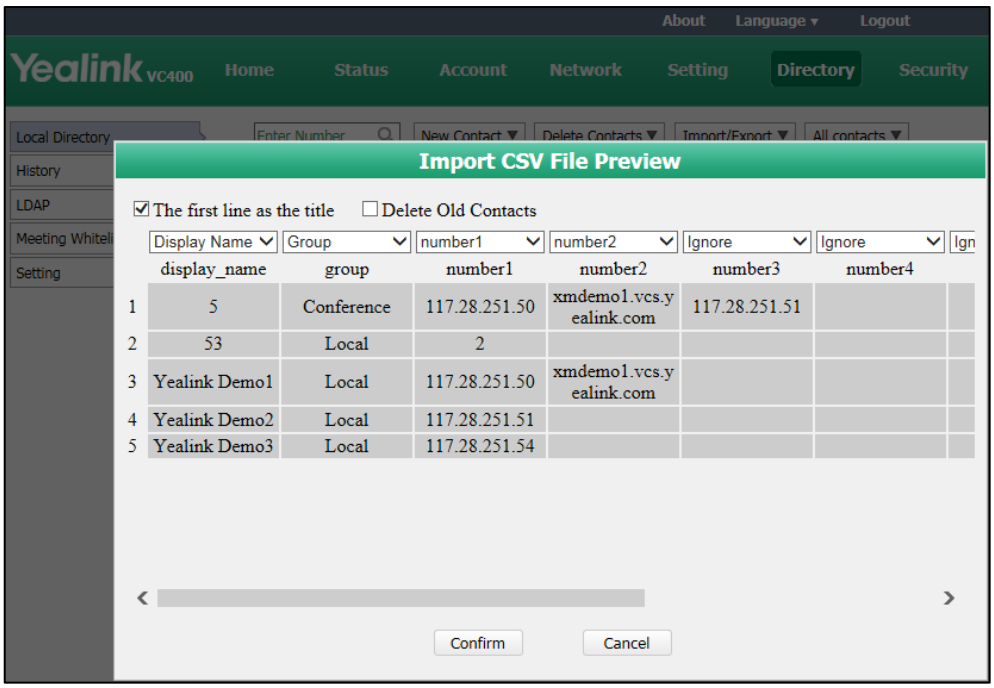
7. (Optional.) Check the **Delete Old Contacts** checkbox.

   It will delete all existing contacts while importing the contact list.

8. Select the desired value from the pull-down list.

   - If **Ignore** is selected, this column will not be imported to the system.
   - If **Display Name** is selected, this column will be imported to the system as the contact's name.

- If **number1/2/3** is selected, this column will be imported to the system as the contact's number.



9. Click **Confirm** to complete importing the contact list.

   The web user interface prompts "Contacts imported successfully!".

Note The display name must be imported to the system. If not, the CSV file cannot be imported.

To export a contact list via web user interface:

1. Click on **Directory->Local Directory**.
2. Click **Import/Export**.
3. Click **Export XML** or **Export CSV**.
4. Click **Save**.

   The contact list is saved to your local system.

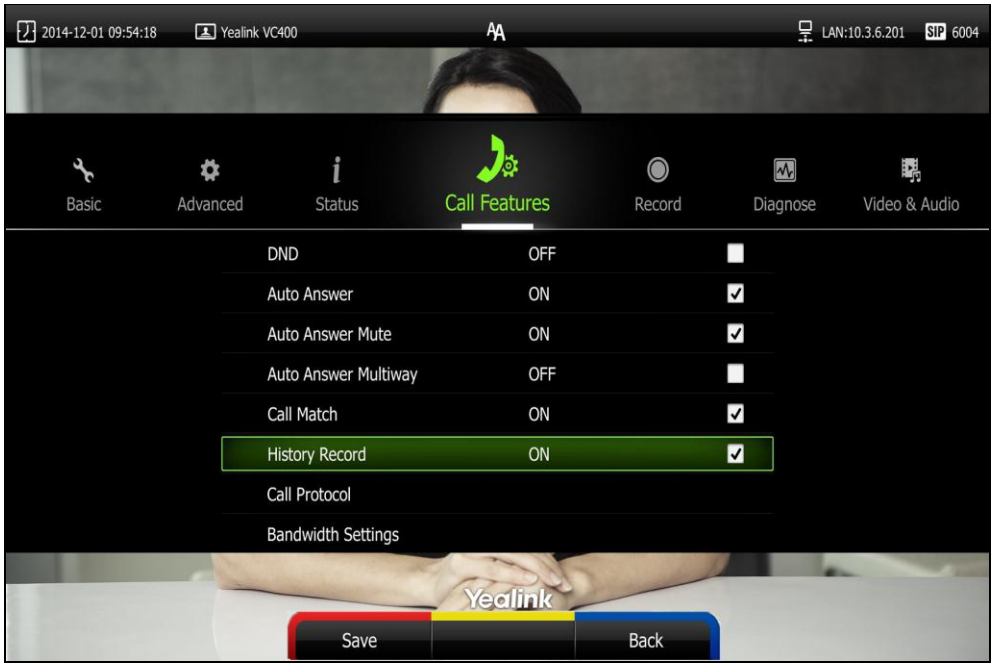
Call History Management

The VC400 video conferencing system maintains call history lists of All Calls, Missed Calls, Placed Calls and Received Calls. The system supports up to 100 history lists. You can view the call history, place a call or delete an entry from the call history list.

To log call history on the system, you need to enable the history record feature in advance. The history record feature is enabled by default, and you can configure it via the remote control or web user interface.

To configure the history record feature via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Call Features** menu.
3. Press ▲ or ▼ to scroll to **History Record**, and then press OK to enable or disable this feature.



4. Press (**Save** soft key) to accept the change.

The history record feature is configurable via web user interface at the path **Setting->Call Features->History Record**.

Viewing Call History

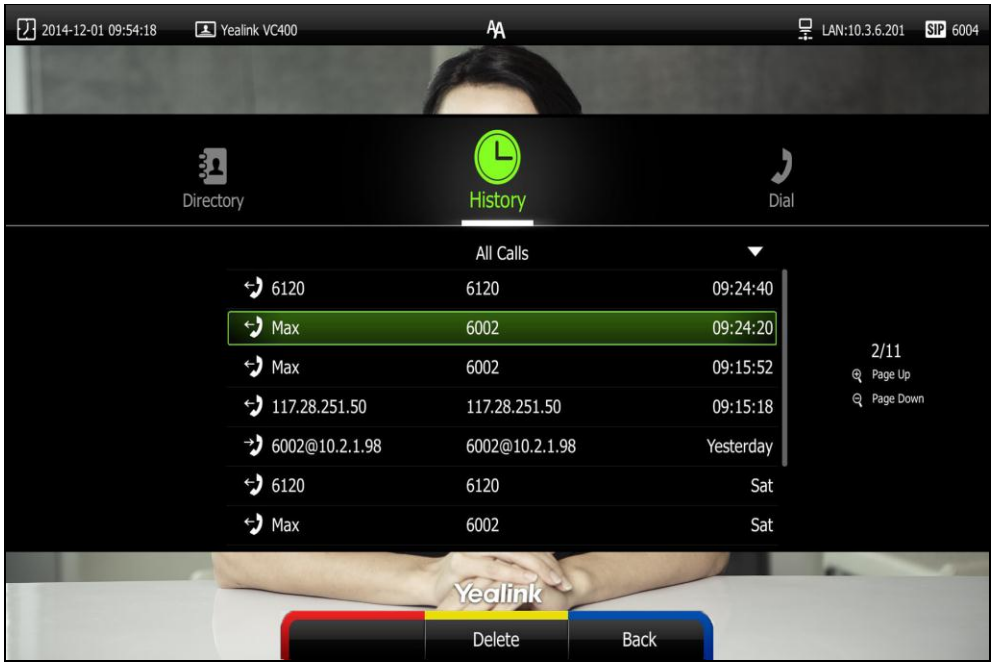
You can view call history via the remote control, VCP40 phone or web user interface.

To view call history via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **History** menu.

   The display device shows recent call history.
3. Press OK to expand the pull-down list of **All Calls**.
4. Press ▲ or ▼ to select the desired call history list, and then press OK.
5. Press ▲ or ▼ to view the desired call history.

If the call history is more than one page, you can press or to turn pages.



To view call history via the VCP40 phone:

1. Press the **History** soft key.

   The VP40 LCD screen displays all call records.

2. Press ◀ or ▶ soft key to switch between **All Calls**, **Missed Calls**, **Placed Calls**, and **Received Calls** list.
3. Press or to view the desired call history.

Call history can be viewed via the web user interface at the path **Directory->History**.

Placing a Call from the Call History List

You can place a call from the call history list via the remote control, VCP40 phone or web user interface.

To place a call from the call history list via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **History** menu.

   The display device shows recent call history.
3. Select the desired call history list from the pull-down list of **All Calls**, and then press

OK .

4. Press ▲ or ▼ to select the desired call history.

   If the call history is more than one page, you can press ⊕ or ⊖ to turn pages.

5. Press OK or ✆ .

To place a call from the call history list via the VCP40 phone:

1. Press the **History** soft key.

   The VCP40 LCD screen displays all call records.

2. Press ◀ or ▶ soft key to switch between **All Calls**, **Missed Calls**, **Placed Calls**, and **Received Calls** list.
3. Press ▲ or ▼ to select the desired call history.
4. Press the **Send** soft key, OK or ✆ .

Deleting an Entry from the Call History List

You can delete an entry from the call history list via the remote control or web user interface.

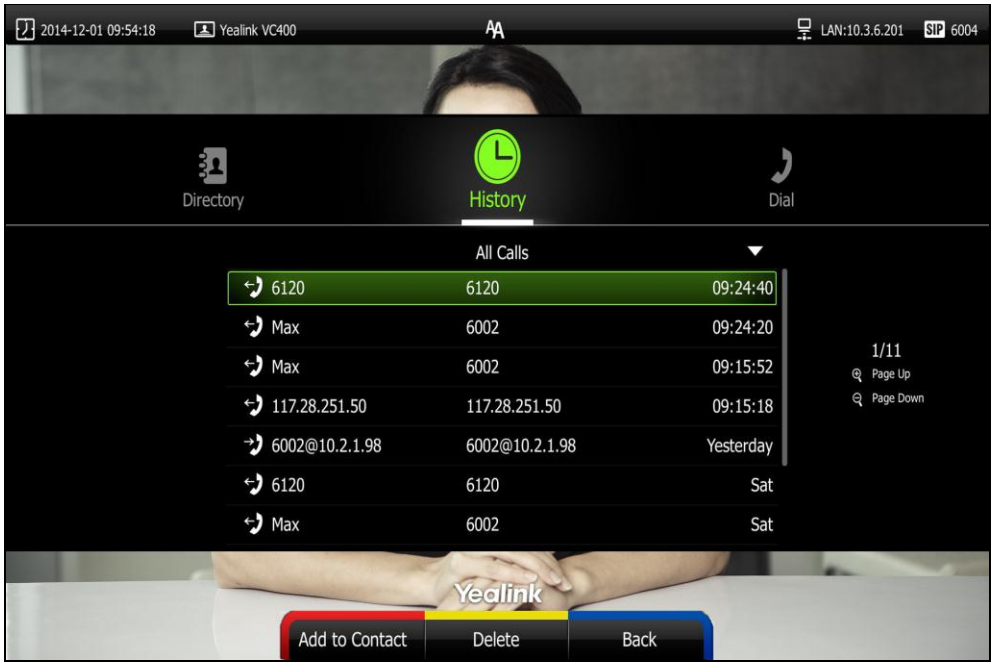
To delete an entry from the call history list via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **History** menu.

   The display device shows recent call history.

3. Press ▲ or ▼ to select the desired call history.

If the call history is more than one page, you can press or to turn pages.



4. Press (**Delete** soft key) to delete the entry.

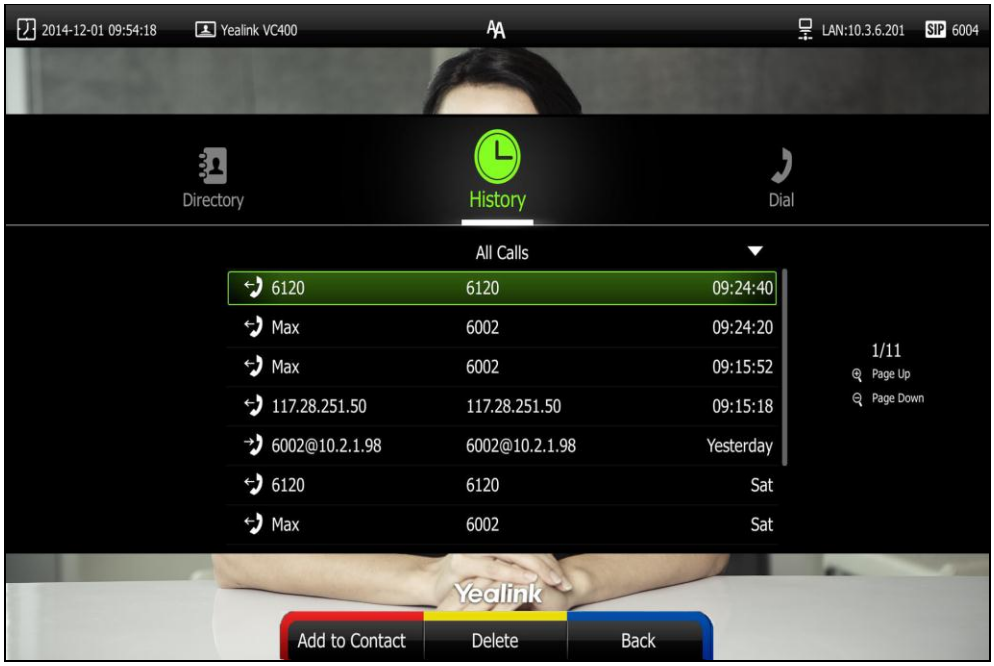
To clear call history via the remote control:

1. Press (**Call** soft key).
2. Press ◀ or ▶ to select the **History** menu.

   The display device shows recent call history.
3. Press (**Clear** soft key).

   You can also select the call history list you want to clear from the pull-down list of **All Calls**, and then press (**Clear** soft key) to clear the call history in the selected list.

The display device prompt "Delete all records?".



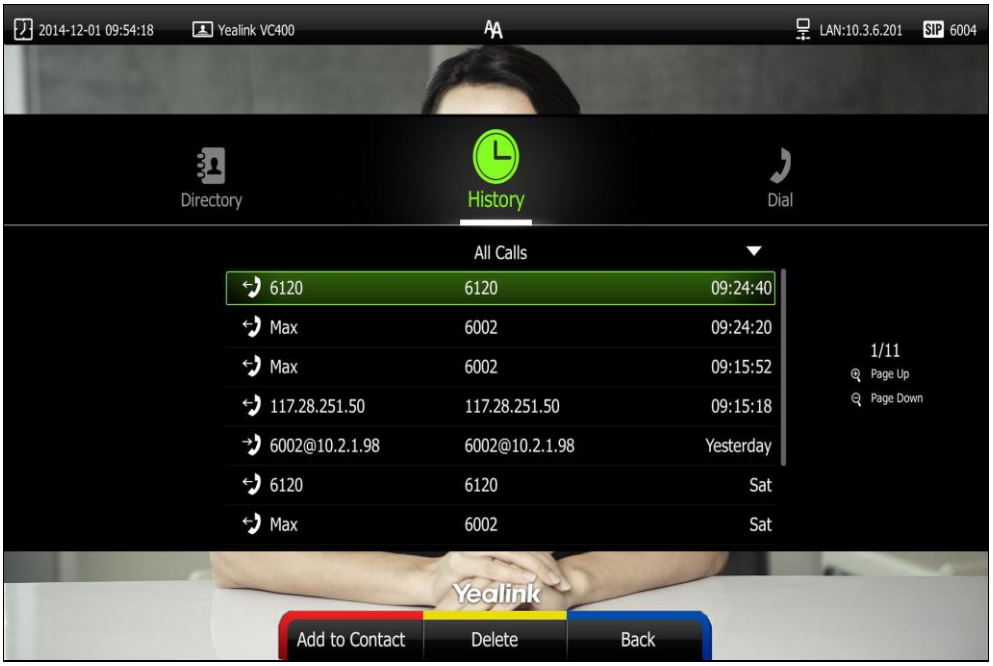
5. Press ▲ or ▼ to select **OK**.
6. Press (OK) to clear the call history.

Adding a Contact from the Call History List

1. Press [ ] (**Call** soft key).
2. Press ◀ or ▶ to select the **History** menu.

   The display device shows recent call history.
3. Press ▲ or ▼ to select the desired call history.

If the call history is more than one page, you can press or to turn pages.



4. Press (**Add to Contact** soft key).
5. Enter contact name in the **Name** field.

   You can add more than one number for the contact. For more information, refer to Adding Contacts on page52.
6. Press (**Save** soft key) to save the contact.

Call history management feature is configurable via web user interface at the path **Directory->History**.

Call Protocol

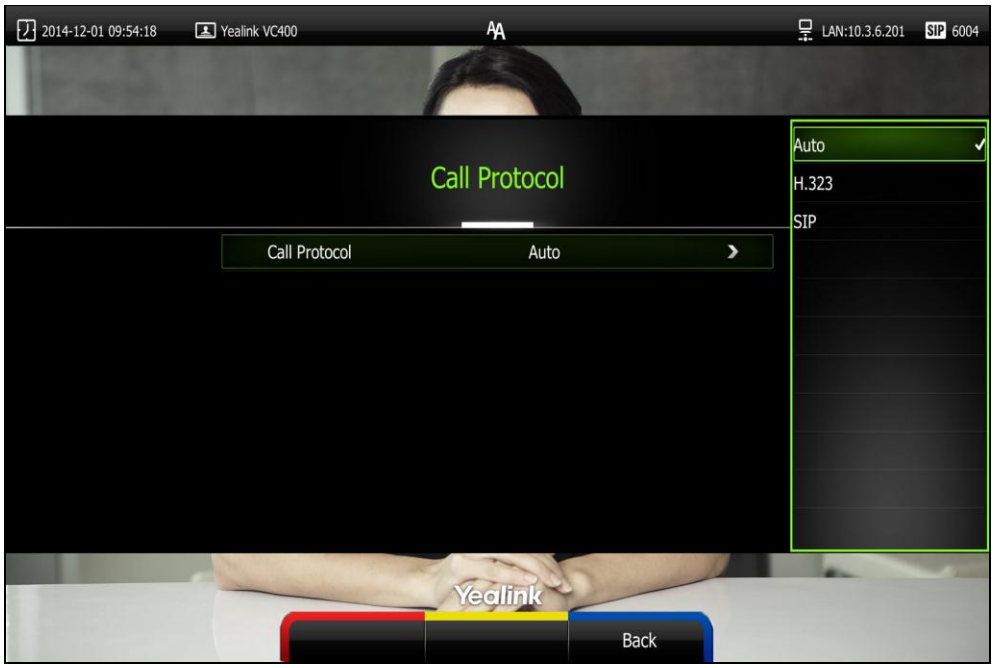
The VC400 video conferencing system supports SIP and H.323 call protocols. H.323 is commonly used to communicate to other video conferencing systems. SIP is commonly used to communicate with other VoIP devices. You can configure which protocol is to be used when the system is making calls. When the **Auto** call protocol is used, the system preferentially uses the H.323 protocol to place calls. If there is no available H.323 account on the system, the system will switch to the SIP protocol. You can also specify the desired protocol for the system to place calls via the remote control or web user interface.

Note Before configuring call protocol, ensure the remote system supports the call protocol too. For more information, contact your system administrator.

To configure the call protocol via the remote control:

1. Press (**Menu** soft key) to enter main menu.

2. Press ◀ or ▶ to select the **Call Features** menu.
3. Press ▲ or ▼ to scroll to **Call Protocol**, and then press OK.



4. Select desired type or **Auto** from the pull-down list of **Call Protocol**.
5. Press (**Save** soft key) to accept the change.

Call protocol is configurable via web user interface at the path **Setting**->**Call Features->Call Protocol**.

Bandwidth Settings

By default, the system automatically detects the available bandwidth and uses this connection speed. The VC400 supports connecting to other devices with different bandwidth. If a device with lower bandwidth joins a call, the video quality will stay the same or will not reduce a lot.

You can specify the uplink and downlink bandwidths for the system to achieve the best result. The uplink bandwidth refers to the max bandwidth of outgoing calls. The downlink bandwidth refers to the max bandwidth of incoming calls.

Available bandwidths for the system are: Auto, 256kb/s, 384kb/s, 512 kb/s, 640 kb/s, 768 kb/s, 1024kb/s, 1280kb/s, 1500kb/s, 2000kb/s, 3000kb/s, 4000kb/s, 5000kb/s, 6000kb/s. You can configure which bandwidth is to be used when in the dialing screen. The optional maximum bandwidth in dialing screen is the uplink bandwidth.

You can configure the uplink and downlink bandwidth of the system via the remote control or web user interface.

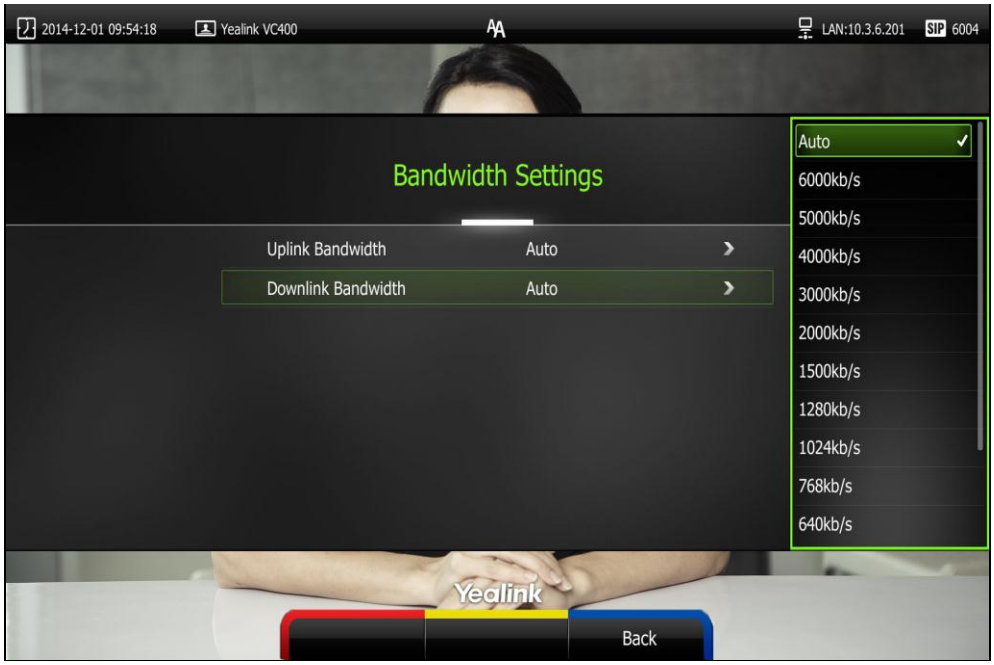
Note The actual resolution depends on the performance of the remote system, and is affected by the quality of the communication channel.

To configure the uplink and downlink bandwidth via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Call Features** menu.
3. Press ▲ or ▼ to scroll to **Bandwidth Settings**, and then press OK.
4. Select desired bandwidth from the pull-down list of **Uplink Bandwidth**.

   If **Auto** is selected, the system will select the appropriate bandwidth automatically.
5. Select desired bandwidth from the pull-down list of **Downlink Bandwidth**.

   If **Auto** is selected, the system will select the appropriate bandwidth automatically.



6. Press (**Save** soft key) to accept the change.

Bandwidth is configurable via web user interface at the path **Setting**->**Call Features**->**Uplink Bandwidth/Downlink Bandwidth**.

Audio Setting

Audio Output Device

The system supports the following audio devices:

- **Auto** (audio output device with the highest priority is selected automatically)
- **VCS Phone** (VCP40 phone)
- **HDMI** (built-in speakerphone of the display device)
- **Line Output** (speakerphone connected to the Line Out port on the VC400 codec)

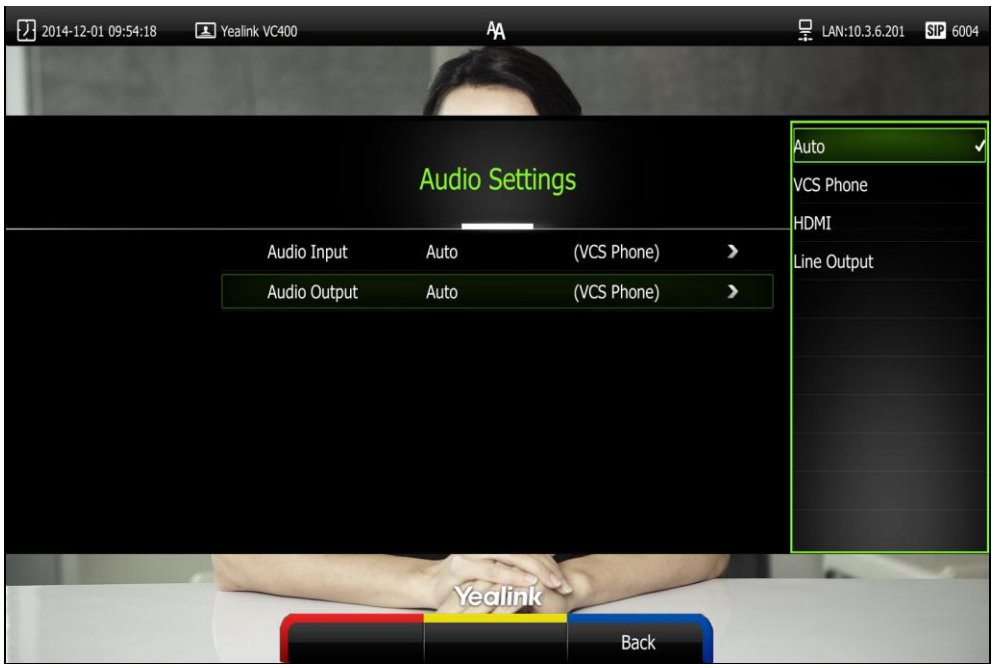
By default, the system automatically selects the audio output devices with the highest

priority. The priority is: VCS Phone> HDMI>Line Output. If the audio output device with the highest priority is removed from the VC400, the VC400 will select the next highest priority device.

You can also specify the desired audio output device via the remote control or the web user interface.

To configure the audio output device via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Video & Audio** menu.
3. Press ▲ or ▼ to scroll to **Audio Settings**, and then press OK.
4. Select desired audio output device from the pull-down list of **Audio Output**.



5. Press (**Save** soft key) to accept the change.

Audio output device is configurable via web user interface at the path **Setting**->**Video & Audio**->**Audio Output**.

Audio Input Device

The system supports the following audio input devices:

- **Auto** (select the audio input device with the highest priority)
- **Line Input** (microphone connected to the Line In port on the VC400 codec)
- **VCS Phone** (VCP40 phone)

The priority of audio input device is:

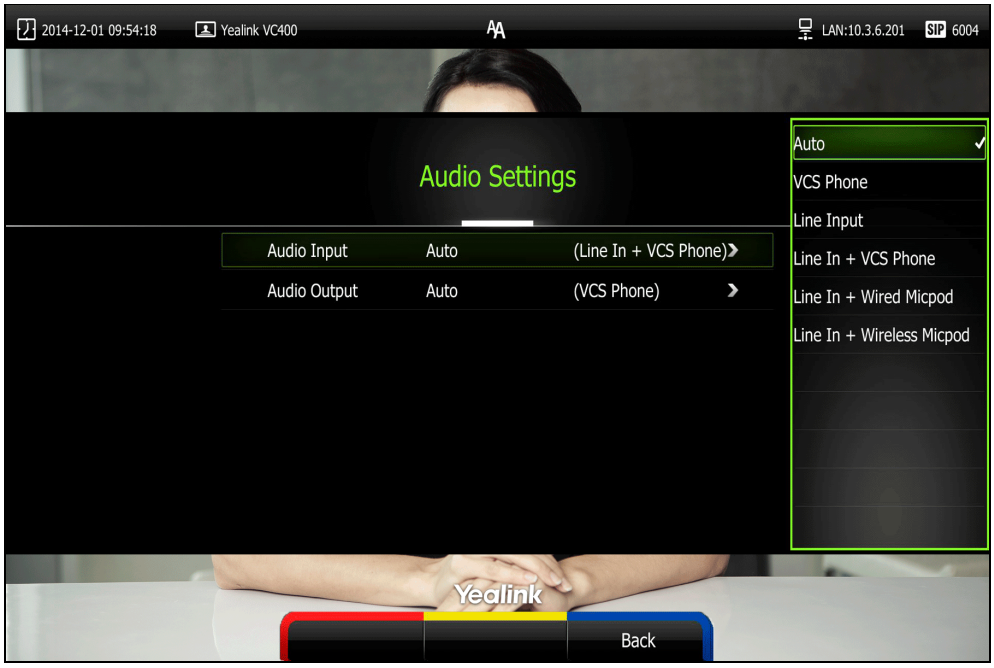
By default, the VC400 automatically selects the audio input devices with the highest priority. If you select "Line In + device" option, the VC400 will use microphone connected to the Line In port and the corresponding device to pick up audio at the same time.

You can also specify the desired audio input device via the remote control or the web user interface.

To configure the audio output device via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Video & Audio** menu.
3. Press ▲ or ▼ to scroll to **Audio Setting**, and then press OK.
4. Select desired audio output device from the pull-down list of **Audio Input**.
   - If **VCS Phone** is selected as the audio output device manually or automatically, the audio input device must be **VCS Phone** or **Line Input +VCS Phone**.
   - If **Line Input** is selected as the audio input device, the near-end audio output device will not play sound from the Line Input device.
   - If "Line In + device" is selected as the audio input device, the near-end audio output device will play sound from the Line Input device.

During a video training for main office and branch office, both offices need to hear the video sound, you can select this option.



6. Press (**Save** soft key) to accept the change.

Audio input device is configurable via web user interface at the path **Setting**->**Video & Audio**->**Audio Input**.

Far-end Camera Control

Local video is displayed on the display device of the far site during a call. For the best view, you can enable the **Far Control of Camera** feature to allow the far site to control the focus and angle of the local camera. You can also specify whether the far site is allowed to store and use the local camera presets.

You can configure the far-end camera control feature via the remote control or web user interface.

Far-end camera control features you need to know:

Parameters	Description
Far Control of Camera	Enables or disables the far-end to control the local camera.
Far Set of Camera Presets	Enables or disables the far-end to store the local camera presets.
Far Move to Camera Presets	Enables or disables the far-end to use the local camera presets.

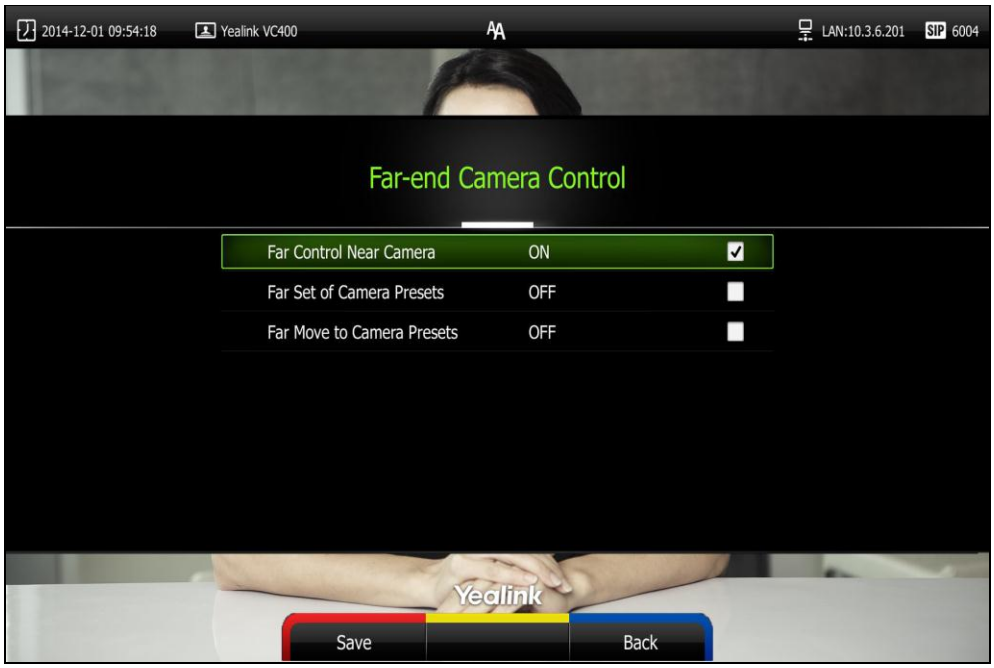
Note If the remote system enables the far-end camera control feature, you can control the remote camera. For more information, refer to Controlling the Camera on page 103.

To configure Far-end Camera Control via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Video & Audio** menu.
3. Press ▲ or ▼ to scroll to **Far-end Camera Control**, and then press OK.
4. Press ▲ or ▼ to scroll to **Far Control of Camera**, and then press OK to enable or disable this feature.
5. Press ▲ or ▼ to scroll to **Far Set of Camera Presets**, and then press OK to enable or disable this feature.

   If you enable this feature, and the remote system completes adjusting local camera, it can save the presets of the local camera.
6. Press ▲ or ▼ to scroll to **Far Move to Near Camera Presets**, and then press OK to enable or disable this feature.

   If you enable this feature, the remote system can use the saved presets of the local camera during a call.



7. Press (**Save** soft key) to accept the change.

Far-end Camera Control is configurable via web user interface at the path **Setting->Video & Audio->Far Control Near Camera/Far Set of Camera Presets/Far Move to Camera Presets**.

Using the VC400 Video Conferencing System

The VC400 video conferencing system can be used to place calls, answer calls, or conduct a conference call. You can switch layout, record videos or capture screenshots during a call.

This chapter provides basic operating instructions for the VC400 video conferencing system. Topics include:

- Placing Calls
- Answering or Rejecting Calls
- Ending Calls
- Call Management

If you require additional information or assistance with your new phone, contact your system administrator.

Placing Calls

You can place a call in three ways using your VC400 video conferencing system:

- Using the remote control
- Using the VCP40 phone
- Via web user interface

The VC400 video conferencing system supports two call types:

- Voice Call
- Video Call

When you place a call, you can select the desired call type and bandwidth.

Note The system supports placing calls using contact numbers, SIP URI, IP address, H. 323 account or extension. SIP URI and IP addresses can be up to 32 characters. For example: SIP URI:2210@sip.com, IP: 192.168.1.15.
For more information, contact your system administrator.

You can search and dial a contact from the call history or local directory. For more information, refer to Local Directory on page 5150 and Call History Management on page 63.

If the system fails to call, you can troubleshoot the problems according to the following prompts:

Prompts	Description
Call Failed Busy Here	• Remote system rejects your SIP call. • Remote system does not answer your SIP call. • Remote system has reached maximum sessions when you place a SIP call.
Call Failed Remote endpoint refused call	• Remote system rejects your H.323 call • Remote system does not answer your H.323 call. • Remote system has reached maximum sessions when you place an H.323 call.
Network disconnected	Local network is disconnected.
Call Failed Request Time Out	• Remote system network anomaly • Remote system is powered off.
Maximum number of sessions reached	Local system has reached maximum sessions.

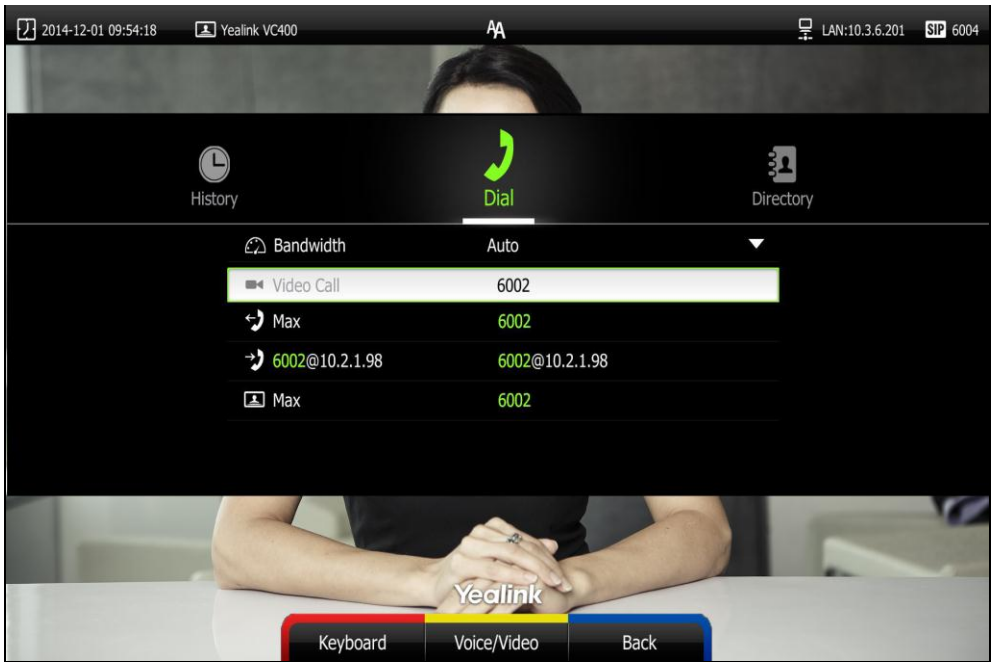
During a video call, the call duration and video of remote system are displayed on the display device.

Placing a Call Using the Remote Control

To place a call using the remote control:

1. Press (**Call** soft key), or any numeric key to enter the dialing screen.
2. (Optional.) Select the desired bandwidth from the pull-down list of **Bandwidth** before calling.
3. Enter the desired number using the keypad or the on-screen keyboard.

   You can also select the desired record from the recent call history.
4. Press (**Voice/Video** soft key) to switch call type.



5. Press OK or .

Placing a Call Using the VCP40 Phone

To place a call using the VCP40 phone:

1. Enter the desired number using the keypad.
2. Press OK, or the **Send** soft key.

Placing a Call via web user Interface

To place a call via web user interface:

1. Log into the web user interface.
2. Click **Home**.
3. Enter the desired number in the **Enter Number** field.

4. (Optional.) Select the desired bandwidth from the pull-down list of **Auto**.
5. Click **Video Call** or **Voice Call**.

Placing Multiple Calls

The basic version of VC400 video conferencing system supports up to 4-way video calls and an additional voice call (an original caller and four other sites). You can import an 8-way conference license to extend the VC400 to support 8-way video calls and an additional voice call (an original caller and eight other sites). For more information on how to import an 8-way conference license, refer to 8-Way Conference License on page 112.

You can use the remote control, VCP40 phone or web user interface to place multiple calls.

To place multiple calls via the remote control:

1. Place a call to the first party.
2. When the first party answers the call, press (**More** soft key) to open **More** screen.
3. Press ▲ or ▼ to scroll to **New Call**, and then press OK to place a new call.
4. Enter the number of the secondary party, and then press OK or .

   When the secondary party answers the call, you have created a three-way conference.
5. Repeat the steps 2 to 4 to invite more parties to join the conference.

Note

You can press or to enter the pre-dialing screen during a call.

If you try to invite a new party when the maximum number has been reached, the system will prompt "Maximum number of sessions reached!".

To place multiple calls via the VCP40 phone:

1. Enter the desired number using the keypad.
2. When the first party answers the call, press **New Call** soft key to place a new call.
3. Enter the number of the secondary party, and then press OK, or the **Send** soft key.

   When the secondary party answers the call, you have created a three-way conference.
4. Repeat the steps 2 to 3 to invite more parties to join the conference.

To place multiple calls via web user interface:

1. Log into the web user interface.
2. Click **Home**.

3. Enter the number of the first party in the **Enter Number** field, and then click **Video Call** or **Voice Call**.

   When the first party answers the call, the call is established.

4. Repeat the steps 3 to invite more parties to join the conference.

Host-Mode Conference

When the number of participants is greater than or equal to 5 in a multi-point video conference, the conference will be a host-mode conference. The conference organizer will act as the conference host who can manage the conference.

Conference Mode

Host-mode conference supports Single Speaker, Multi Speaker and Free Discuss three conference modes.

Single Speaker

Conference organizer authorizes a single member to speak, and all the other members are muted.

The conference organizer authorizes a single member to speak via the remote control:

1. Press (**Preside** soft key) during a host-mode conference.

2. Press ◀ or ▶ to select **Single Speaker**, and then press OK .

The display device shows all conference members.

3. Press the navigation key to select the desired member.

4. Do one of the following:

- Press (**Select** soft key) to authorize the member to speak.

All the other members are muted and the mute icon appears on their video images. The authorized video image is shown in a big size format, and other video images are shown in small sizes.

- Press (**Full Screen** soft key) to authorizes the member to speak.

  All the other members are muted. The authorized video image is shown in full size.

- Press (**Cancel** soft key) to cancel.

Multi Speaker

Conference organizer authorizes multiple members to speak, and all the other members are muted.

The conference organizer authorizes multiples members to speak via the remote control:

1. Press (**Preside** soft key) during a host-mode conference.

2. Press ◀ or ▶ to select **Multi Speaker**, and then press OK .

   The display device shows all conference members.

3. Press the navigation key to select the desired member, and then press (**Select** soft key).
4. Repeat step 3 to select more members.

   The icon appears on the selected video images.

5. Do one of the following:

   - Press ▲ or ▼ to scroll to **Complete**, and then press OK to authorizes the selected members to speak.

     All the other members are muted and the mute icon appears on their video images.

- Press (**Speaker Only** soft key) to authorize the selected members to speak.

  All the other members are muted. The organizer's display device only displays the authorized video images.

- Press (**Cancel** soft key) to cancel.

Free Discuss

Conference organizer authorizes all conference members to speak.

The conference organizer authorizes all members to speak via the remote control:

1. Press (**Preside** soft key) during a host-mode conference.

2. Press ◀ or ▶ to select **Free Discuss**, and then press OK.

   All video images are shown in the same size.

Applying for Speaking

Only authorized conference members can speak, and other conference members are muted. Muted member can apply to the organizer for the right to speak.

The muted member applies for the right to speak via the remote control:

1. Press on the remote control or press on the VCP40 video conferencing phone.

   The applicant's display device prompts "Request to speak" and the icon appears on the applicant's video image.

   The organizer's display device prompts "XXX Applying to speak" (XXX represents the phone number of the applicant).

2. The organizer can do one of the following:

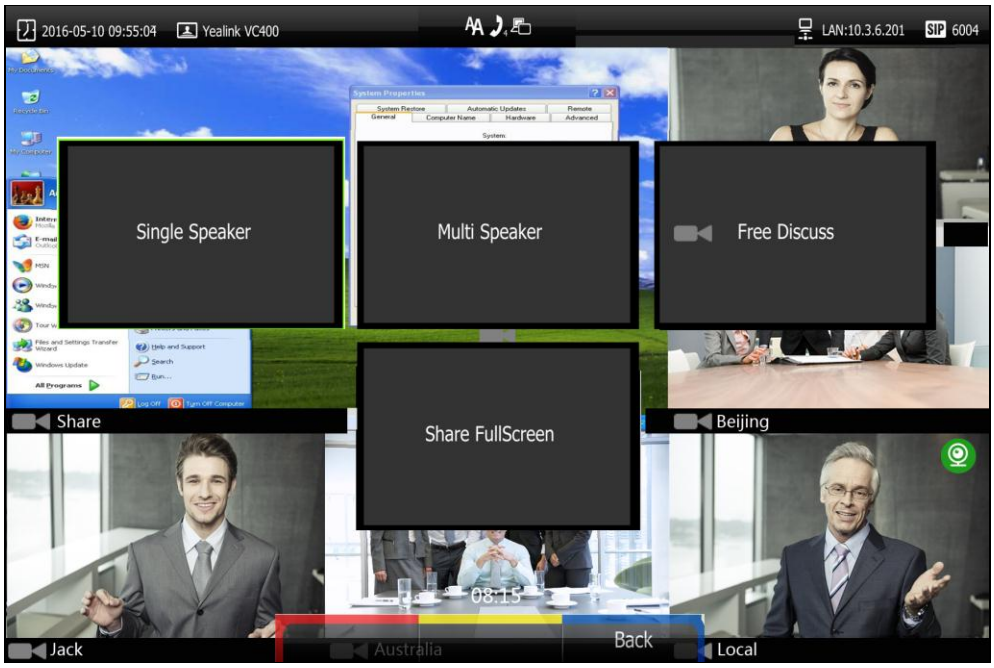
- Press ▲ or ▼ to scroll to **Allow**, and then press OK to authorizes the member to speak. The mute icon disappears from the applicant's video image.
- Press ▲ or ▼ to scroll to **Reject**, and then press OK to reject the request. The applicant's display device prompts "Refused to speak! " and the icon will not disappear.
- Do nothing to ignore the request, the applicant will stay muted and the icon will not disappear. Subsequently, the conference organizer can authorize this conference member to speak by changing conference mode.

Presentation during a Host-Mode Conference

During a host-mode conference, connect a PC to the PC port on the VC400 codec with the supplied VGA cable, the system will start a presentation automatically. The presentation will be shown in big size, and other video images will be shown in small sizes.

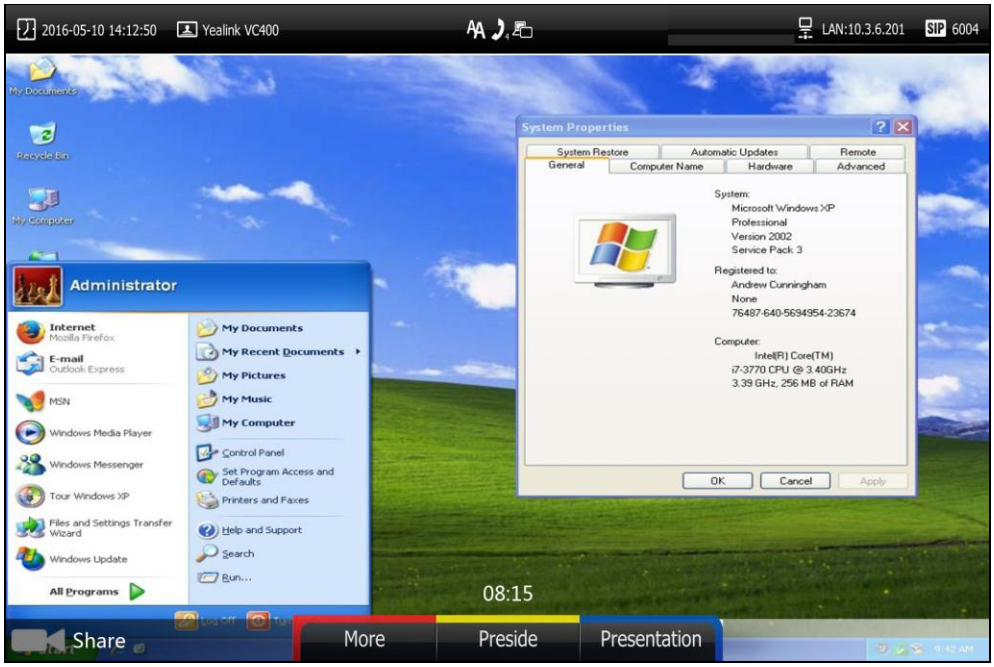
To display presentation in full screen via the remote control:

1. Press (**Preside** soft key) during a host-mode conference.



2. Press ▲ or ▼ to select **Share FullScreen**, and then press OK .

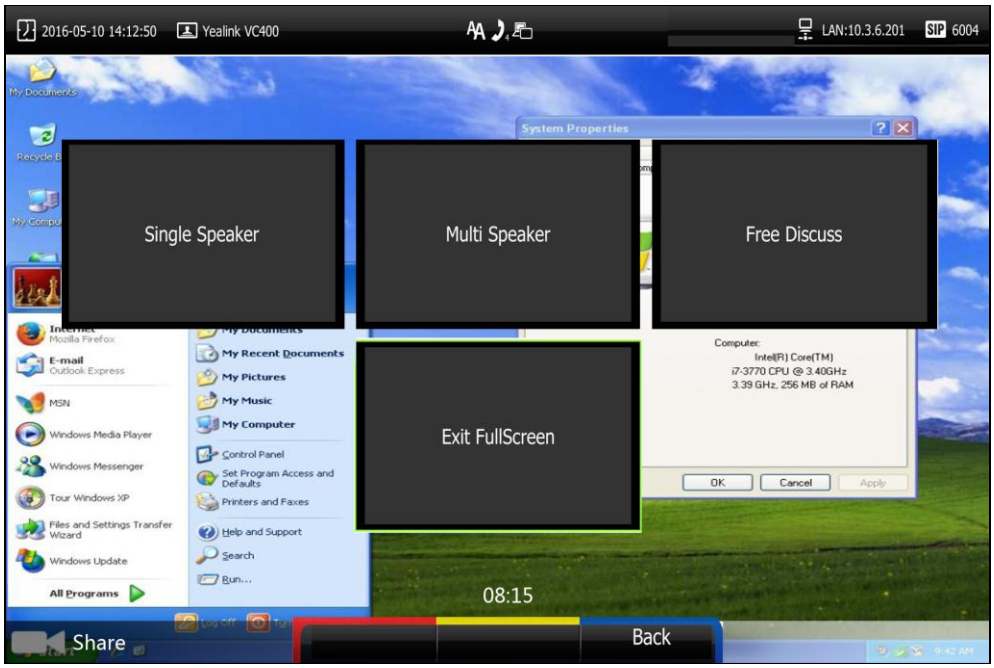
   The presentation is shown in full size.



To exit full screen via the remote control:

1. Press (**Preside** soft key) during a host-mode conference.

2. Press ▲ or ▼ to select **Exit FullScreen**, and then press OK .



Answering or Rejecting Calls

When the system is receiving a call, you can answer or reject the call in the following ways:

- Using the remote control
- Using the VCP40 phone

If the system accepts multiple calls, a conference call will be established.

To answer a call:

Do one of the following:

- Press OK or on the remote control.
- Press OK , or the **Answer** soft key on the VCP40 phone.

To reject a call:

Do one of the following:

- Press or select **Reject** first, and then press OK on the remote control.
- Press or the **Reject** soft key on the VCP40 phone.

Auto Answer

You can enable the auto answer feature for the system to automatically answer the first incoming call.

Auto answer features you need to know:

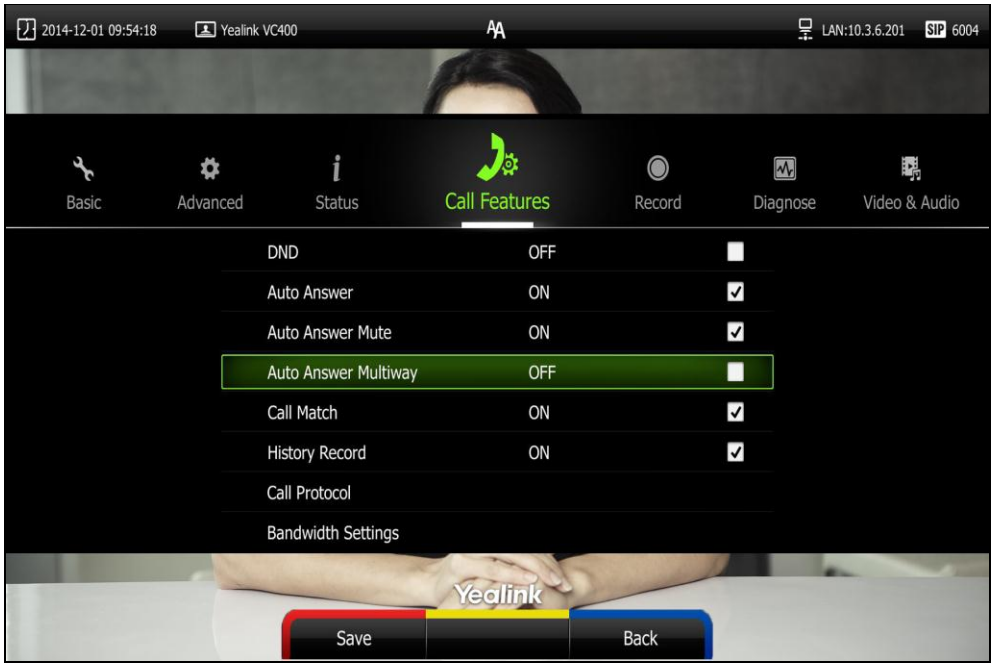
Parameters	Description
Auto Answer	Enables or disables the system to automatically answer the incoming call.
Auto Answer Mute	Enables or disables the system to turn off the microphone when an incoming call is answered automatically. The auto answer mute feature can be enabled only when the auto answer feature is enabled.
Auto Answer Multiway	Enables or disables the system to answer a new incoming call automatically during an active call. The auto answer multiway feature is available only when the auto answer is enabled.

Auto answer is configurable via the remote control or web user interface.

To configure auto answer via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Call Features** menu.
3. Press ▲ or ▼ to scroll to **Auto Answer**, and then press OK to enable or disable this feature.
4. Press ▲ or ▼ to scroll to **Auto Answer Mute**, and then press OK to enable or disable this feature.

   If you disable the auto answer feature, the system will disable the auto answer mute feature automatically.
5. Press ▲ or ▼ to scroll to **Auto Answer Multiway**, and then press OK to enable or disable this feature.



6. Press (**Save** soft key) to accept the change.

If the auto answer feature is enabled, the icon will appear on the status bar of the display device. The [AA] icon will appear on the LCD screen of the VCP40 phone.

Auto answer is configurable via web user interface at the path **Setting**-> **Call Features**->**Auto Answer/Auto Answer Mute/Auto Answer Multiway**.

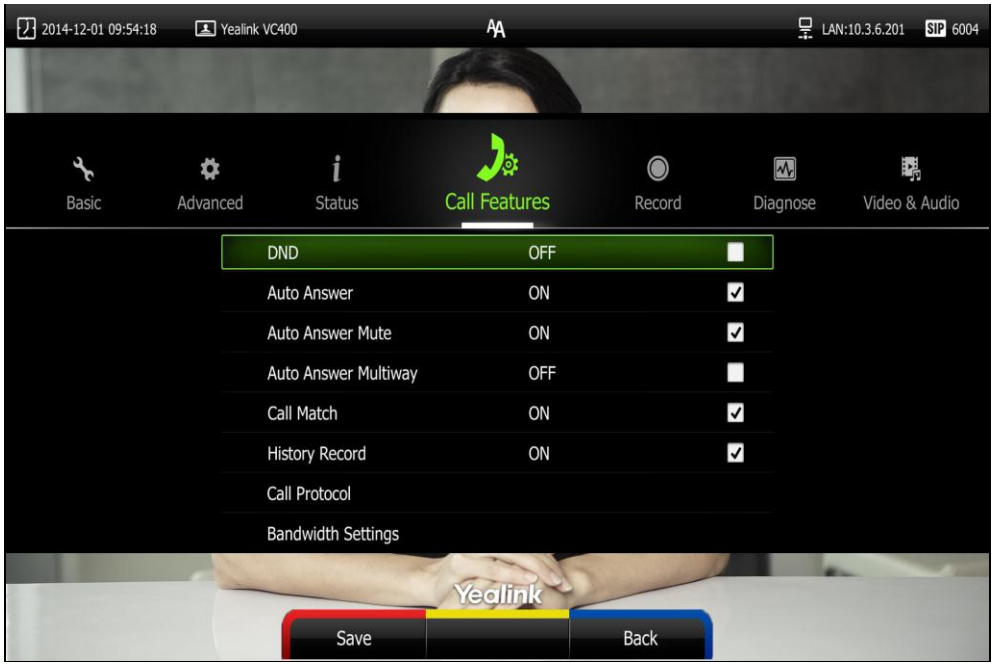
Do Not Disturb (DND)

You can use DND to reject incoming calls automatically on the system. Callers will receive a busy message.

You can enable/disable DND for the system via the remote control, VCP40 phone or web user interface. You can also enable DND for the system to reject incoming call automatically during an active call.

To enable the DND mode via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Call Features** menu.
3. Press ▲ or ▼ to scroll to **DND**, and then press OK to enable this feature.



4. Press (**Save** soft key) to accept the change.

   The icon will appear on the status bar of display device, and "DND ON!" will be prompted at intervals. The [DND] icon will appear on the LCD screen of the VCP40 phone.

The system will reject all incoming calls automatically, and the icon and numbers of missed calls are displayed on the status bar of the display device. If the system places a call, after the call is established, the DND mode will be disabled automatically.

When VCP40 phone is idle, you can also press the **DND** soft key to enable or disable this feature.

DND is configurable via web user interface at the path **Setting**->**Call Features**->**DND**.

DND during an active call

You can use the DND mode to reject incoming calls automatically during an active call.

You can enable/disable the DND mode for the system via the remote control, VCP40 phone or web user interface. The DND mode will be disabled after the call ends.

To enable the DND mode during an active call via the remote control:

1. Press (**More** soft key) during an active call.
2. Press ▲ or ▼ to scroll to **DND**, and then press OK to enable this feature.
   The icon will appear on the status bar of display device, the DND icon will appear on the LCD screen of the VCP40 phone.
3. Press (**Back** soft key) to return.

To enable the DND mode during a voice call via the remote control:

1. Press (**DND**) during a voice call.
   The icon will appear on the status bar of display device, the DND icon will appear on the LCD screen of the VCP40 phone.

You can also press the **DND** soft key on the VCP40 phone to enable or disable DND feature during a voice all.

DND during an active all feature is configurable via web user interface at the path **Home**->**DND**.

Ending Calls

During a two-way call, do one of the following to end the call.

- Press on the remote control.
- Press or the **End Call** soft key on the VCP40 phone.
- Click **Hang Up All** button on the web user interface.

  The interface prompts "Hang up?"

  Click **Confirm** to end the call.

During a multi-way call, do one of the following to end the call.

- Press on the remote control.

  The display device prompts "End all active calls?"

  Select **Yes**, and then press OK.
- Press or the **End Call** soft key on the VCP40 phone.

  The LCD screen of the VCP40 phone prompts "End All Active Calls?"

  Press OK or the **Yes** sort key to end all calls.
- Click **Hang Up All** button on the web user interface.

  The interface prompts "Hang up?"

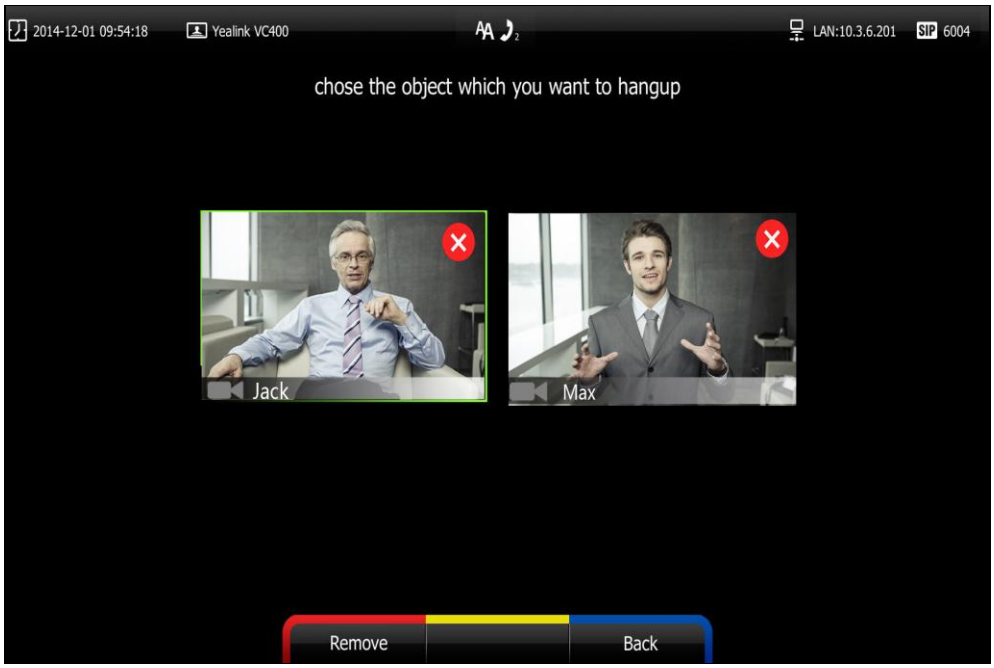
  Click **Confirm** to end the call.

During a multi-way call, you can remove any party via the remote control or web user interface.

To remove any party via the remote control:

1. Press (**More** soft key) during a multi-way call.

2. Press ▲ or ▼ to scroll to **Remove,** and then press OK.



3. Select the party you want to remove, and then press OK.
4. Press (**Remove** soft key).

To remove any party from a multi-way call via web user interface, go to the path **Home** (Hover your cursor over of the number of remote system, and then click).

Call Management

You can enable mute mode, record video, control the video and change video layout during an active call.

Call Mute

You can enable mute mode to mute the microphone of the active audio device during an active call, and then the other party cannot hear you.

To mute a call:

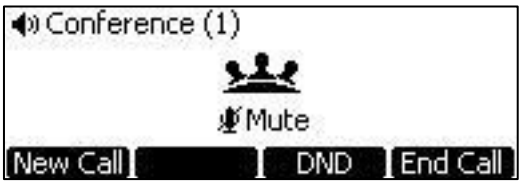
Do one of the following:

- Press on the remote control.
- If VCP40 is connected to the Audio In port of VC400 codec:

  You can press on the VCP40 to mute the call. If CPE80 expansion microphones are connected to the VCP40, you can also tap on the CPE80 expansion microphones to mute the call.

  Mute Indicator LEDs on the VCP40 and CPE80 will illuminate solid red.

And the LCD screen of theVCP40 is shown as below:



- Log into the web user interface, check the **Mute** checkbox.

If video conferencing system is muted, the icon will appear on the local video.

Call Statistics

If voice quality is poor during a call, you can enter the Call Statistics screen to view the current status of the call to find out why.

Codec, bandwidth, total packet lost and other parameters about presentation are included in the call statistics. For example, when a delay occurs or the video has a 'mosaic' look, you can view the total packet loss to check whether the packet has been lost.

Call statistics is configurable via the remote control or web user interface.

To view call statistics via the remote control:

1. Press (**More** soft key) during an active call.
2. Press ▲ or ▼ to scroll to **Call Statistics,** and then press OK to enter the **Call Statistics** screen.

3. Press (**More** soft key) to return.

To view call statistics via web user interface, go to the path **Home** (Hover your cursor

over the other party on the left side of the screen, and then click).

Presentation

The system supports sharing video and documents on a PC while simultaneously displaying the main video. We recommend using dual display devices for sharing contents. During a call, if a PC is connected to the VC400 codec, the system will start a presentation automatically. Both local and remote display devices will share contents.

You can also start/stop presentation during a call via the remote control or VCP40 phone (ensure a PC is connected to the VC400 codec). If you disconnect the PC, the presentation will end automatically.

Only one presentation can be shared at a time. A presentation started later will replace the previous presentation.

To start/stop presentation during a call:

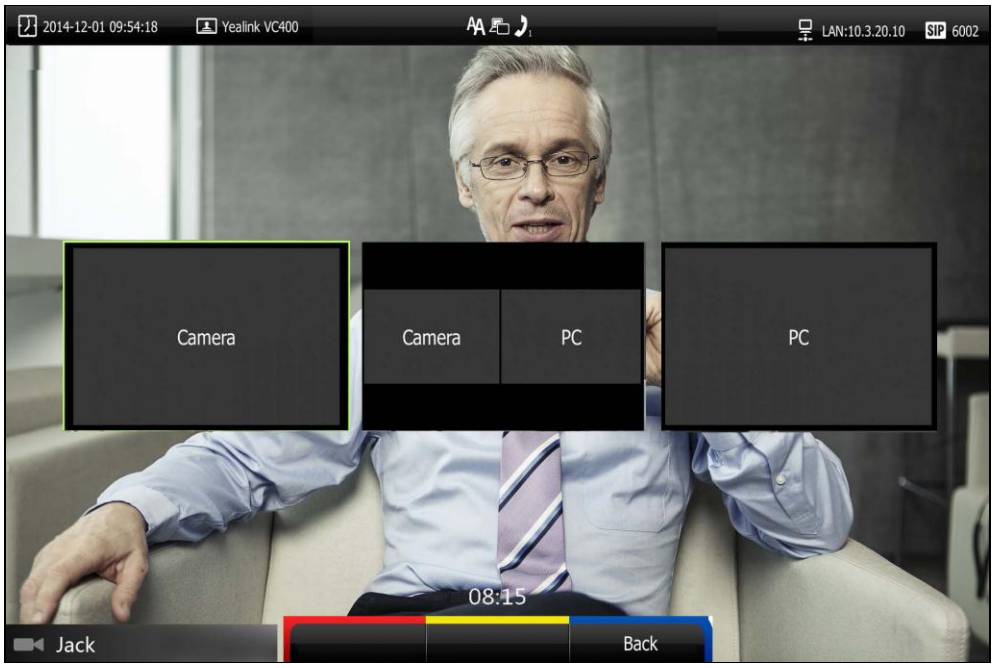
Do one of the following:

- Press (**Presentation** soft key) on the remote control to start a presentation.
  Press (**Presentation** soft key) on the remote control again to end a presentation.

- Press on the VCP40 phone to start a presentation.
  Press again to end a presentation.

To start/stop presentation during a call by changing the video input source:

1. Press .



The display device shows **Camera**, **Camera and PC** and **PC** input sources.

- If you select **PC**, the remote video image is shown in big size, and the PC presentation along the right side of the screen is shown in small size.
- If you select **Camera and PC** or **PC**, the PC presentation is shown in big size, and other video images along the right side of the screen are shown in small size.
- If you select **Camera**, the remote video image is shown in big size, and local video image along the right side of the screen is shown in small size. The presentation ends.

Note For more information on changing video input source, refer to Changing the Video Input Source on page 105.

Changing the Video Layout

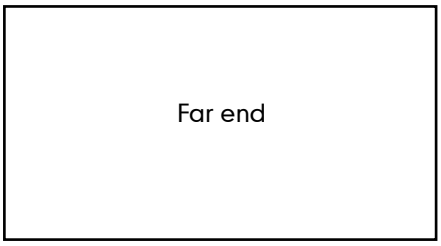
During a conference call, local and remote video images are displayed on the display device. You can change the screen layout. The system supports three screen layouts.

- One big, other small ( ): The selected video image is shown in a big size format, the other video images along the right side of the screen are shown in small sizes.
- Full screen ( ): The selected video image is shown in full size.

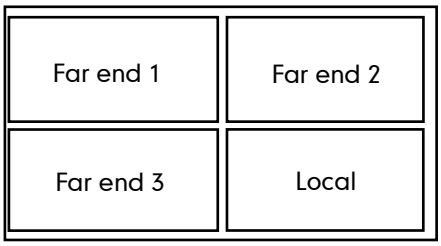
- Same size ( ): All video images are shown in the same size.

One display devices (single screen) is connected to the VC400 codec, the default screen layout is described below:

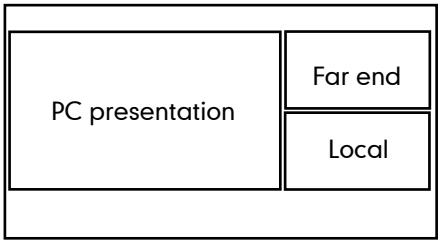
- When there is one active call and local system does not start a presentation, the remote video image is shown in full size.



- When there are multiple active calls (take 4 parties as an example) and the local system does not start a presentation, both local and remote video image are shown in the same size.



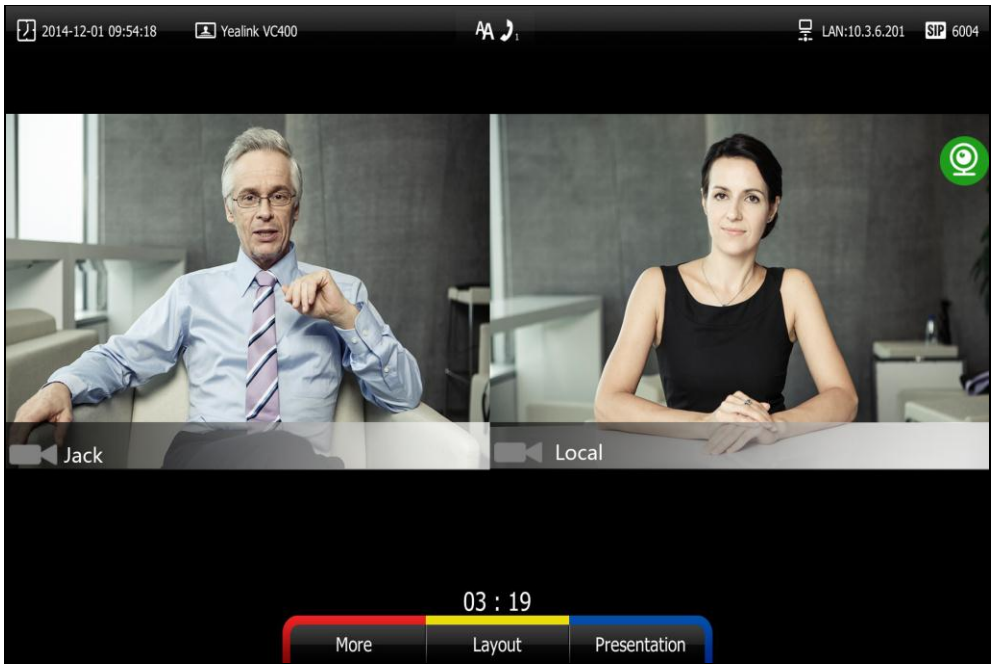
- When the local system is sharing a presentation during a call, presentation will be shown in big size, and other video images will be shown in small sizes.



To change screen layout via the remote control:

1. Press (**Layout** soft key) during an active call.

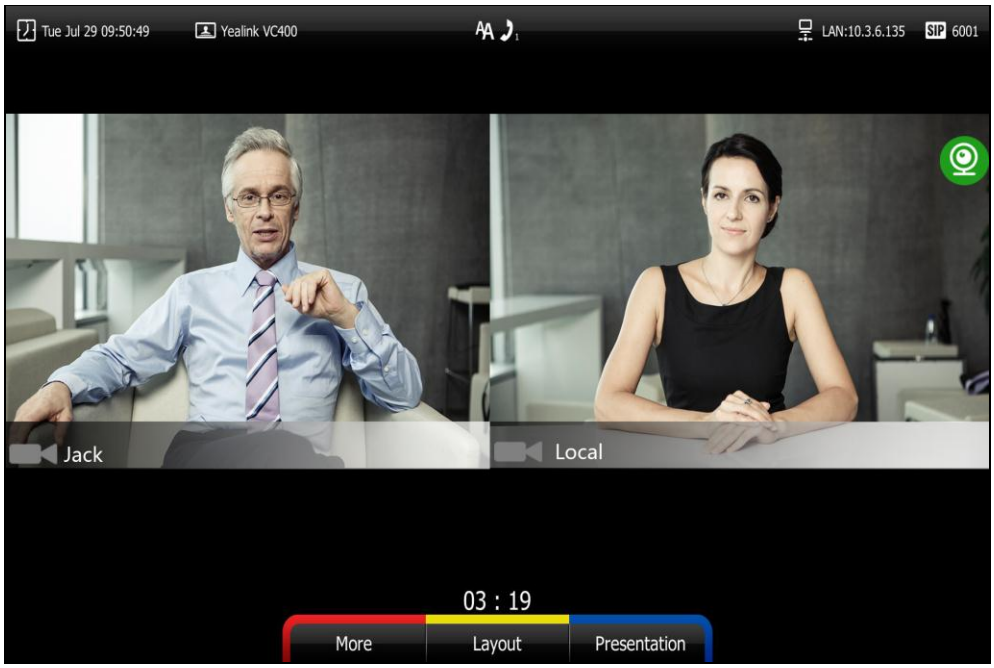
The display device shows all video thumbnails and three layout soft keys.



2. Press ◀ or ▶ to select a video.
3. Press the desired layout soft key.

   For example, if you select , the video layout will be shown as below.

   The selected video will be shown in the selected layout.



Dual Screen

The VC400 has two display ports. When connecting only one display device to the VC400 codec, Display1 port is the only available port. To make it easier for users to view

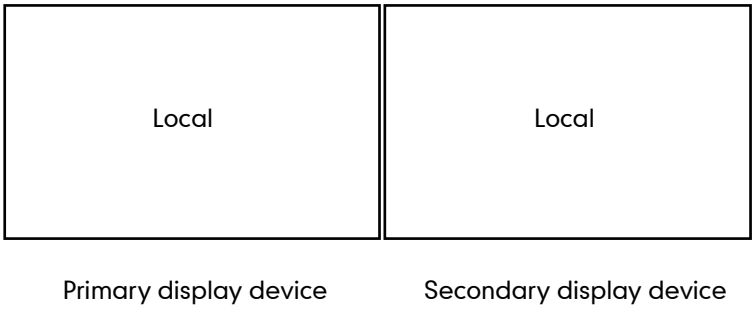
video images, users can connect two display devices to Display1 and Display2 ports respectively. When two display devices are connected to the VC400 codec, the status bar of the primary display device will display icon.

Two display devices (dual screen) are connected to the VC400 codec:

- When the system is idle and does not start a presentation:

  In the primary display device, the local video image is shown in full size.

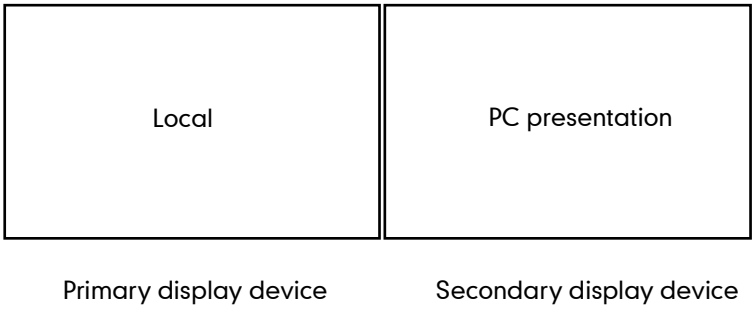
  In the secondary display device, the local video image is shown in full size (no menu and status bar).



- When the system is idle and starts a presentation:

  In the primary display device, the local video image is shown in full size.

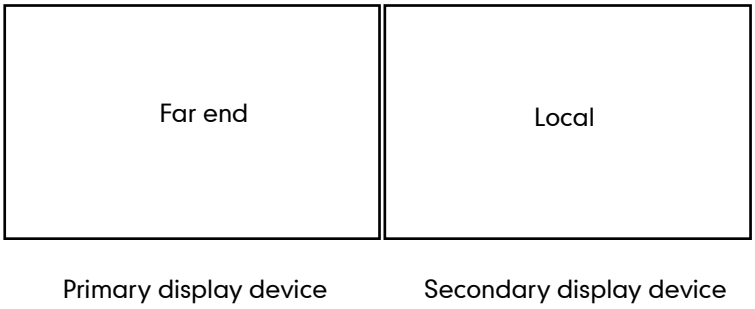
  In the secondary display device, the presentation is shown in full size (no menu and status bar).



- When the system is during a call and does not start a presentation:

  In the primary display device, the remote video image is shown in full size.

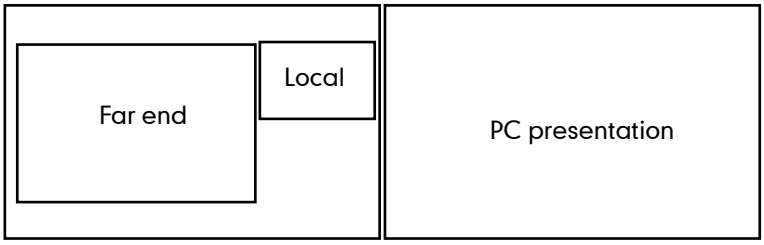
  In the secondary display device, the local video image is shown in full size.



- When the system is during a call and starts a presentation:

  In the primary display device, the remote video image is shown in big size, and the local video image along the right side of the screen is shown in small size.

  In the secondary display device, the presentation is shown in full size.

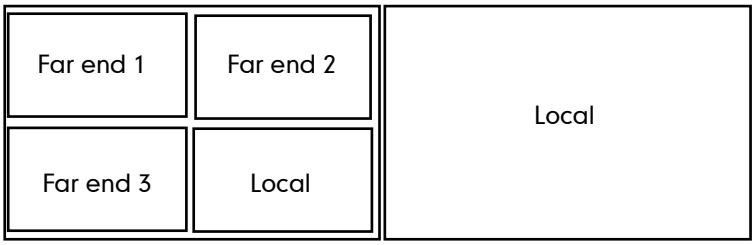


Primary display device Secondary display device

- When the system is during multiple active calls (take 4 parties as an example) and does not start a presentation.

  In the primary display device, the video images are shown in the same size.

  In the secondary display device, the local video image is shown in full size.

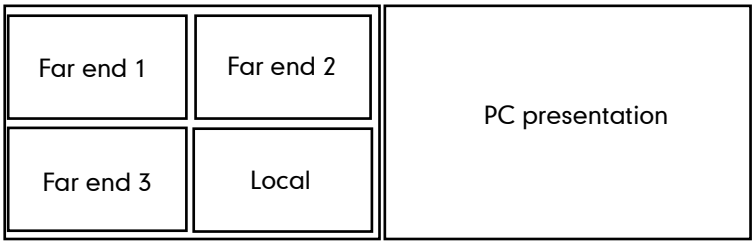


Primary display device Secondary display device

- When the system is during multiple active calls (take 4 parties as an example) and starts a presentation.

  In the primary display device, the video images are shown in the same size.

  In the secondary display device, the presentation is shown in full size.



Primary display device Secondary display device

To specify the display content on the secondary display device via the remote control:

1. Press the **More** soft key during an active call.
2. Select **Focus (Display2)**, and then press OK.
3. Press ◀ or ▶ to select the desired content, and then press OK.

   The secondary display device displays the selected content. The icon is

displayed on the focus content.

After reassigning the display content on the secondary display device, the presentation will automatically be displayed on the primary display device.

Controlling the Camera

Before placing a video call, you need to be familiar with how to adjust the angle and focus of the camera. After any adjustment, you can long press numeric key (0-9) to associate the position of the camera with this key.

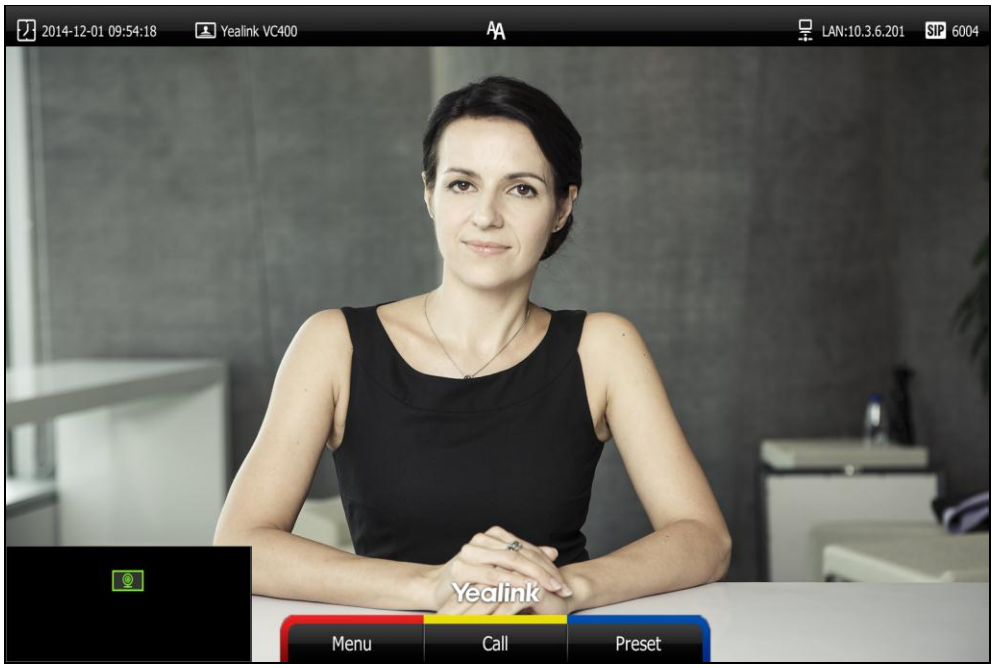
Adjusting the Camera

Avoid physically adjusting the camera to prevent damaging it. Always use the remote control to control the camera.

To control the camera when the system is idle via the remote control:

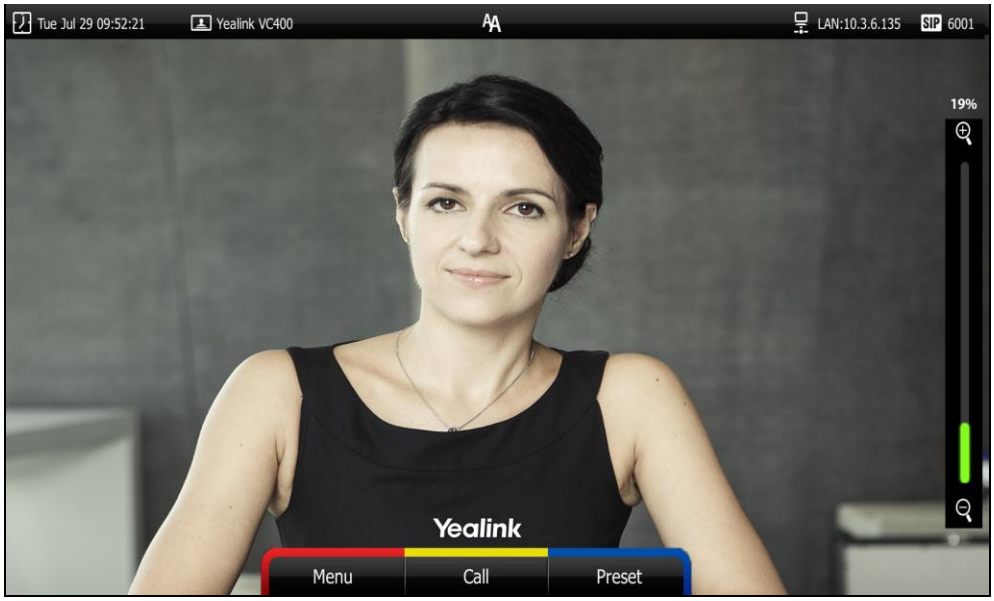
1. Press the navigation key to adjust the angle of the camera.

   The display device shows the current angle of the camera.



2. Long press or to adjust the focus of the camera.

The display device shows the focus of the camera.



Configuring Camera Presets

Up to 10 presets can be assigned to the numeric key. Each camera preset stores the camera pan, tilt, and zoom settings. You can store the preset to a numeric key via the remote control or web user interface. This means that you can adjust the camera to the preset position by pressing a stored key.

To save the preset of the camera when the system is idle:

1. Press (**Preset** soft key).
2. Press the navigation key to adjust the angle of the camera or press or to adjust the focus of the camera.
3. Long press any number key (0-9) on the remote control until the screen prompts "Preset Key 'X' successfully saved" ("X" stands for the saved key).

   Current camera position and focus are stored to the numeric key. You can change the position of the camera and focus to the preset quickly by pressing the saved key during a call.
4. Press (**Exit** soft key) to return to the idle screen.

To adjust the camera to the preset via the remote control when the system is idle:

1. Press (**Preset** soft key).
2. Press the numeric key that is already associated with a preset.

   The camera will adjust to the preset.
3. Press (**Exit** soft key) to return to the idle screen.

To control local camera via the remote control during a video call:

1. Press the navigation key to adjust the angle of the camera or press or to

adjust the focus of the camera.

2. Long press any numeric key (0-9) to save the current preset position of the camera.

   The original preset will be overwritten if you configure a preset for the numeric key that is already associated with a preset.

3. Short press the saved key to change camera position and focus to the preset.

To control the local camera during a video call via web user interface, go to the path **Home** (Hover your cursor over the registered account, click , and then control the camera in the pop-up window).

If the remote camera enables the far-end camera control feature (For more information, refer to Far-end Camera Control on page 74) and corresponding camera control protocol is enabled (For more information, refer to your system administrator), you can control the remote camera during the video call via the remote control.

To control remote camera via the remote control during a video call:

1. Press (**More** soft key) during an active call.
2. Press ▲ or ▼ to scroll to **Near/Far Camera,** and then press OK .
3. Select the remote video, and then press OK.
4. Short press the saved key to change remote camera position and focus to the preset (The preset is set by the remote system in advance) .

Changing the Video Input Source

VC400 video conferencing system supports two video input sources: camera and PC.

When the camera and PC are connected to the VC400 codec, the display device displays the presentation on the connected PC. If two display devices are connected to the VC400 codec, the video image is shown on the main display device, and the presentation on the PC is shown on the secondary display device.

During a call, the display device will display differently depending on whether it has connected to a secondary display device or the selected video input source.

You can change the video input source via the remote control and web user interface.

To change video input when the system is idle via the remote control:

1. Press .

   The display device shows **Camera** and **PC** input sources.

2. Press ◀ or ▶ to select the desired input source, and then press OK.

   The display device shows the selected source.

To change video input during a call:

1. Press .

   The display device shows **Camera**, **Camera and PC** and **PC** input sources.

2. Press ◀ or ▶ to select the desired input source, and then press OK.

   The display device shows the selected source.

Video input is configurable via web user interface at the path **Home**->**Input**.

Video Recording

You can record local video via the remote control when the system is idle. During a call, the video and presentation which are shown on the display device can be recorded via the remote control and VCP40 phone.

Before recording video, you need to insert a USB flash drive into the USB port on the VC400 codec to store recorded video. The recorded video will be saved in .mkv format and named as the recorded time and date. Video can be played on either the system itself or on a computer using an application capable of playing .wav files.

Note

The system only supports USB flash drive in FAT32 format.

After the USB flash drive is inserted to the USB port on the VC400 codec, the display device will prompt "USB device available, press * to record or press # to screenshot".

The icon will appear on the status bar of the display device, and the USB icon will appear on the LCD screen of the VCP40 phone.

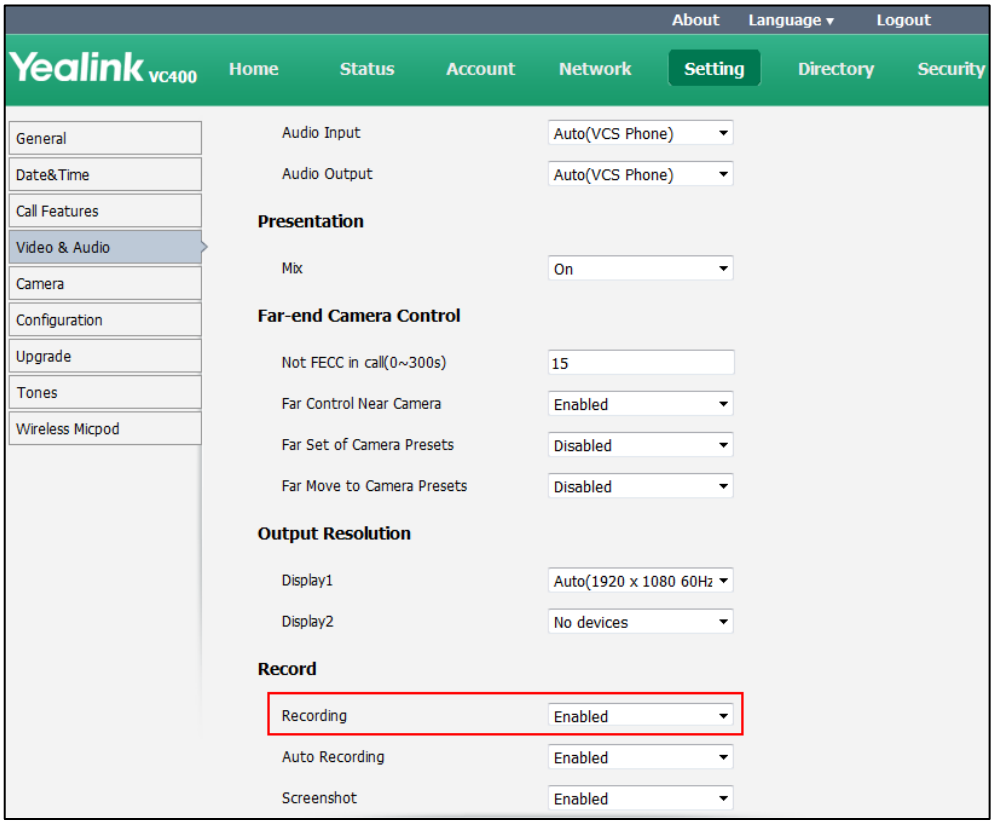
Before recording video, you need to know the following:

- When recording video, it is not allowed to play or delete the video from the menu.
- When recording video, it is not allowed to capture screenshots, buy you can view and delete screenshots.
- When playing video recording, it is not allowed to record again. But when the video is paused, you can press *. to record again.
- When receiving or making a call, it is not allowed to record.
- When there is an incoming call during recording, the system will quit recording.
- When recording during a video call, the record will be finished automatically after the call ends.
- When playing or recording video, it is unavailable to press to return to the idle screen.
- When playing, recording or pausing video, the system will not go to sleep automatically.
- If you remove the working USB flash drive or insert another USB flash drive during recording, the recording will be stopped.

To configure video recording via web user interface:

1. Click on **Setting**->**Video & Audio**.

2. Select the **Enabled** from the pull-down list of **Recording**.



3. Click **Confirm** to accept the change.

To record video when the system is idle via the remote control:

1. Press [*] to start recording.

   The display device shows ● and the recording time.

2. Press [*] again to end stop recording.

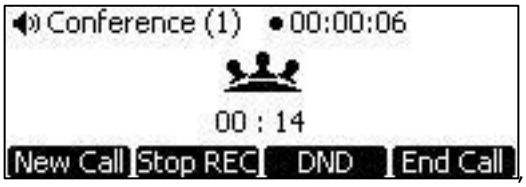
   The recording icon disappears from the screen and the display device prompts "Successfully video recording!".

To record video during a call:

Do one of the following:

- Press [*] on the remote control to start recording.
- Press the **Start REC** soft key on the VCP40 phone to start recording.

  The display device shows ● and the recording time. The LCD screen of the VCP40 phone is shown as below:



Press [*] on the remote control or press the **Stop REC** soft key on the VCP40 phone to stop recording.

The recording icon disappears from the screen, and the display device prompts "Successfully video recording!".

Ending the call will stop recording video automatically.

Note If you start recording during a call, both your display device and remote display devices will show the icon on your video image.

To view recorded video via the remote control:

Insert the USB flash drive with the recorded video to the VC400 codec.

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Record** menu.
3. Press ▲ or ▼ to scroll to **Videos**, and then press OK .
4. Press ▲ or ▼ to select the desired **Video**.
5. Press OK or (**Play** soft key).

   You can do the following:

   - To pause the video, press (**Pause** soft key). The (**Play** soft key) appears on the LCD TV screen.

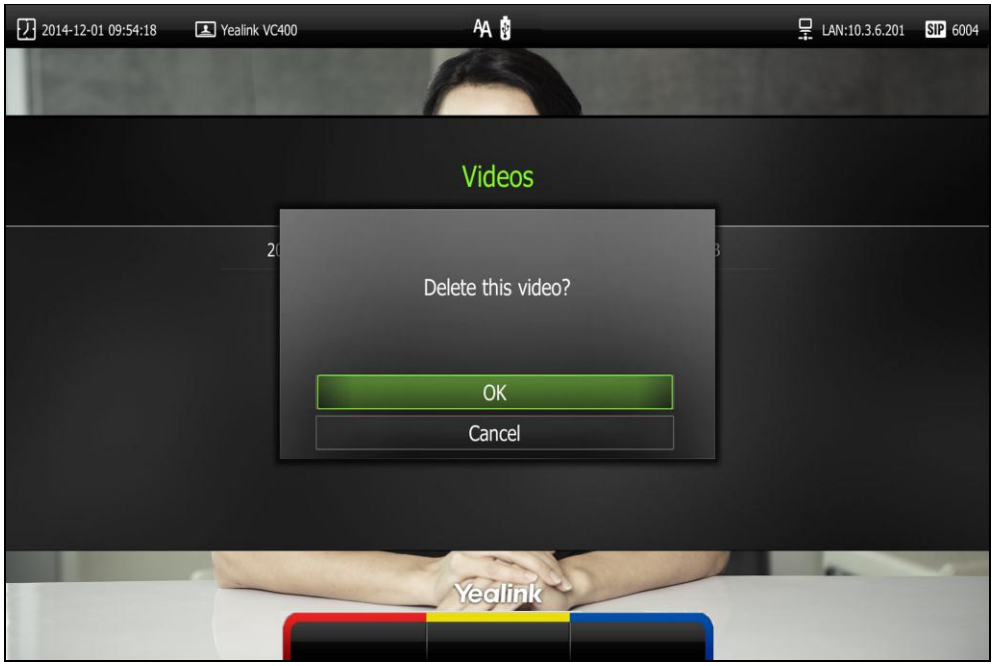
     Press (**Play** soft key) to continue playing video.
   - To skip forward the video, press ▶. Press once to skip forward 8 seconds.
   - To rewind the video, press ◀ . Press once to rewind 8 seconds.
   - To adjust the volume of the speakerphone, press – or + .
   - To stop the video, press (**Stop** soft key).

When receiving an incoming call while you are playing video, the system will stop playing video automatically.

To delete recorded video via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Record** menu.
3. Press ▲ or ▼ to scroll to **Videos**, and then press OK .
4. Press ▲ or ▼ to select the desired **Video**.
5. Press (**Delete** soft key).

The display device prompts “Delete this video?”



6. Select **OK**, and then press (OK) to delete the video.

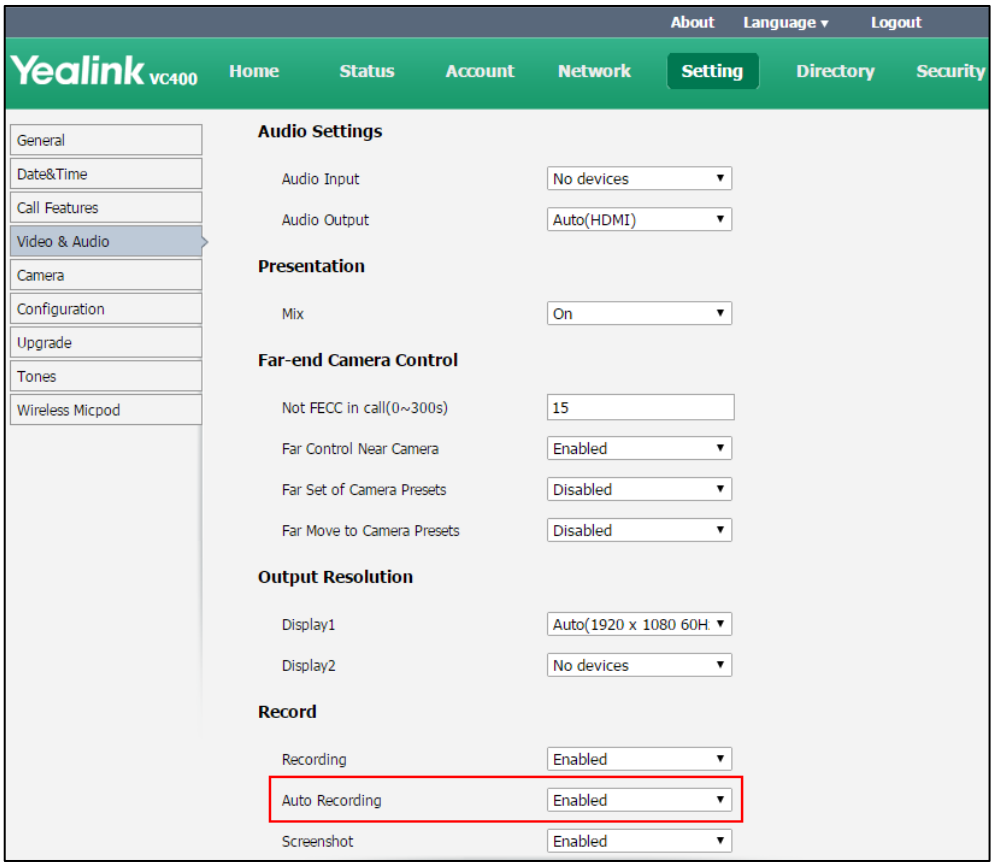
Auto Recording

Auto recording feature is available only when the recording feature is enabled. If it is enabled, the system will start recording automatically once a call is established. Make sure a USB flash drive has been inserted to the USB port on the VC400 Codec. You can configure auto recording feature via web user interface only.

To configure auto recording feature via web user interface:

1. Click on **Setting**->**Video & Audio**.

2. Select the desired value from the pull-down list of **Auto Recording**.



3. Click **Confirm** to accept the change.

Screenshot

You can capture the screenshot from the camera via the remote control or web user interface.

You need to insert a USB flash drive to the USB port on the VC400 codec to store screenshots when you are using remote control. You can view, delete or scale the screenshots via the remote control.

When you capture a screenshot via web user interface, you can save the screenshots to the computer. The stored screenshot will be saved in .jpg format and named as the captured time and date. You can view the screenshot using an application capable of viewing .jpg pictures.

Note

The system only supports USB flash drive in FAT32 format.

After the USB flash drive is inserted into the USB port on the VC400 codec, the display device will prompt "USB device available, press * to record or press # to screenshot".

The icon will appear on the status bar of the display device, and the USB icon will appear on the LCD screen of the VCP40 phone.

The system supports capturing one screenshot per second.

Before capturing screenshots, you need to know the following:

- When receiving or making a call, it is not allowed to capture screenshots.
- When recording video, it is not allowed to capture screenshots.
- If two USB flash drives are connected, and you remove the working USB flash drive, the remained one can continue to work seamlessly.

To capture screenshots via the remote control:

1. Press # when the system is idle or during a call.
   The icon at the status bar of the display device shows "+1" animated effects.

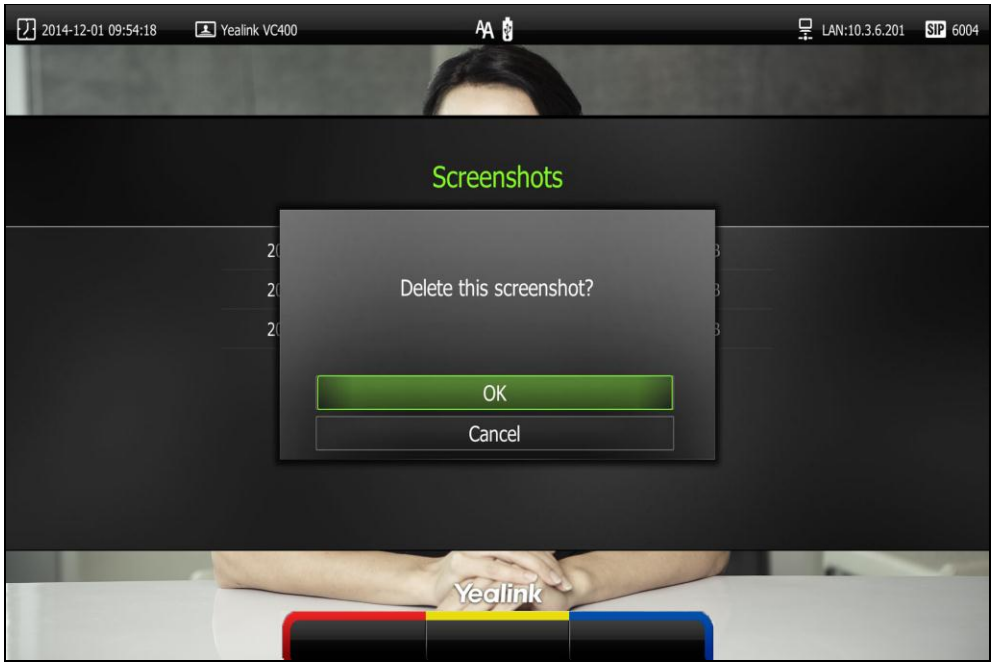
To view screenshots via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Record** menu.
3. Press ▲ or ▼ to scroll to **Screenshots**, and then press OK .
4. Press ▲ or ▼ to select desired screenshots.
5. Press OK or (**View** soft key).
   You can do one of the following:
   - Press ◀ or ▶ to view previous or next screenshot.
   - Press or to zoom screenshot in/out.
   - Press (**Original size** soft key) to view the original size of the screenshot.

To delete screenshots via the remote control:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Record** menu.
3. Press ▲ or ▼ to scroll to **Screenshots**, and then press OK .
4. Press ▲ or ▼ to select desired screenshots.
5. Press (**Delete** soft key).

The display device prompts "Delete this screenshot?"



6. Select **OK**, and then press OK to delete the screenshot.

Screenshot is configurable via the web user interface at the path **Setting**->**Video & Audio**->**Screenshot**.

Capture the screenshot via web user interface at the path **Home**->**Screenshot**.

8-Way Conference License

The basic version of VC400 video conferencing system supports up to 4-way video calls and an additional voice call (an original caller and four other sites). You can import an 8-way conference license to extend the VC400 to support 8-way video calls and an additional voice call (an original caller and eight other sites). 8-way conference license is configurable via web user interface only.

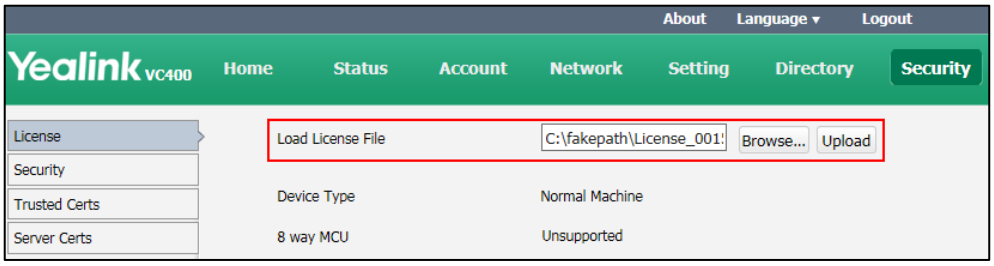
VC400 video conferencing system supports a permanent version of the 8-way conference license and a trial version of the 8-way conference license. They have the same feature.

- **Permanent version of the 8-way conference license**: each VC400 has a unique license. The license cannot be used for other systems. You need to contact Yealink resellers to purchase it, please provide the MAC address of your VC400 when purchasing.
- **Trial version of the 8-way conference license**: VC400 models can share this license. You can download a 30-day trial from Yealink website.

To import the 8-way conference license via web user interface:

1. Click on **Security** ->**License**.

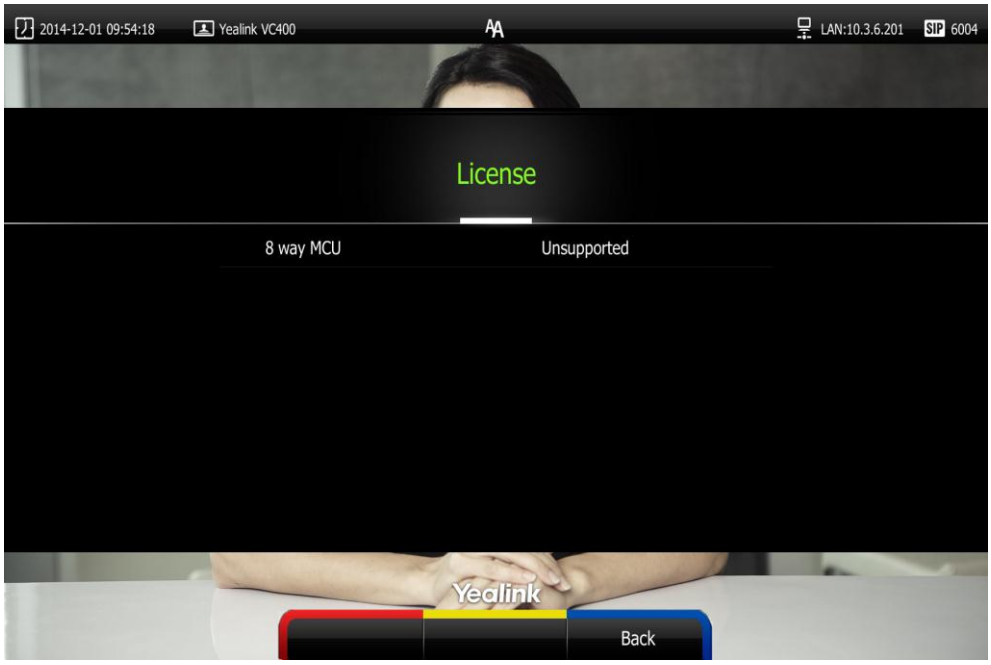
2. Click **Browse** to locate the 8-way conference license (the file format must be *.dat) from your local system.



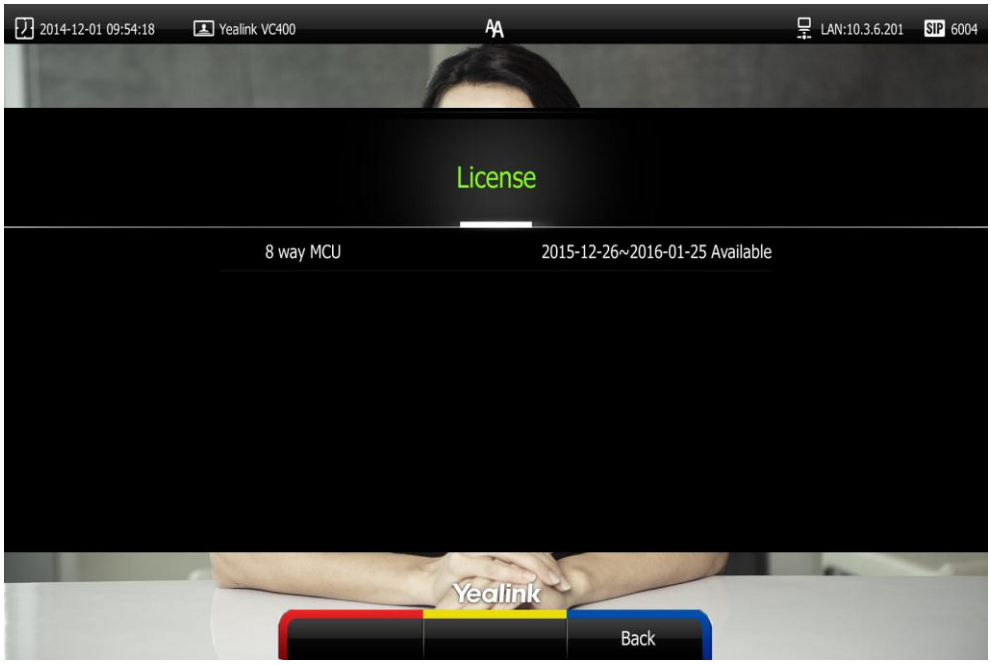
3. Click **Upload** to complete importing the 8-way conference license.

To view 8-way conference license status via the remote control:

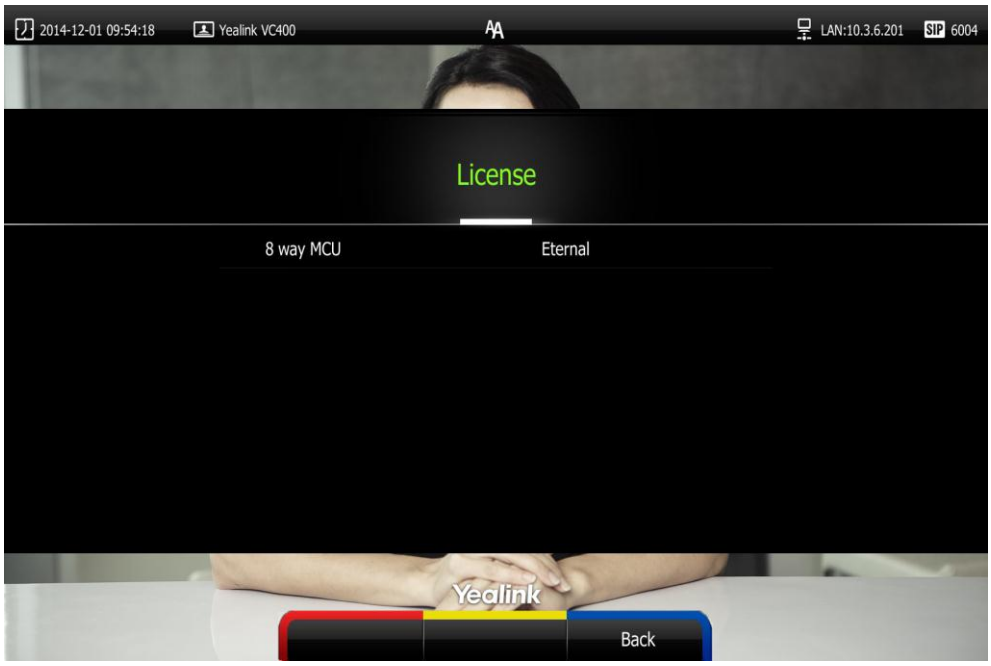
1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Status** menu.
3. Press ▲ or ▼ to scroll to **License**, and then press OK .
   - If the 8 way MCU displays **Unsupported**, it means you have not imported an 8-way conference license. So the system supports up to 4-way video calls and an additional voice call (an original caller and three other sites).



- If the 8 way MCU displays **X~Y Available**, it means you have imported a trail version of 8-way conference license. So the system supports up to 8-way video calls and an additional voice call (an original caller and eight other sites) in X~Y period. When the trial license expires, your system supports 4-way video calls and an additional voice call (an original caller and three other sites).



- If the 8 way MCU displays **Eternal**, it means you have imported a permanent version of the 8-way conference license. So the system supports up to 8-way video calls and an additional voice call (an original caller and eight other sites) permanently.



8-way conference license status can be viewed via web user interface at the path

Status->License.

Note

Upgrading the system or performing a factory reset will not affect the imported 8-way license.

If the system has been imported a trial version of the 8-way license and the license has not expired, and you import a permanent version to the system, the permanent version will overwrite the trial version.

If the system has been imported a permanent version of the 8-way license, and you import a trial version to the system, the permanent version will not be overwritten.

For more information on how to set up an 8-way conference, refer to Placing Multiple Calls on page 80. By default, all video images are shown in the same size after the conference call is set up.

Troubleshooting

This chapter provides general troubleshooting information to help you solve problems you might encounter when using your VC400 system. If you require additional information or assistance with your new phone, contact your system administrator.

Ensure the system has not been physically damaged when experiencing a problem. Check whether the cables are loose and the connections are correct and secure. These are common causes of problems.

System Diagnostics

Diagnostic menus include:

- **Audio Diagnose**: Check whether the audio output device can pick up voice and play audio normally.
- **Camera Diagnose**: Check whether the camera can pan and change focus normally.
- **Ping**: Check whether the network between the local and the remote system is connected.
- **Trace Route**: Display the route (path) and measure transit delays of packets across an Internet Protocol (IP) network.

Audio Diagnose:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Diagnose** menu.
3. Press ▲ or ▼ to scroll to **Audio Diagnose**, and then press OK.
4. Speak into the microphone.
5. Check whether the microphone can pick up audio normally.

   If the microphone picks up audio and plays back audio normally, it means that the audio works well.
6. Press OK to stop audio diagnostics.

Camera Diagnose:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Diagnose** menu.
3. Press ▲ or ▼ to scroll to **Camera Diagnose**, and then press OK.
4. Press ▲ or ▼ to adjust the camera position.
5. Press ⊖ or ⊕ to adjust the focus.

   If the camera can move and zoom normally, it means that the camera is working

well.

6. Press (**Back** soft key) to stop camera diagnostics.

Network diagnosis:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Diagnose** menu.
3. Press ▲ or ▼ to scroll to **Ping**, and then press OK.
4. Enter IP address (for example, the IP address of the remote system)
5. Press ▲ or ▼ to select **Start**, and then press OK.
6. Press (**Back** soft key) to return to Diagnose menu.

   It measures the round-trip time from transmission to reception and reports errors and packet loss. The results of the test include a statistical summary of the response packets received, including the minimum, maximum, and the mean round-trip times.

Trace Route:

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to select the **Diagnose** menu.
3. Press ▲ or ▼ to scroll to **Trace Route**, and then press OK.
4. Enter IP address (for example, the IP address of the remote system)
5. Press ▲ or ▼ to select **Start**, and then press OK.
6. Press (**Back** soft key) to return to Diagnose menu.

   If the test is successful, the VC400 system lists the hops between the system and the IP address you entered. You can check whether congestion happens via the time cost between hops.

General Issues

Why can't the system place a call?

- Check the network is available.
- When making a call using an account, check that the account is registered.
- Ensure the remote system supports the same call protocol as the local system. If you want to place a call using another protocol, refer to Call Protocol on page 69.

Why can't the system receive calls?

- Check the network is available.
- When receiving a call using an account, check that the account is registered.
- Check that DND (Do Not Disturb) mode is deactivated on your system. Refer to Do Not Disturb (DND) on page 92.

Why doesn't the display device display the time and date correctly?

Check whether you have configured the system to obtain the time and date from the SNTP server automatically. If the system fails to connect to the SNTP server, contact your system administrator for more information. You can also configure the time and date manually. For more information, refer to Time & Date on page 42.

How to obtain the IP address of the system?

Three are three ways to obtain the IP address of the system:

- The IP address of the system is shown on the top right corner of the display device.
- Press (**Menu** soft key) on your remote control and select **Network**.

  The display device shows the network information about the system.
- Press OK on the VCP40 phone when the phone is idle and select **Network**.

  The LCD screen of the phone displays the network information about the system.

Why does the system fail to call the far site?

- Check whether the network of the near site is available.
- Check whether the network of the far site is available.
- Check whether the far site enables the DND feature.
- Check whether the accounts have been registered correctly, and the system uses the appropriate account to call the far site.
- Check whether the local system can ping the IP address of the remote system successfully.
- Ensure that the entered call information is correct.
- Ensure that the called party is powered on.
- Check whether the far site rejects your call.
- Check whether the firewall blocks the inbound traffics from the other site.
- Check whether the far site has already up to maximum call-in limitation.
- If the near site is forced to use encryption, ensure that the far site enables encryption too.
- Ensure that the far site supports the same call protocol as the near site.

Why does the system fail to call the far site via IP address?

- Ensure that the network is connected correctly.
- Ping the IP address of the far site. Contact your system administrator if it fails.

Camera Issues

How to adjust room lighting?

You can alter the environmental lighting and background colors of your environment to obtain the best video quality. If light levels are too low you may consider adding artificial lighting. Reflected light from pale walls often produces excellent results.

Avoid the following situations:

- Direct sunlight on the display device, the background, or the camera lens which creates harsh contrasts.
- Colored lighting.

Why can't I adjust the camera angle and focus?

- You can adjust the camera when the system is idle or during a call. The camera cannot be adjusted when the system is in the menu screen.
- Ensure that the batteries in the remote control are in good working condition, and installed correctly.
- Aim the remote control at the sensor when you perform a task.
- Ensure that no objects are obstructing the sensor on the front of the camera.
- Ensure that the LED on the front of the camera flashes green when you use the remote control to perform a task.
- Ensure that what you are controlling is the local camera.
- Reboot the system.
- If the above suggestions cannot solve your problem, perhaps the remote control is broken. You can contact your system administrator for help.

Why is the video quality bad?

- Ensure that the display device has suitable resolution.
- Check whether the packet has been lost. For more information on packet loss, refer to Call Statistics on page 96.
- Contact your administrator to adjust the camera brightness and white balance.

Display Issues

Why is there no video on the display device?

- Ensure that the display device is turned on.
- Ensure that the display device is properly connected to VC400codec.

- Ensure that the VC400 codec is turned on.
- Ensure that you have selected the correct video input source.

Why can't the display device start a presentation?

- Ensure that the PC is properly connected to the VC400 codec.
- Ensure that the VC400 codec is turned on.
- Contact your administrator for help.

Video & Audio Issues

Why can't I hear the audio during a call?

- Ensure that the system has selected an available audio output device.
- If you select **VCS Phone** as the audio output device, ensure that the VCP40 phone is connected to the VC400 codec, and LED indicators on the phone illuminate solid green.
- Ensure the proper volume level on the system.
- Ensure that the microphone on the remote system is not muted.

Why can't I hear a ring tone when receiving a call?

- Ensure that the system has selected an available audio output device.
- If you select **VCS Phone** as the audio output device, ensure that the VCP40 phone is connected to the VC400 codec, and LED indicators on the phone illuminate solid green.
- Ensure that the ring volume is not set to 0. If it is, the icon will appear on the status bar of display device, and the icon will appear on the LCD screen of the VCP40 phone.
- Adjust the ring volume when the system is idle via the remote control or VCP40 phone. For more information, refer to Volume Settings on page 46.
- Ensure that the microphone of the remote system is not muted.

Why can't I view the menu on the display device?

- Check whether the Display1 port of VC400 codec is connected to the HDMI port on the display device.

Why can't I hear the other site clearly during a call?

- Ensure that the speaker volume of the far site is not set too low.
- Muffled audio reception from the far side may be caused by highly reverberant rooms. Speak in close proximity to the phone.
- Adjust the priority order for your audio codec if you have chosen a low-bandwidth audio codec to be first.
- For best results, ensure that the caller is using a Yealink video conferencing system. Audio quality from your video conferencing system will vary when calling a non-Yealink system.
- Dust and debris may cause audio quality. Do not use any kind of liquid or aerosol cleaner on the phone. A soft, slightly damp cloth should be sufficient to clean the top surface of the phone if necessary.

Why is the voice quality poor?

Users may receive poor voice quality during a call, such as intermittent voice, low volume, echo or other noise. It is difficulty to diagnosis the root causes of the voice anomalies. The possible reasons are:

- Users sit too far from or near to the microphone.
- The audio pickup device is moved frequently.
- Intermittent voice is probably caused by voice packet loss or jitter. Voice packet loss may occur due to network congestion. Jitter may occur due to information reorganization of the transmission or receiving equipment, such as, delay processing, retransmission mechanism or buffer overflow.
- Noise devices, such as computers or fans, may make it difficult to hear each other's voices clearly.
- Wires may also cause this problem. Replace the old with the new cables, and then reconnect to check whether the new cables provide better connectivity.

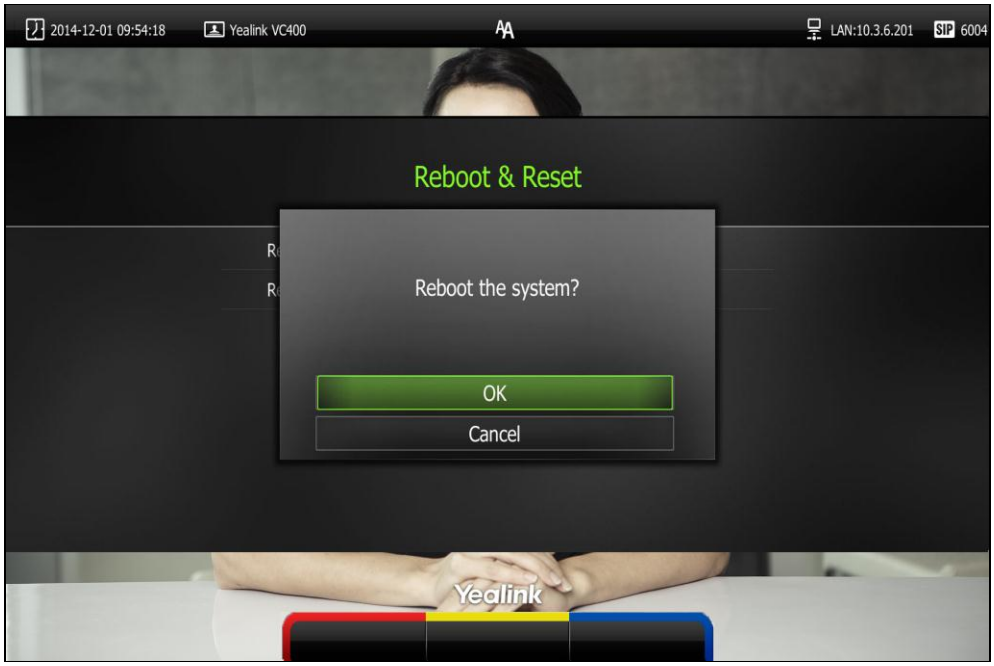
System Maintenance

How to reboot the phone?

1. Press (**Menu** soft key) to enter main menu.
2. Press ◀ or ▶ to scroll to the **Advanced** menu.
3. Enter admin password (default password: 0000) in the **Admin Password** field.

4. Press OK or press (**Enter** soft key).
5. Press ▲ or ▼ to scroll to **Reboot & Reset**, and then press OK.
6. Press ▲ or ▼ to scroll to **Reboot**, and then press OK.

   The display device prompts "Reboot the system?".



7. Select **OK**, and then press OK.

You can reboot the system via web user interface at the path **Setting->Upgrade->Reboot**.

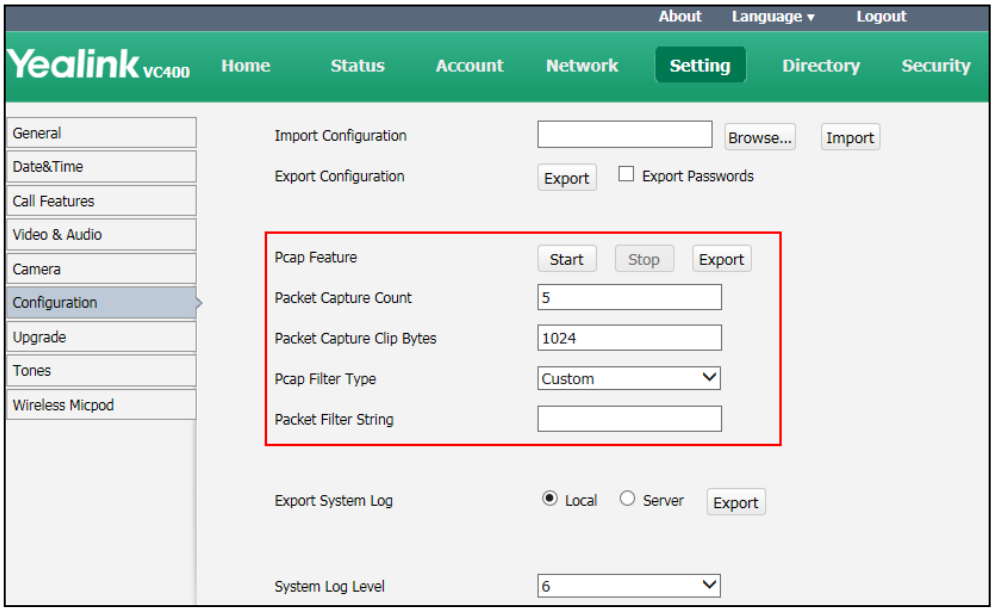
How to export PCAP trace?

We may need you to provide a PCAP trace to help analyze your problem. Exporting PCAP trace is only configurable via web user interface.

To export a PCAP trace via web user interface:

1. Click on **Setting->Configuration**.

2. Click **Start** to begin capturing signal traffic.



3. Recreate the error to be documented in the trace.
4. Click **Stop** to stop the capture.
5. Click **Export** to open the file download window, and then save the file to your local system.

You can also configure the count, bytes and filter type of the packet before exporting PCAP trace. For more information, contact your system administrator.

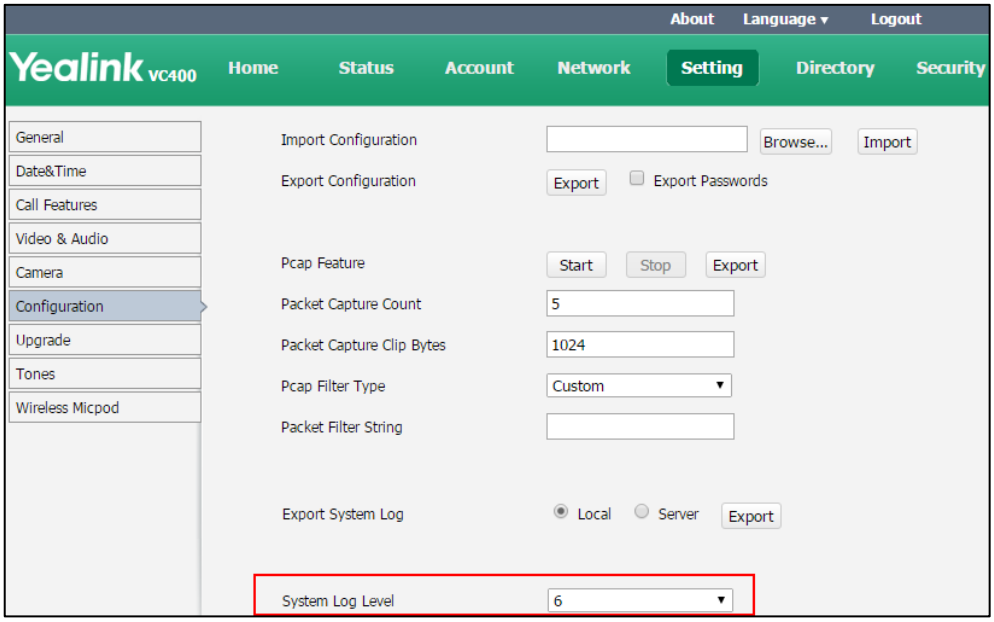
How to export system log?

We may need you to provide your phone configurations to help analyze your problems. You can export the system log to the local system or designated log server.

To export the system log to a local PC via web user interface:

1. Click on **Setting->Configuration**.
2. Mark the **Local** radio box in the **Export System Log** field.
3. Select **6** from the pull-down list of **System Log Level**.

The default system log level is 6.



4. Click **Confirm** to accept the change.

   The web user interface prompts "Operating…Please wait…".

   Export the system log referring to the following steps.

5. Recreate the error to be documented in the trace.
6. Click **Export** to save the file to your local system.

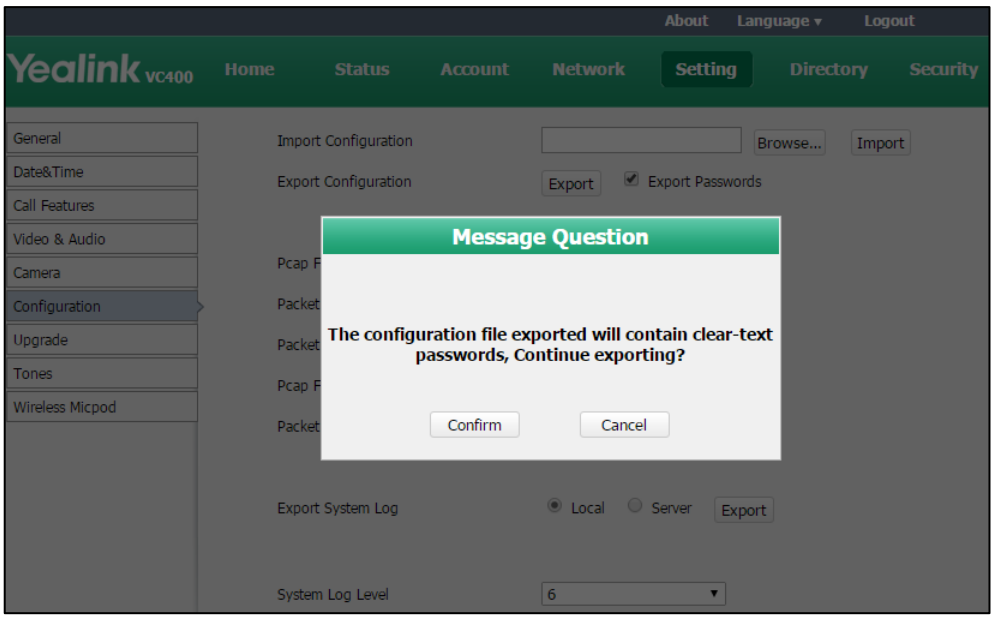
How to export/import the system configurations?

We may need you to provide your system configurations to help analyze problems. In some instance, you may need to import configurations to your system.

To export the system configurations via web user interface:

1. Click on **Setting**->**Configuration**.
2. Check or uncheck the **Export Passwords** checkbox according to actual demand.
3. Click **Export.**

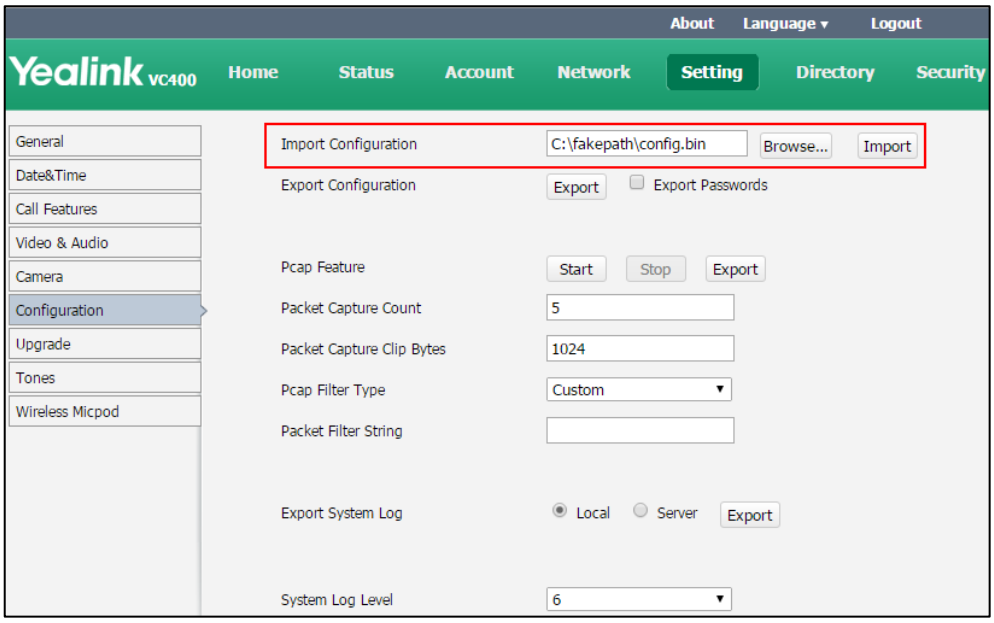
If you check the **Export Passwords** checkbox, the web user interface is shown as below:



4. Click **Confirm** to export the configurations.

To import the system configurations via web user interface:

1. Click on **Setting->Configuration**.
2. Click **Browse** to locate a configuration file from your local system.



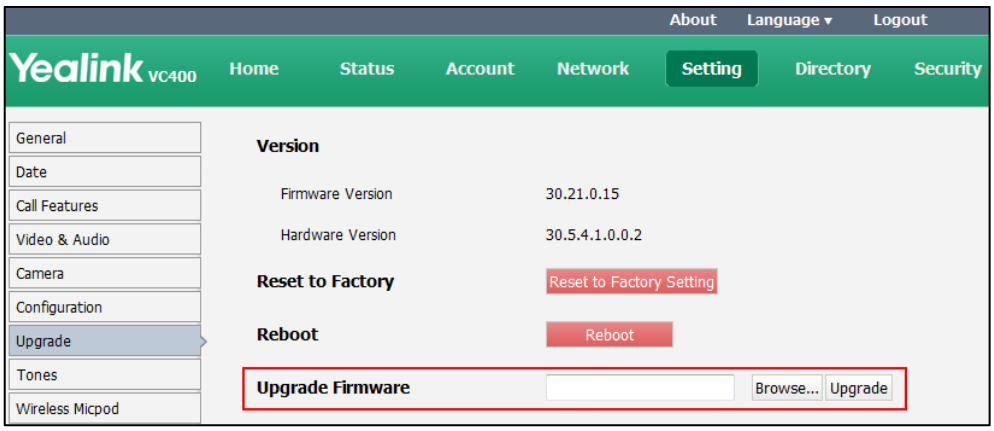
3. Click **Import** to import the configuration file.

Note The file format of configuration file must be *.bin.

How to upgrade firmware?

To upgrade firmware via web user interface:

1. Click on **Setting->Upgrade**.
2. Click **Browse** to locate the firmware from your local system.

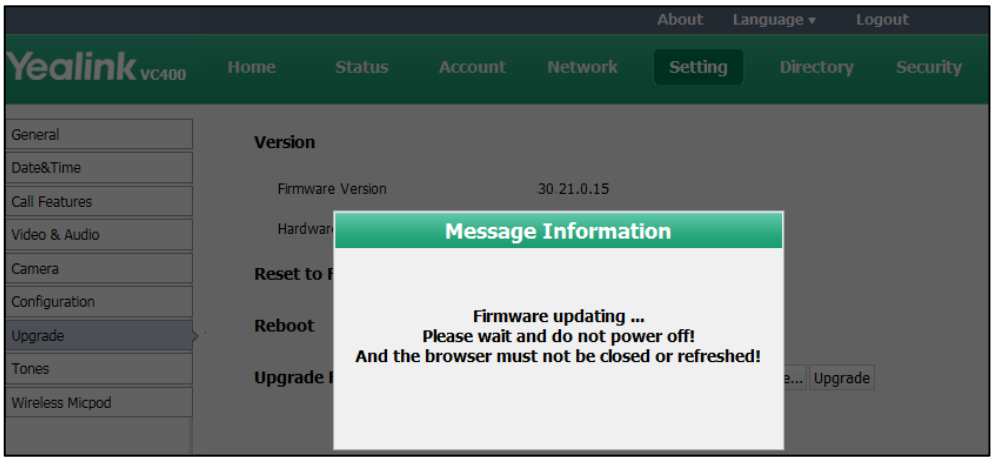


3. Click **Upgrade** to upgrade the firmware.

   The browser pops up the dialog box "Firmware of the video conference system will be updated. It will take 5 minutes to complete. Please don't power off!".

4. Click **Confirm** to confirm upgrading.

   The web user interface is shown as below:



How to reset the system?

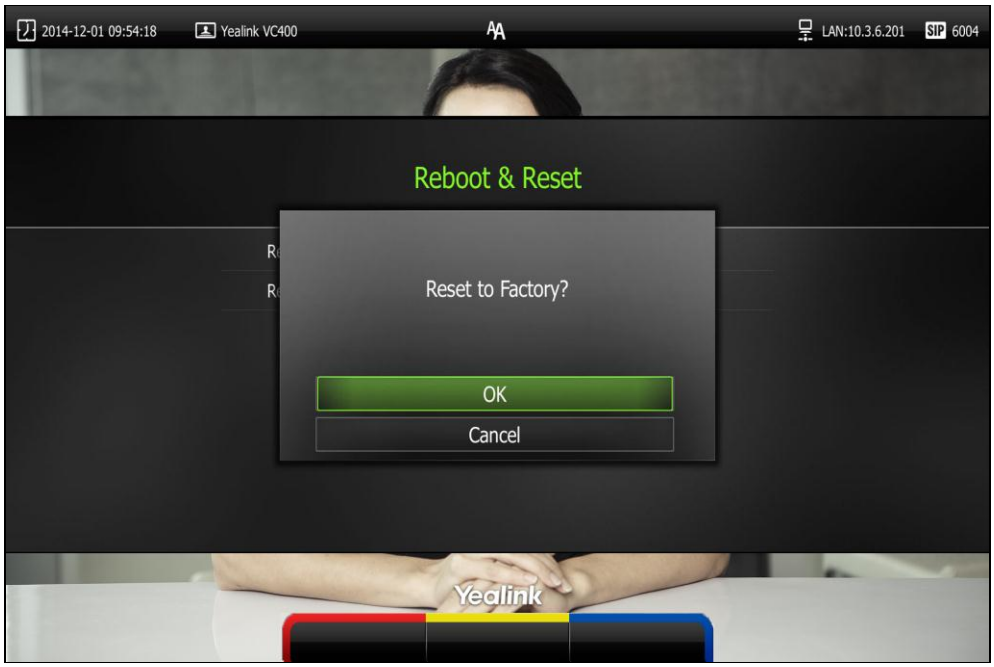
Reset the system to factory configurations after you have tried all appropriate troubleshooting suggestions but have still do not solved the problem. You need to note that all customized settings will be overwritten after reset. You can reset the system via the remote control or web user interface.

To reset the system via the remote control:

1. Press (**Menu** soft key) to enter main menu.

2. Press ◀ or ▶ to scroll to the **Advanced** menu.
3. Enter admin password (default password: 0000) in the **Admin Password** field.
4. Press OK or Press (**Enter** soft key).
5. Press ▲ or ▼ to scroll to **Reboot & Reset**, and then press OK.
6. Press ▲ or ▼ to scroll to **Reset**, and then press OK.

   The display device prompts "Reset to Factory?"



7. Select **OK**, and then press OK.

   The system reboots automatically, the LCD screen of the VCP40 phone prompts "Rebooting Please wait…". The phone will be reset to factory sucessfully after startup.

Note Reset of the system may take a few minutes. Do not power off until the phone starts up successfully.

Resetting the system is configurable via web user interface at the path **Setting->Upgrade->Reset to Factory.**

Regulatory Notices

Service Agreements

Contact your Yealink Authorized Reseller for information about service agreements applicable to your product.

Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Safety Instructions

Save these instructions. Read these safety instructions before use!

The following basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and other personal injury.

General Requirements

- Before you install and use the device, read the safety instructions carefully and monitor the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and an impact to the device.
- Please do not attempt to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstance liable to consequences or legal issues caused by such changes.
- Please refer to the relevant laws and statutes while using the device. The legal rights of others should be respected as well.

Environmental Requirements

- Place the device in a well-ventilated place. Do not expose the device to direct sunlight.
- Keep the device dry and free of dust.
- Place the device on a stable and level platform.
- Please do not place any heavy objects on the device in case of damageand and deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- 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.
- Keep the device away from any household appliance with a strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

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 only use 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 only use the surge protection power socket provided.
- Before plugging or unplugging any cable, ensure 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.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- 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 smoke or an abnormal noise or smell is emitted from the device, 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, stop using it and 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. Using a dirty or wet power plug may lead to electric shock or other perils.

Restriction of Hazardous Substances

Restriction of Hazardous Substances (RoHS) is a Chinese government regulation which aims to restrict certain dangerous substances commonly used in electronic and electronic equipment.

The following table lists the names and content of toxic and hazardous substances or elements probably contained in the products:

Parts Name	Toxic or Hazardous Substance and Elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent Chromium (Cr^{+6})	Polybrominated Biphenyls (PBB)	Polybrominated Diphenyl Ethers (PDBE)
Plastic and Polymeric Parts	O	O	O	O	O	O
Metal Parts	X	O	O	O	O	O
PCBA	X	O	O	O	O	O
Cables and Cable Assemblies	O	O	O	O	O	O
LCD Screen	O	O	O	O	O	O
Batteries	O	O	O	O	O	O
Packing Material	O	O	O	O	O	O

O: Indicates that toxic substances contained in all homogeneous materials in this product are below the limit requirement in GB/T26572-2011 standard.

X: Indicates that toxic substances contained in all homogeneous materials in this product are above the limit requirement in GB/T26572-2011 standard.

This table lists the toxic and hazardous substances contained in the machine. Based on the material type, the data is provided by the supplier and has already been validated by Yealink company.

Some harmful substances contained in the material cannot be replaced according to the current technology. We constantly strive to improve our products.

Appendix A - Time Zones

Time Zone	Time Zone Name
−11:00	Samoa
−10:00	United States-Hawaii-Aleutian
−10:00	United States-Alaska-Aleutian
−09:30	French Polynesia
−09:00	United States-Alaska Time
−08:00	Canada(Vancouver, Whitehorse)
−08:00	Mexico(Tijuana, Mexicali)
−08:00	United States-Pacific Time
−07:00	Canada(Edmonton, Calgary)
−07:00	Mexico(Mazatlan, Chihuahua)
−07:00	United States-Mountain Time
−07:00	United States-MST no DST
−06:00	Canada-Manitoba(Winnipeg)
−06:00	Chile(Easter Islands)
−06:00	Mexico(Mexico City, Acapulco)
−06:00	United States-Central Time
−05:00	Bahamas(Nassau)
−05:00	Canada(Montreal, Ottawa, Quebec)
−05:00	Cuba(Havana)
−05:00	United States-Eastern Time
−04:30	Venezuela(Caracas)
−04:00	Canada(Halifax, Saint John)
−04:00	Chile(Santiago)
−04:00	Paraguay(Asuncion)
−04:00	United Kingdom-Bermuda(Bermuda)
−04:00	United Kingdom(Falkland Islands)
−04:00	Trinidad&Tobago
−03:30	Canada-New Foundland(St.Johns)
−03:00	Denmark-Greenland(Nuuk)
−03:00	Argentina(Buenos Aires)
−03:00	Brazil(no DST)
−03:00	Brazil(DST)
−02:30	Newfoundland and Labrador
−02:00	Brazil(no DST)
−01:00	Portugal(Azores)
0	GMT
0	Greenland

Time Zone	Time Zone Name
0	Denmark-Faroe Islands(Torshavn)
0	Ireland(Dublin)
0	Portugal(Lisboa, Porto, Funchal)
0	Spain-Canary Islands(Las Palmas)
0	United Kingdom(London)
0	Morocco
+01:00	Albania(Tirane)
+01:00	Austria(Vienna)
+01:00	Belgium(Brussels)
+01:00	Caicos
+01:00	Chad
+01:00	Spain(Madrid)
+01:00	Croatia(Zagreb)
+01:00	Czech Republic(Prague)
+01:00	Denmark(Kopenhagen)
+01:00	France(Paris)
+01:00	Germany(Berlin)
+01:00	Hungary(Budapest)
+01:00	Italy(Rome)
+01:00	Luxembourg(Luxembourg)
+01:00	Macedonia(Skopje)
+01:00	Netherlands(Amsterdam)
+01:00	Namibia(Windhoek)
+01:00	Poland (Warsaw)
+02:00	Estonia(Tallinn)
+02:00	Finland(Helsinki)
+02:00	Gaza Strip(Gaza)
+02:00	Greece(Athens)
+02:00	Israel(Tel Aviv)
+02:00	Jordan(Amman)
+02:00	Latvia(Riga)
+02:00	Lebanon(Beirut)
+02:00	Moldova(Kishinev)
+02:00	Russia(Kaliningrad)
+02:00	Romania(Bucharest)
+02:00	Syria(Damascus)
+02:00	Turkey(Ankara)
+02:00	Ukraine(Kyiv, Odessa)
+03:00	East Africa Time
+03:00	Iraq(Baghdad)
+03:00	Russia(Moscow)
+03:30	Iran(Teheran)

Time Zone	Time Zone Name
+04:00	Armenia(Yerevan)
+04:00	Azerbaijan(Baku)
+04:00	Georgia(Tbilisi)
+04:00	Kazakhstan(Aktau)
+04:00	Russia(Samara)
+04:30	Afghanistan(Kabul)
+05:00	Kazakhstan(Aqtobe)
+05:00	Kyrgyzstan(Bishkek)
+05:00	Pakistan(Islamabad)
+05:00	Russia(Chelyabinsk)
+05:30	India(Calcutta)
+05:45	Nepal(Katmandu)
+06:00	Kazakhstan(Astana, Almaty)
+06:00	Russia(Novosibirsk, Omsk)
+06:30	Myanmar(Naypyitaw)
+07:00	Russia(Krasnoyarsk)
+07:00	Thailand(Bangkok)
+08:00	China(Beijing)
+08:00	Singapore(Singapore)
+08:00	Australia(Perth)
+08:00	Russia(Irkutsk, Ulan-Ude)
+08:45	Eucla
+09:00	Korea(Seoul)
+09:00	Japan(Tokyo)
+09:00	Russia(Yakutsk, Chita)
+09:30	Australia(Adelaide)
+09:30	Australia(Darwin)
+10:00	Australia(Sydney, Melbourne, Canberra)
+10:00	Australia(Brisbane)
+10:00	Australia(Hobart)
+10:00	Russia(Vladivostok)
+10:30	Australia(Lord Howe Islands)
+11:00	New Caledonia(Noumea)
+11:00	Russia(Srednekolymsk Time)
+11:30	Norfolk Island
+12:00	New Zealand(Wellington, Auckland)
+12:00	Russia(Kamchatka Time)
+12:45	New Zealand(Chatham Islands)
+13:00	Tonga(Nukualofa)
+13:30	Chatham Islands
+14:00	Kiribati

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